Q & A's

RFB 3136-2025: GCIS SharePoint Migration and eService Applications Redevelopment

NB: All bids must be submitted physically, no electronic submission will be acceptable

GCIS Responses

1. TECHNICAL CLARIFICATIONS

1.1 Current Environment Assessment

1. SharePoint 2019 Environment

Question	GCIS Response
What is the current size of the SharePoint 2019 environment (total storage in GB/TB)?	3.88 TB excluding archive databases and personal sites
How many site collections and subsites exist in the current environment?	24 Site Collections 5 sub sites
What is the total number of documents and list items across all modules?	It is difficult to get the total number of documents and list Items across all modules. The migration should be based on Total number of Site Collections and sub sites as responded in the question above
Are there any custom web parts or third-party solutions currently in use beyond Nintex?	Yes, SigningHub App (digital signing integration)
What is the current user count (active vs. total licensed users)?	500 users licensed under E3 agreement, +/-450 currently active
Do we have orphaned users or unused groups in permissions?	No
Was the current SP 2019 ECMS configured based on the modern or classic experience?	Intranet, Document Centre home page, Clippings eServices Applications eLeave, eRequisition configured based on classic experience; Document Centre Site Collections, Video and Photo Centre, Invoice Tracking System and Transport eRequest configured based on the modern view

2. Database and Storage

Question	GCIS Response
What is the current SQL Server version and edition being used?	SQL Server 2017 Enterprise
What is the total size of SQL databases for the eServices applications?	450.39 GB Content Databases
Are there any external data sources integrated with the current SharePoint environment?	Yes, Nintex workflows are configured to import lookup data from SQL databases.
What is the current backup and retention policy for data?	Due to storage restrictions SQL backups for granular recover is retained for only 30 days. VM Backups of SQL server are retained for longer

3. Customizations and Integrations

Question	GCIS Response
Are there any custom developed solutions using SharePoint Framework (SPFx)?	No
What external systems are currently integrated with SharePoint 2019? Are there any additional modules, custom solutions, or third-party integrations beyond those listed in the scope?	There are integrations between SharePoint 2019 and GCIS internal developed systems *1) Via Client Service Object Model (CSOM) (for real-time Upload documents & query lists)* • Media Buying Information Management system (MBIMS), integrate VAS 2 Number list and uploaded documents from eRequisition • Customized Application for uploading supporting documents for eLeave and eRequisition 2) Via WebDAV Share • Clippings Application – Uploads documents to the Clippings site collection 3) Via Site Workflows per schedule to transfer data from GCIS internal developed system to SharePoint lists as below a) Employees Profiles from GCIS HR system into eLeave applicant b) Internal developed application to integrate Leave data between eLeave and PERSAL system through PERSAL Leave interface c) eRequisition: Integrated Service Providers info from our Service provider management system (SPMS) and Campaigns list from Media Buying System

2. Database and Storage

Question	GCIS Response
	d) ITS: Integrated Order Information from eRequisition and Service Providers info from our SPMS
Are there any custom master pages or branding elements that need to be migrated?	The intranet has a custom Master page in Classic view but a Modern workable layout alternative can be proposed
Are there any InfoPath forms still in use that weren't mentioned?	No. The legacy Leave and eRequisition forms used InfoPath form before 2013, but will not be migrated to SharePoint online
Are there InfoPath forms or deprecated features that won't work in SharePoint Online?	

1.2 Migration Scope and Approach

4. Migration Strategy

Question	GCIS Response
Is there a preference for a specific migration tool, or is this at the bidder's discretion?	Bidder's discretion.
Will GCIS provide the Microsoft 365 tenant, or should this be included in the bid?	GCIS will provide the Microsoft 365 tenant
What is the acceptable downtime window for each module during migration?	Downtime should be over the weekend / public holiday and be communicated in advance.
Which content is still active, and which can be archived or deleted before migration?	GCIS is currently assessing the content to determine which content is still active and which can be archived or deleted before migration. Only the items created from 1 April 2023 to be migrated
Are there large lists/libraries exceeding SharePoint Online thresholds (e.g., 5,000-item view limit)?	Yes, need to review per site collection with the service provider.
Are there sensitive documents that require special handling (e.g., encryption, DLP policies)?	Yes, currently use Permission Management

5. Parallel Running Requirements

Question	GCIS Response
How long should the parallel running period be maintained?	For the duration of the migration and eServices redevelopment. Planned for 1 year.
Will data synchronization be required between old and new systems during parallel running?	No, apart from that involved in the migration. A cut-over date will have to be determined for each module after which the on-prem functionality will be decommissioned/ mothballed.
Who will be responsible for maintaining data consistency during the parallel period?	The service provider with the assistance of GCIS
What is the criteria for cutting over from the old to the new system?	Once UAT is signed off for a specific module the migration/Development of that module will be considered complete and the cut-over for that module should be arranged

6. Data Migration

Question	GCIS Response
Are there any data retention policies that affect what needs to be migrated?	Yes, GCIS is currently in the process of identifying what should/ should not be migrated based on retention policies. Conclusion of this process will be undertaken with the assistance of the service provider
Should all version history be migrated, or just current versions?	Current version only
Are there any archived or inactive sites that should be excluded from migration?	Yes
What is the approach for migrating permissions and security groups?	Permissions are based around AD groups representing organisational units and structures. These structures and the GCIS file plan will remain valid after the migration but their application to resources will require the service provider to advise.
What are the current permission structures, and do they align with the security model in SharePoint Online?	

6. Data Migration

Question	GCIS Response
How will permissions be managed post-migration (role-based, group-based)?	Group-based

1.3 Power Platform Development

7. eServices Applications

Question	GCIS Response
What is the average number of transactions per month for each eService?	e-Leave – 1556 eRequisition – 2275 Invoice Tracking System (ITS) – 1985 Transport Request – 528
Are there any specific business rules that are not documented?	No
What are the peak usage periods for these applications?	eLeave – April, June, November & December. eRequisition – 7th – 28th of each month ITS - February and March, Transport eRequest – no peak usage

8. Power Platform Licensing

Question	GCIS Response
Does GCIS already have Power Platform licenses (Power Apps, Power Automate)?	No, GCIS is in the procurement process for Power Platform licenses.
What is the expected number of users for Power Apps (per app or per user licensing)?	eLeave – 390 users eRequisition - 185 users Transport eRequest - 265 ITS, Current 185 users, after redevelopment, it will allow Service providers to submit invoices, including GCIS internal users and Service Providers, the total estimate is 900 users
Are there any premium connector requirements for Power Automate?	Only if Reporting and database level integration between SharePoint ad on-prem SQL instance remains a requirement from eService design perspective

8. Power Platform Licensing

Question	GCIS Response
Will Power Pages (formerly Power Apps Portals) require additional licensing?	Yes, only for Invoice Tracking System for suppliers submitting invoices

9. Integration Requirements

Question	GCIS Response
Are there any APIs that need to be developed for external system integration?	Not based on the current applications design but ITS may require public facing interfaces that require them depending on design.
What authentication methods are currently used (SAML, OAuth, etc.)?	- NTLM/Kerberos (AD hybrid) - Claims based - OAuth for Office Online integration
Are there any real-time integration requirements?	Yes, with client applications making use of CSOM and WebDAV based Shares
Will Microsoft Graph API access be required?	No. This will depend on the proposed solutions for eServices applications but based on the current application design's

2. FUNCTIONAL REQUIREMENTS

2.1 Business Process Clarifications

10. eLeave System

Question	GCIS Response
What types of leave are managed (annual, sick, family responsibility, etc.)?	This should be maintainable as leave types change as employment conditions in government change. A specific leave type can be in working days, Calendar days or weeks depending on the leave type - Annual Leave - Sick Leave - Family Responsibility Leave (death or Illness) - Study Leave (Attend course or Examination) - Incapacity Leave - Special Leave (Religious leave, sport participation, union activities) - Maternity Leave

10. eLeave System

Question	GCIS Response
	• Paternity Leave
What is the approval hierarchy and delegation rules?	Two approval structures depending on employee position • Two Layer approval – Applicant >Recommender + Approver • Three Layer approval – Applicant > Recommender->Approver Approval/Recommendation may be delegated to an Acting official requiring an Acting letter. Applications may be redirected at any stage of approval by the current actor or by a system administrator
How does the system integrate with HR/Payroll systems?	No direct integration currently exists. A custom batch process, developed by GCIS, submits applications to PERSAL and returns the result. The batch processor interacts with a SQL server database which is synced with SharePoint list data using scheduled Nintex site workflows. PERSAL does not provide for any other integration methods
Are there any leave balance calculations or accrual rules?	Yes. For relevant leave types, leave credits are maintained and updated according to the result of processing on PERSAL. • Upon selection of the leave type, the working days/calendar days/weeks credits should be calculated and displayed to the user based on the selected dates • Leave credits are globally updated twice a year, at the end of December (new leave cycle) and the end of June (expiry of previous leave cycle credits) • Annual leave is first deducted from the previous cycle's credits before utilizing the current cycle's credits

11. eRequisition System

Question	GCIS Response
What are the procurement thresholds and approval limits?	<table><tr><td>Procurement Type</td><td>Approval Limit</td></tr><tr><td>1)Petty Cash</td><td><=R2000</td></tr><tr><td>2)Normal Procurement</td><td>>R2000 and <=R30 000</td></tr><tr><td>3) RFQ / Contract</td><td>>R30 000</td></tr><tr><td>4)RFB/Tender</td><td>>1 000 000</td></tr></table>

11. eRequisition System

Question	GCIS Response
How many approval levels are typically involved?	One from section, and one at SCM section (Refer to Annex A eRequisition Process)
Is there integration with financial/ERP systems?	No
Are there any specific procurement regulations that must be adhered to?	Yes, PFMA & National Treasury Regulations/ GCIS SCM Policies

12. Invoice Tracking System (ITS)

Question	GCIS Response

What is the typical invoice approval workflow?	There are two types of invoice approval workflow
	   a) The invoices with Order No
	   b) Payment Advise
	(Refer to Annexure A3)

Are there any three-way matching requirements?	Yes, NB: Invoices are paid on Transversal systems (BAS/LOGIS).
How are exceptions and disputes handled?	Exceptions and disputes are handled outside the system.
Is there integration with financial systems for payment processing?	No

13. Transport eRequest

Question	GCIS Response
What types of transport requests are managed?	1) GG Vehicle 2) Shuttle service for GCIS officials
How is vehicle allocation and scheduling handled?	1) Applicant/Section Admin captures and submit transport request form to the sectional approver 2) Sectional approver verifies and approves the transport request and submits it to Finance 3) Finance transport officer verifies the request 4) Finance appoints a service provider or a driver for GG vehicle and arranges the requested transport services; Email is sent to the service Provider to request for transport with request details 5) Finance confirms the transport arrangement with the applicant; Automated email is sent to the applicant with the transport details

13. Transport eRequest

Question	GCIS Response
	(Refer to Annexure A4)
Are there any fleet management system integrations?	No
What reporting is required for transport utilization?	1) All transport Requests for the Section 2) Transport Allocated 3) Transport unallocated. 4) Monthly shuttle/Chauffeur Services for the selected period 5) Chauffeur service count per service provider 6) GG vehicle usage per Driver Report (Driver, Vehicle registration Number, Date Travelled)

14. Nintex Forms Lists & Nintex Workflow diagrams

Question	GCIS Response
Can I get the Nintex Forms Lists & Nintex Workflow diagrams for the SharePoint applications? eLeave, eRequisition, Invoice tracking system & Transport eRequest	See the Annexure A: Current eServices Applications Nintex Forms Lists & Nintex Workflow diagrams

2.2 Reporting Requirements

15. Power BI Reports

Question	GCIS Response
How many SSRS reports need to be converted to Power BI?	3 reports per eService application (12 Reports)
Will Power BI Premium capacity be available or should we use Pro licenses?	GCIS has 20 Power BI Pro licences available.
Are there any real-time dashboard requirements?	Yes.
Who will have access to create and modify reports?	GCIS IMS team and Service Provider Power BI developer/s resources

3. PROJECT MANAGEMENT AND LOGISTICS

3.1 Project Execution

16. Timeline and Phasing

Question	GCIS Response
Is the 12-month timeline fixed, or is there flexibility?	The Project can be less than 12 months, but not more than 12 months Note: Microsoft Support for SharePoint 2019 and Nintex Forms and Workflows 2019 is expiring in July 2026
Are there any critical business periods where changes should be avoided?	Yes, In February and during financial year end March, April.
What are the dependencies on other GCIS projects or initiatives?	Nonapparent at this time but an on-prem hardware refresh is planned during 2025- 2026 financial year but should have a limited impact
Are there any specific go-live dates that must be met?	The SharePoint modules and eService applications can go-live per module completion. Preferable all eServices applications go-live on 30 June 2026

17. Project Team and Resources

Question	GCIS Response
Will GCIS provide dedicated resources for the project?	Yes
What is the availability of business users for requirements gathering and UAT?	GCIS IMS will arrange the availability of key users for requirements sessions. Ad Hoc interactions will depend on the relevant party's availability
Will the bidder's team require GCIS office space, or is remote work acceptable?	Hybrid. Remote working is acceptable via SITA VPNRA access. Some in-person interactions will however be required.
What are the working hours expectations for the project team?	Weekdays between 08:00 and 16:30

3.2 Infrastructure and Access

18. Technical Infrastructure

Question	GCIS Response
Will VPN access be provided for remote work?	Yes, via SITA VPNra
What are the network bandwidth constraints?	GCIS Head office has a maximum bandwidth of 100mbps. During peak usage periods (office hours) the

18. Technical Infrastructure

Question	GCIS Response
	utilisation fluctuates between 80-100%. Off-peak periods see utilisation of around 10%. Regional offices (1 per province) are restricted to 10mbps lines
Are there any firewall or proxy restrictions that might affect cloud services?	Yes, but GCIS has a local resource that manages the firewalls, Proxies and DNS's
Will test/development environments be provided by GCIS?	Yes, although the service provider will have to specify how test/dev environments in the context of the Cloud resources would look.

19. Security and Compliance

Question	GCIS Response
What is the timeline for security clearance processing?	GCIS cannot provide the requested timelines as they depend on SSA processes. The appointed bidder's resources will be required to sign a standard NDA before starting work. If any concerns are raised during the vetting process the appointed bidder will be required to address them immediately.
Are there any specific government compliance requirements beyond mentioned?	Yes, Cloud and Security directives, MISS and ensure compliance to regulatory Acts such as POPI Act
What is the data classification level for the content being migrated?	Confidential, Secret and Top Secret
Are there any restrictions on data location (data sovereignty)?	All aspects (storage, processing, etc) of the solution should ensure Data sovereignty unless GCIS officially agrees to wave this requirement for a specific component.

4. TRAINING AND CHANGE MANAGEMENT

4.1 Training Requirements

20. Training Logistics

Question	GCIS Response
Will training be conducted on-site or virtually?	**Hybrid** (on-site + virtual). Training can be conducted virtually
Should training materials be provided in any specific format?	Can be In MS Word, PDF, PowerPoint format or Video format

20. Training Logistics

Question	GCIS Response
Is there a Learning Management System (LMS) for hosting training content?	No, However, Bider may offer LMS without cost implication
Should training be recorded for future reference?	Yes

21. User Readiness

Question	GCIS Response
Have users been exposed to Power Platform applications before?	No
What languages should training materials be available in?	English
Are there any users with special accessibility requirements?	Yes, Screen reader Compatibility

5. SUPPORT AND MAINTENANCE

5.1 Support Model

22. Support Scope

Question	GCIS Response
Should the 120 hours in Year 1 cover both SharePoint 2019 and Online?	This may apply if SharePoint online migration project be completed less than 12 months
How should unused hours be handled (carry over, credit, or forfeit)?	For the 1st and 2nd year of the contract will be Carried over, and the final year of the contract the unused hours will be forfeited
Are there any exclusions from the support scope?	No
What constitutes an enhancement vs. a bug fix?	- A **bug fix** addresses an error, flaw, or unintended behaviour in the system. - An **enhancement** is a new feature, functionality, or improvement that goes beyond the original agreed scope.

23. Service Level Requirements

Question	GCIS Response
How is the 4-hour resolution time for critical issues measured?	Resolution Time = Call Closure Time – Call Creation Time. For example, if a support call was raised at 9:00 AM and resolved by 13:00 PM, the resolution time would be 4 hours
Are there any penalties for SLA breaches?	Yes, will be covered and agreed in the SLA contract
What is the escalation process for unresolved issues?	Resource (Service Provider/GCIS) > Service Provider Account Manager & GCIS Director: > Service Provider Director and GCIS GITO
Should on-site support be available for critical issues?	Yes

24. Maintenance Windows

Question	GCIS Response
What are the acceptable maintenance windows?	For maintenance requiring downtime, needed to be done after working hours or weekend
How much advance notice is required for planned maintenance?	2 Days in advance
Are there any blackout periods for changes?	During Financial Year ends (March- April) and SONA(February)
What is the emergency change process?	Through the emergency change management procedure

6. COMMERCIAL AND CONTRACTUAL

6.1 Pricing and Payment

25. Pricing Structure

Question	GCIS Response
Are there any annual escalation rates to consider?	Yes, from second year it should be similar with the acceptable annual inflation rate
How will additional work beyond allocated hours be handled?	Must be approved by GCIS before the additional work should start

26. Licensing Costs

Question	GCIS Response
Are any Microsoft license upgrades required and who bears the cost?	If at all possible, the need for license upgrades should be avoided but if they are required GCIS will bear the cost.
What happens if additional licenses are needed during the project?	GCIS will handle with our Microsoft LAR per request
Should annual software maintenance be included?	No. GCIS has Microsoft E3 agreement

8. TECHNICAL SPECIFICS

8.1 SharePoint Online Configuration

27. Tenant Setup

Question	GCIS Response
Will this be a dedicated tenant or shared with other departments?	A dedicated tenant
What is the available storage allocation in SharePoint Online?	6TB - E3 agreement (1TB + 10GB X 500 users)
Are there any Multi-Geo requirements?	No, please see data sovereignty requirement.
What is the external sharing policy?	Sharing documents with external users should be possible but restricted to specific user groups if possible.

28. Modern SharePoint Features

Question	GCIS Response
Are Communication sites required?	Yes, the GCIS Intranet, internal communications and Sectional sites could benefit from this feature.
Will Microsoft Teams integration be needed?	Based on current solution No, but if a beneficial use case can be presented to GCIS for this feature it would be considered.
Should we implement Hub sites for navigation?	The GCIS Document Centre and Intranet may benefit from a hub site. Implementation will depend on requirements

9. SPECIFIC MODULE QUESTIONS

9.1 Document Centre

Document Centre

Question	GCIS Response
28 What is the document classification/taxonomy structure?	Approved GCIS File Plan is used for the document classification/taxonomy structure
29 Are there any retention policies or legal holds?	Yes
30 What metadata schemas are currently in use?	Each Document Library have a unique Content Type added to it. The Content type is based on the GCIS Parent Content Type. Additional fields specific to the document library can be added to the Content Type if required.
31 How many document libraries and their sizes?	581 document Libraries, 2264GB
32 Are metadata, content types, and tagging consistent across sites?	Yes

9.3 Knowledge Management Portal

Knowledge Management Portal

Question	GCIS Response
33 How is knowledge categorized and tagged?	Categorised by Directorate, Topic
34 What is the knowledge approval/publishing workflow?	No workflow applied
35 Are there any expert identification features?	No
36 How is knowledge search and discovery handled?	No knowledge search and discovery configured. Search via metadata/keywords

9.4 Photo and Video Centre

Photo and Video Centre

Question	GCIS Response
37 What is the total size of media files?	500 GB

Photo and Video Centre

Question	GCIS Response
38 What formats are currently supported?	JPG, PNG, MP4.
39 Is streaming capability required?	Streaming desirable but not for this project
40 How are media assets tagged and searched?	media assets stored in folders structured per year per event. Searchable per file name

9.5 Clippings

Clippings

Question	GCIS Response
41 What is the source of clippings (manual, automated)?	Media monitoring (manual upload + external feeds via Clipping software)

42 How are clippings categorized and archived?	Clippings are categorized as
	    a) Print Clippings in PDF supported with Clipping system
	    b) Folders Structured per Year, month and Day

42 What is the retention period for clippings?	20 Years
43 Are there any copyright considerations?	Yes, it can be discussed with the content owner

9.6 Documentation

44 Documentation

Question	GCIS Response
Please could you share the documentation as pe: Point 3.1.1.2 (3) documentation for the current applications is in place and can be provided upon request to guide the redevelopment process: a) Detailed User Requirements Specification b) Technical Configuration Document c) User Manuals	The high-level information for eServices Applications is provided in Annexure A.

10. TECHNICAL MANDATORY REQUIREMENTS

Certification Clarification

45. Certification Clarification

Question	GCIS Response
To our knowledge, the Microsoft 365 Certified: Teams Administrator Associate (MS-700), Microsoft 365 Certified: Enterprise Administrator Expert, Microsoft Certified: Power Platform Developer Associate, and Microsoft Certified: Power Platform Solution Architect Expert are certifications obtained by individual resources, not by a company. However, the requirement as stated in the document indicates that these certificates should include the bidder's name, which would not be possible as they are awarded to individuals. Kindly confirm whether, in order to meet this requirement, our Microsoft accreditation letter would suffice if accompanied by the relevant individual resource certificates listed in the table. Or you could kindly clarify as to how we can best response to this mandatory requirement.	Yes, Microsoft accreditation letter would suffice if accompanied by the relevant individual resource certificates listed in the table. GCIS would like to deal with a company as we will have a better support and deployment team structure, but it could be for both, so long as the person submitting has the accreditation

11 QUESTIONS ALLIGNED WITH SPEC REFERENCE

#	Question	Spec Reference	Answer Notes
1	Can you confirm if all six sub-projects (migration + five redevelopments) must be executed in parallel or in sequence?	Scope of Work – Section 2.1, para 1-2; 3.1.1	Need to be executed in parallel to speed up the project, eRequisition and Invoice Track System need to be executed in sequence
2	Will GCIS provide all current Nintex Forms, workflows, and SQL database documentation upfront, or only upon project initiation?	Section 3.1.1 Redevelopment of eServices – Documentation availability para	Only upon project initiation
3	Should migrated content maintain existing URLs and metadata exactly, or can there be changes to improve structure?	Section 3.1.1 Migration Requirements	Can have changes to improve structure, but the high-level Site collections, document libraries and required meta data needs to keep as current
4	Are there any constraints around redesigning the look-and-feel of the migrated SharePoint Online environment?	Section 3.1.1 Migration Requirements – look and feel reference	The look and feel needs to align with GCIS Corporate Identity (CI)
5	Which migration tool(s) are preferred or approved by GCIS/SITA, or can bidders	Section 3.1.1 Migration Requirements – migration tool outline	Bidders can propose any Microsoft SharePoint Migration supported tool with cost-effective

#	Question	Spec Reference	Answer Notes
	propose any Microsoft-supported tool?		
6	Is hybrid coexistence (parallel run of SharePoint 2019 and Online) expected for all modules, or only certain ones?	Section 3.1.1 Migration Requirements – parallel run requirement	Yes
7	Are there specific Power Platform licensing requirements beyond the current Microsoft E3 model?	Section 1 Background – Licensing Model	GCIS will handle the Power Platform licensing requirements, Bidders are not required to quote on the Power Platform licensing
8	Should Power BI reports be embedded within SharePoint Online or delivered as standalone Power BI workspaces?	Section 3.1.1 Redevelopment of SSRS reports	The Bidder can propose the best method. GCIS has Power BI Pro Licenses
9	Is multi-factor authentication and conditional access already in place for M365, or is the supplier expected to configure it?	Customer Infrastructure and environment requirements	Multi-factor authentication is configured, Conditional Access(if it's SharePoint Related) will have to be configured by the supplier.
10	Does the redevelopment require responsive design for mobile and tablet use?	Section 3.1.1 Redevelopment of eServices – generic functionalities	Yes, on Tablets
11	What is the target start date for the migration and redevelopment projects?	Bid Timelines – Publication Date, Closing Date, Project Completion timeframe in SCC	01 November 2025
12	Are the resource roles listed (PM, Change Manager, BAs, SharePoint Specialist, Power Platform Devs, Trainer) full-time for the project duration or part-time as needed?	Table 1: Resource Requirements	PM, Change Manager, BAs, trainer can be part-time during the project phase, SharePoint Specialist and Power Platform Devs need to be full-time to speed up the project
13	Will GCIS internal staff be allocated to work alongside the bidder's team, and if so, what roles will they cover?	Table 1 Resource Requirements – GCIS internal team collaboration	Yes. GCIS team will cover the roles: PM, BAs, Change Manager and trainer
14	Is there a preferred project management methodology (Agile, Waterfall, Hybrid) for delivery?	Section 3.1.1 Migration & Redevelopment requirements – Project Plan elements	Agile
15	What are the reporting and approval cycles for project milestones and change requests?	SCC – Services and Performance Metrics; Project progress meetings	Weekly / bi-weekly project progress meetings are proposed
16	Is the allocated support time per year (120 / 720 / 720 hours) a hard limit, or can unused hours be rolled over?	SCC – Support hours allocation and carry-over clause	Unused hours four year 1 and 2 can be rolled over, but will be forfeited in the final year of the contract
17	For urgent support requests, is the <4-hour resolution target applicable during business hours only or also after-hours/weekends?	SCC – SLA Response times	During business hours only, in the event of system failure the target will apply during business hours and/or after hours to resolve the issue

#	Question	Spec Reference	Answer Notes
18	Will on-site presence be required for support, or is remote support acceptable?	SCC – Support & Maintenance procedure	Remote support is acceptable, Onsite will be required where necessary
19	Are there any additional monitoring or alerting systems GCIS expects the bidder to integrate with SharePoint Online?	SCC – Maintenance requirements	The bidder can propose, but not required
20	Will GCIS provide the virtual meeting/training platform, or should the bidder arrange it?	Section 3.1.1 Training Requirements	Yes, GCIS will provide the virtual meeting/training platform
21	Are training materials required in multiple languages or only English?	Section 3.1.1 Training Requirements – Deliverables	Only English
22	Should training sessions be recorded and made available for later use?	Section 3.1.1 Training Requirements	Yes
23	Is post-training evaluation (e.g., skills assessment) required for technical staff and champions?	Section 3.1.1 Training Requirements	Yes
24	Can you confirm if all MIOS compliance evidence must be provided at bid submission, or can some be provided post-award?	Annex B: MIOS Requirement Standards	The bidders need to indicate whether their solution adheres to the standards with a Yes or No. If it is a No, they need to indicate why not or what alternative they will be using. The bidders are requested to provide MIOS compliance evidence at bid submission
25	Will GCIS accept subcontractors for specific roles (e.g., Change Management, Training), and if so, are there any restrictions?	SCC – Contracting Conditions	Yes, GCIS accept subcontractors for specific roles (e.g., Change Management, Training), the Bidder must take full responsible for the delivery
26	For the preferential procurement scoring, will joint ventures be allowed to combine B-BBEE credentials?	Preferential Requirements	Joint ventures not encouraged
27	Will GCIS provide sandbox/test environments for SharePoint Online and Power Platform development, or must the bidder provision these temporarily?	Customer Infrastructure and environment requirements	GCIS will provide sandbox/test environments for SharePoint Online and Power Platform development

Annexure A: eService Applications Nintex Forms, lists and Workflow diagrams:
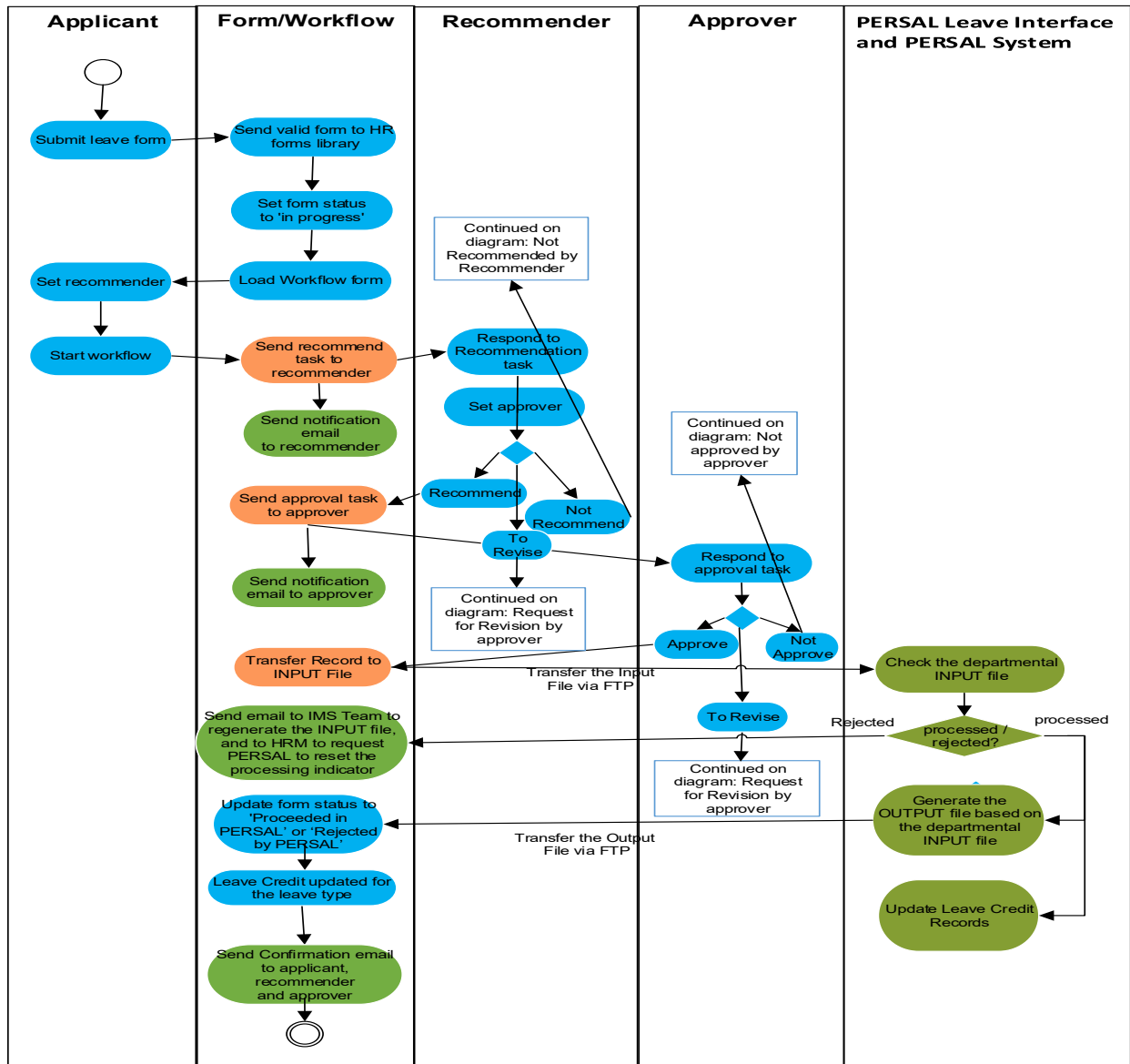
Annexure A1: eLeave

A1.1 Nintex Form Lists

⊞ LeaveForm	⋮	List	11702	22/08/2025 19:51

A1.2 Nintex Workflows

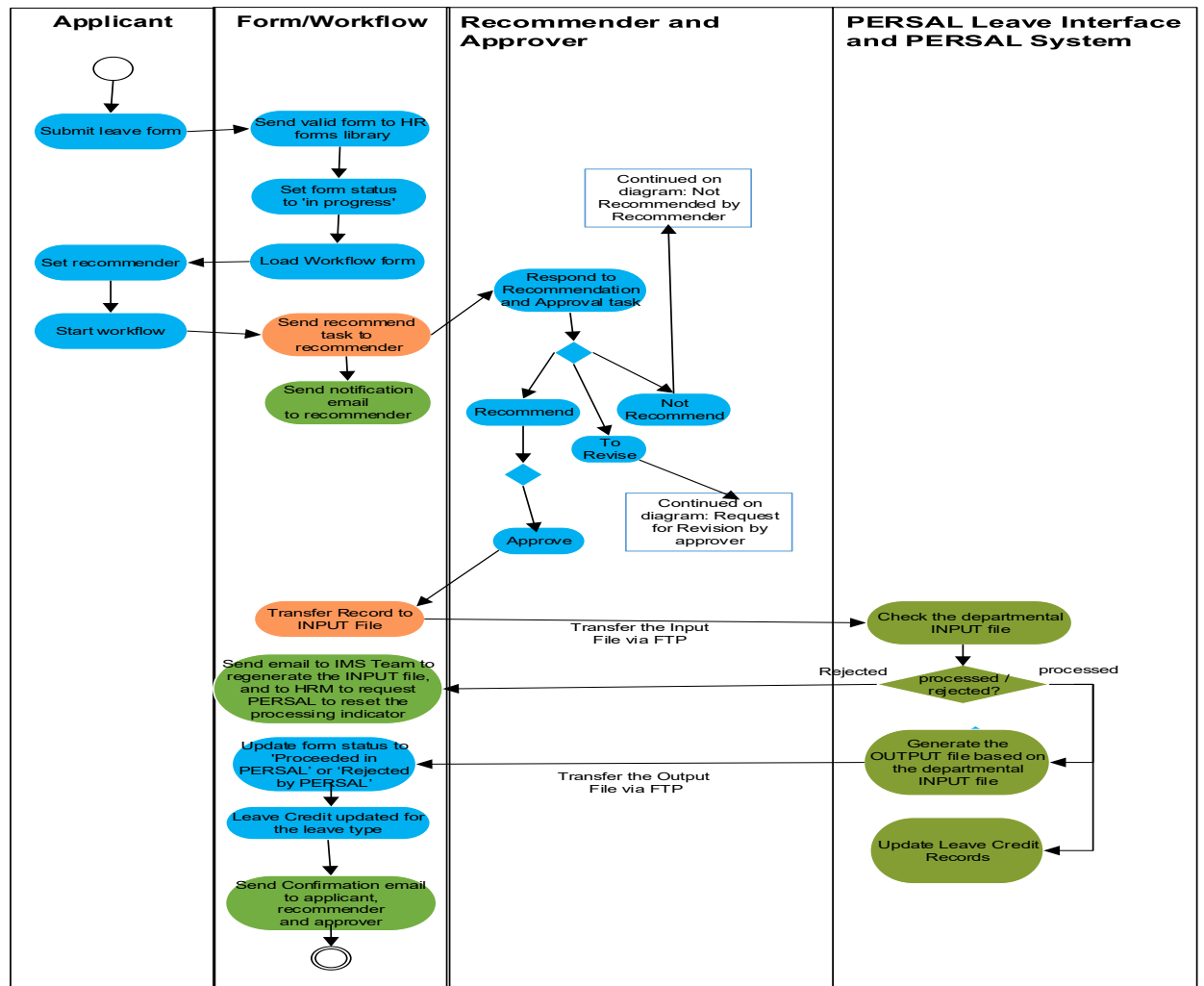| List Name	Workflow Name	Workflow Type
LeaveForm	Leave Application Withdrawal	List workflow
LeaveForm	Leave Application Workflow	List workflow
	Leave Workflow Completion	Site workflow
	Update Leave Credits	Site workflow
	WF_qryEmployee_HRIMS	Site workflow
Leave Form Tasks	WF_Reassign_Task	List workflow
LeaveForm	WF_UpdateCapatureInPERSAL_info	List workflow
LeaveForm	WFPopulateApprover	List workflow
	WF_LeaveWorkflowCompletion	Site workflow

1) **Three Layer Leave Application approval**

Scenario: Three layer Leave Application Process (Sequence Approved)

Applicant	Form/Workflow	Recommender	Approver	PERSAL Leave Interface and PERSAL System

Applicant:
- Submit leave form
- Set recommender
- Start workflow

Form/Workflow:
- Send valid form to HR forms library
- Set form status to 'in progress'
- Load Workflow form
- Send recommend task to recommender
- Send notification email to recommender
- Send approval task to approver
- Send notification email to approver
- Transfer Record to INPUT File
- Send email to IMS Team to regenerate the INPUT file, and to HRM to request PERSAL to reset the processing indicator
- Update form status to 'Proceeded in PERSAL' or 'Rejected by PERSAL'
- Leave Credit updated for the leave type
- Send Confirmation email to applicant, recommender and approver

Recommender:
- Continued on diagram: Not Recommended by Recommender
- Respond to Recommendation task
- Set approver
- Recommend
- Not Recommend
- To Revise
- Continued on diagram: Request for Revision by approver

Approver:
- Continued on diagram: Not approved by approver
- Respond to approval task
- Approve
- Not Approve
- To Revise
- Continued on diagram: Request for Revision by approver

PERSAL Leave Interface and PERSAL System:
- Check the departmental INPUT file
- processed / rejected?
- Generate the OUTPUT file based on the departmental INPUT file
- Update Leave Credit Records

Transfer the Input File via FTP

Transfer the Output File via FTP

Rejected

processed

2) Two-layer Leave Application

Scenario: Two layer Leave Application Process (Sequence Approved)

Table : Leave Status

According to the workflow, there are 8 statuses for leave applications as illustrated in the table below

	Leave Status	Status Description
1)	**Leave Recommendation**	the applicant submitted the form, but the supervisor has not recommended it yet
2)	**Leave Approval**	the supervisor recommended the leave application, but the manager has not approved it yet
3)	**Not Recommended**	the supervisor reviewed the leave application, but chose not to recommend it
4)	**Not Approved**	The manager chose not to approve the leave application
5)	**To Revise**	Recommender or Approver requested the leave to be revised
6)	**Approved**	Manager approved the leave; the leave was sent to the inputs and was received back from the output file and the workflow completed

| 7) | **Awaiting withdrawal approval** | In the case when the applicant changes the leave application plan and wants to withdraw it, after it was already approved by manager |
| 8) | **Withdrawn** | User withdrawn the leave and the manager approved the withdrawal |

A1.3 eLeave Form

Image 1: The image below is the form used to capture and approve leave applications. The Surname, First Name, Persal No and Component are restored, as lables, from the HR System integrated data

GCIS has a solution that interface with the government Transversal System "PERSAL" to extract and input the leave data. The redeveloped eLeave should be integrated with GCIS PERSAL interface solution.

A1.4 eLeave Data

a) Data Structure for eLeave

eLeave is a structured digital platform designed for processing leave applications. It integrates with SharePoint, Microsoft SQL Server, and reporting tools like SSRS and Power BI for efficient tracking and reporting.

eLeave integrates with our internal system that checks and generates the PERSAL INPUT File daily from the leave forms which were approved or withdrawn leave applications by PERSAL Transversal system and updates in the eLeave SQL database tables, which the leave data is accessible for viewing to display available leave credits for the employee

b) Data Storage and Documentation Management

The Leave application and approval process involves three types of supporting documents throughout the Leave submission stage, the acting approval stage, and HR incapacity Leave coordinator. All the documents are consolidated and bonded or associated with the specific leave form per employee.

The supporting documents will be saved under eLeave site Leave_Supporting_Documents library with folders per employee [Employee Full Name]. The document library should have additional columns: a) Leave form File Name, b) file link.

The uploaded documents are only viewed via the link by the other users. The following permissions are granted for the Employee folder

       a) Applicant, supervisor of the applicant: View
       b) Approver: Vies
       c) HR Team member: View
       d) IA Users: View

The leave data captured is stored in a SharePoint List named "eLeave". Upon submission of the leave application, the data is inserted or updated into the Microsoft SQL Server database named " RS12_LeaveApplicationData_Content".

c) Microsoft SQL Server Database Architecture

The RS12_LeaveApplicationData_Content database consists of:

- 24 tables storing leave application data, leave categories, leave types, types of illness, Leave Credits, document types, leave approvals, and transaction history.
- Views, Stored Procedures, Functions, Synonyms, and SQL Jobs to facilitate data processing, integrity, and reporting.
- Data Relationships between leave records, approval workflows, and financial transactions.

e) SharePoint List, Views for Sectional Users

Each sectional user group has a dedicated SharePoint view that allows access to their respective leave application records, while HRM officials have access to all leave records across sections.

Table : **eLeave form SharePoint list columns**

Field	Description
Leave Status	Leave Status as per workflow trail
Employee_ID	Employee_ID of the applicant / login user, reused from HRIMS
Surname	The surname of the applicant
First Name	The surname of the applicant
PERSAL Number	The PERSAL number of the applicant
Home Tel Number	The Contact number of the applicant during the leave
Shift Worker	To indicate if the applicant is a Shift worker
Casual Employee	To indicate if the applicant is a Casual Employee
Department	GCIS
Component	The section of the applicant
Address during the leave period	The physical address of the applicant during the leave period
Leave Type	Leave Type options
Medical Certificate required Indicator	To indicate if the sick leave requires medical certificate
Illness Type	Illness types of options
Start Date	The start date of the leave application
End Date	The End date of the leave application
No of Working Day	No of working day for the leave application
Leave Credit Days	The employee leave Credit Days for the current cycle per leave type
Annual Leave Credit Days	The employee annual leave Credit Days for the current cycle
No of Calendar Days	No of working day for the Unpaid Leave
No of Calendar Months	No of Calendar Months for the two Leave types
No of weeks as Unit	No of Weeks for the Leave type
Applicant Remarks	Remarks by the applicant to indicate the reason for late submission of the leave
Applicant Declaration	Accept Terms / Reject Terms
Employee Name	Full name of the applicant
Date submitted	Date submitted the leave by the applicant
Default recommender Name	Full Name of the supervisor of the applicant
Selected Recommender	Full Name of the selected recommender by the applicant
Recommender Decision	Approve/Revise: If To Revise is selected, form is reversed back to applicant for corrections
Recommendation Remark	Remarks by the recommender to indicate the reason for late recommendation or reason for requesting for revision or Not Recommended
Recommender decision Date	Current Date, Auto-populate, read only as the audit trail field
Leave Form File Name	The unique file name for the leave form
Leave Form hyperlink	The link to open the leave form
Attachment	The supporting documents

A1.5 eLeave Reports

The structured data stored in SQL Server is used to generate reports via SQL Server Reporting Services (SSRS) and Power BI dashboards.

Sectional users and decision-makers leverage these reports to track leave application statuses, identify bottlenecks, and analyze leave patterns. The following are report built on SSRS and/or Power BI.

a) AgeAnalysisReport
b) AllLeaves
c) Annual Leave
d) Annual Leave HR Processed
e) eLeaveListPage
f) EmployeeLeaves
g) Leave
h) Leave By Component
i) Leave By Sections
j) Leave HR Processed
k) LeaveAudit
l) PERSALInterfaceRpt
m) PERSALLeaveCatRpt
n) SectionalLeaveRpt

A2: eRequisition

A2.1 System Roles and Functionalities

There are six (6) major roles for eRequisition Process. Each role has different functionalities to access Requisition information. Table 1 illustrated the eRequisition Roles and the linked functionalities.

Table 3: eRequisition Roles with the linked functionalities

Role	Functionalities
1. Section Admins (Secretaries / Admin Official)	1.1 Submit VAS 2 forms for the respective section. 1.2 Withdraw VAS 2 forms 1.3 Check the VAS 2 form Status 1.4 View the Sectional eRequisition Report
2. Sectional Approver (Sectional Accountable manager or the acting)	2.1 Approve / Reject / Revise the VAS 2 form submitted by the section admin 2.2 Check the VAS 2 form Status 2.3 View the Sectional eRequisition Report
3. SCM Quality Controller	3.1 To approve requisition / revise the requisition back to the sectional admin for corrections 3.2 To complete requisition internal checklist on the system for all SCM stages
4. SCM Data Capturer	To capture the VAS2 Form in LOGIS and capture the RQ No in the VAS2 form
5. SCM Authoriser	To authorise the VAS 2 form and capture the order number after the order number is created from LOGIS and upload the Payment Advice document downloaded from LOGIS
6. SCM System Controller	1) To finalise the VAS2 Form and upload the Simultaneous Receipt and Order Document downloaded from LOGIS 2) To monitor the VAS 2 form approval process and remind the sectional approvers to approve VAS 2 form on time 3) To re-assign the VAS 2 form for approval when the original sectional accountable approver is not available3.5 To overview the VAS 2 forms via reports 4) To cancel requisitions, SCM Authoriser may cancel a VAS2 at the stage of Order created status and SCM System Controller may cancel an order at order generated stage

A2.2 System Processes / Workflows

a)   eRequisition Workflow

eRequisition allows all sectional admins to submit VAS 2 requisition forms online. It allows the sectional admin to easily track the status of the VAS 2 form after submission. SharePoint will automatically apply the workflow to drive the forms through submission, approval, and SCM admin processes as illustrated in Figure 1. It also handles the storage of the requisition supporting document, withdrawal, and re-assign processes
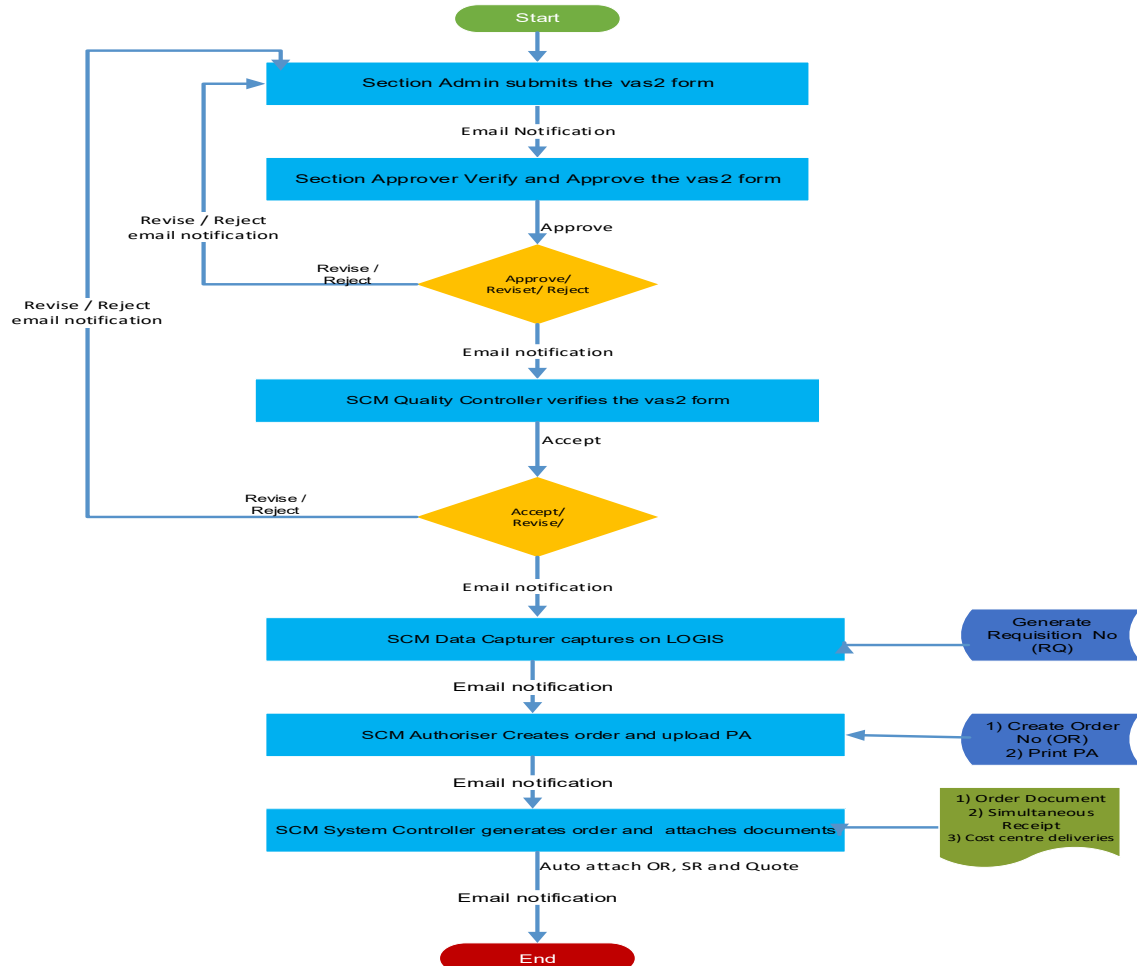
A2.3 eRequisition Workflow Status

The workflow assigns tasks to user groups in SharePoint, with notifications sent via email. Users' complete tasks through a form, choosing to approve, reject, or revise. For example, the Section Director reviews the VAS2 Requisition Form, makes a selection, and submits it through the task form. SharePoint then updates the VAS2 form with the user's decision and comments. Table 7 outlines the workflow stages.

Table 7: eRequisition (Vas2Form) Stages, Form Status Definitions, and Responsible Role/Group

eRequisition Stages	Form Status	Role Player / Group
1) Submit VAS 2 Form	Requisition Submitted	Sectional Admin (S. Admin)
2) Sectional Manager approves VAS 2 form	1) Section Rejected 2) Section approved	Sectional Approver (S. Approver)
3) SCM team verifies the VAS 2 form	1) SCM Revised 2) SCM approved	SCM Quality Controller

4)	SCM Data Capturer captures the RQ	Requisition Captured	SCM Data Capturer
5)	SCM Authorizer verifies the RQ, upload PA and Order number on the VAS 2 form	Order Created	SCM Authorizer
6)	System controller verifies the VAS2 forms and uploads the SR and OR document	Order Generated	System Controller
7)	The system auto sends the order form to the service provider and updates the status in VAS 2 form to inform the S. Admin		

A2.4 eRequisition Form (Vas2 Form)

NB: Please ensure that all the required documents are uploaded and ticked in green

A2.5 eRequisition Data

a) Data Structure for eRequisition

The eRequisition System is a structured digital requisition management platform, integrating SharePoint, Microsoft SQL Server, and reporting tools such as SSRS and Power BI to facilitate requisition processing and reporting.

b) Data Storage and Documentation Management

The system maintains both structured and unstructured data across different storage locations:

- Requisition Documents (Unstructured Data):
  All documentation associated with each Vas2Form is stored in a SharePoint Document Library, categorized by financial year and further grouped into folders based on the Vas2Form number. The documents SharePoint link is saved in the Microsoft SQL Server table for viewing purpose. This structure ensures easy retrieval, compliance, and auditability of requisition records.
- Requisition Data (Structured Data):
  The requisition data captured on the Vas2Form is stored in a SharePoint List named "Requisitions". Upon submission of a requisition, the data is inserted or updated into the Microsoft SQL Server database named "RS12_eServicesReporting_Content".

c) Microsoft SQL Server Database Architecture

The RS12_eServicesReporting_Content database consists of:

- 15 Tables storing requisition data, user roles, approvals, and transaction history.
- Views, Stored Procedures, Functions, Synonyms, and SQL Jobs to facilitate data processing, integrity, and reporting.
- Data Relationships between requisition records, approval workflows, and financial transactions.

d) SharePoint List, Views for Sectional Users

Each sectional user group has a SharePoint view configured to access requisitions related to their specific role. The following eRequisition SharePoint List columns are mapped to the content types and are exported to SQL for reporting
Table 8: eRequisition SharePoint View displays critical requisition metadata

Field Name	Description
Title	Requisition title
eReqRequestingDirectorateCode	Directorate requesting the requisition

Field Name	Description
Created	Date when the requisition was created
Modified	Last modified date
eReqStatus	Current status of the requisition
eReqSectionAdmin	administrator capturing the request
eReqSectionApprover	Approver at the section level
eReqSectionApproverDate	Date of section approval
eReqSCMQualityController	Chain Management (SCM) quality controller assigned
eReqSCMSystemControllerDate	Date of system controller approval
eReqSCMDataCapture	Data capturing user within SCM
eReqSCMDataCaptureDate	hen the requisition was captured in the system
eReqSCMRequisitionAuthoriser	SCM requisition authorizer
eReqSCMRequisitionAuthoriserDate	Date of requisition authorization
eReqSCMSystemController	stem controller responsible for validation
eReqSCMQualityControllerDate	Date of quality control approval
eReqRequisitionCode	Unique code assigned to the requisition

Each SCM user group has permission to access and process requisitions at different approval stages according to their role in the workflow.

A2.6 eRequisition Reports

The structured data stored in SQL Server is used to generate reports via SQL Server Reporting Services (SSRS) and Power BI dashboards.

Sectional users and decision-makers leverage these reports to track requisition statuses, identify bottlenecks, and analyze spending patterns. The following are report built on SSRS and/or Power BI.

    a) All Requisitions
    b) Cancelled Requisitions
    c) New Sectional Report
    d) Requisition Age Analysis
    e) Requisition Stats
    f) Sectional Report
    g) Sectional Reports
    h) SharePoint Requisition Detail Report
    i) SharePoint Requisition Summary Report
    j) Urgent Requisitions

Annexure A3 Invoice Tracking System

The Invoice Tracking System (ITS) must be configured to allow the registered service providers which are out of GCIS domain to access the system and submit and retrieve invoice information

A3.1 System Roles and Functionalities

The system will also provide the specific functionalities for the following fourteen (14) user groups according to the processes described in section 1.2.

Table 5: ITS User Groups and Their Respective Functionalities

System Role	Functionality
1) Service Provider	1.1) Service Provider Uploads the invoice document and captures invoice details 1.2) View Invoice payment status via Portal reporting
2) Sectional Admin Officer	2.1) Verify Sectional invoices
3) Sectional Approver	3.1) Verify and recommend the sectional Invoices 3.2) View Sectional transport requests and Invoices reports
4) Admin Clerk [SCM]	4.1) Verify invoices received by SCM invoices and Add / Edit Invoice records with invoice details (refer to Section Data 4.4) and upload the supporting documents and Submit Invoice for Sectional Approvers to recommend 4.2) Search and view invoices per order per invoices 4.3) Inform the Service provider of Rejected invoices with reasons 4.4) View Invoices Report for all invoices handled by SCM
5) Pre-authorizer [SCM]	5.1) Verify invoices received by SCM and supporting documents, and pre-authorize invoice for payment 5.2) Search and view invoices per order per invoices 5.3) View Invoices Report for all invoices handled by SCM
6) Pre-authorizer [Finance]	6.1) Verify invoices received by Finance and supporting documents, and pre-authorize invoice for payment 6.2) Search and view invoices per order per invoices 6.3) View Invoices Report for all invoices handled by Finance
7. Director: Finance	All functionality as the Sectional Approver mentioned in Point 2 Additional Function: Verify and Approve the invoices handled by Finance
8. Payment Clerk [SCM]	8.1) Verify invoices received by SCM and supporting documents and authorize invoice for payment. *Arrange the payment in LOGIS* 8.2) Update additional fields for the invoice: Payment Number, Date Paid, Paid by, Actual amount paid, unload the proof of payment 8.3) Update the check box fields for Internal Control Check List, 8.4) Search and view invoices per order per invoices 8.5) View Invoices Report for all invoices handled by SCM
9. Payment Clerk [Finance]	9.1) Verify invoices received by Finance and supporting documents and authorize invoice for payment. *Arrange the payment in LOGIS* 9.2) Update additional fields for the invoice: Payment Number, Date Paid, Paid by, Actual amount paid, unload the proof of payment 9.3) Search and view invoices per order per invoices 9.4) View Invoices Report for all invoices handled by Finance
10. Final Authorizer [SCM]	*10.1)* Verify invoice [SCM] with all supporting documents and Internal Control Check List checklist for Compliance, and update the field for the invoice to indicate if it is aligned with SCM Compliance and write comment for non-

System Role	Functionality
	Compliance, then *final authorize the payment in LOGIS,* and update the field: Final authorized 10.2) Inform the service provider on the payment with attached proof of payment 10.3) Search and view invoices per order per invoices 10.4) View Invoices Report for all invoices handled by SCM
11. Final Authorizer [Finance]	*11.1)* Verify invoice [Finance] with all supporting documents and Internal Control Check List for Compliance, and update the field for the invoice to indicate if it is aligned with Finance Compliance and write comment for non-Compliance, then *final authorize the payment in BAS,* and update the field: Final authorized 11.2) Inform the service provider on the payment with attached proof of payment 11.3) Search and view invoices per order per invoices 11.4) View Invoices Report for all invoices handled by Finance
12. System Controller [SCM]	12.1) Maintain Drop Down lists for SCM 12.2) System access control by maintaining SCM user groups 12.3) View Invoices Report for all invoices handled by SCM
13. System Controller [Finance]	13.1) Maintain Drop Down lists for Finance 13.2) System access control by maintaining Finance user groups
14. View User	Can be Internal Auditors, CFO and DDGs 14.1) View Transport Requests and Invoices Reports for all records. 14.2) Search per order number per invoice number

System Processes / Workflows

a) Invoice Tracking System Workflow

Invoice Tracking System supports the following business Processes; all processes require Sectional admin and approvers to participate to verify and approve the invoices. The Invoice Tracking System (ITS) supports the following three core business processes. Each process requires the participation of Sectional Admins and Approvers to verify and approve invoices before final processing:

SCM Invoice and Payment Process

SCM Invoice and Payment System Process Flow

Invoice submission, Verification and Approval

1. Service Provider captures the invoice details and uploads the invoice and supporting documents
2. Sectional Admin verifies the invoice for compliance

Email notification to Inform SCM for invoice receipt

Verified/ Reject? — Reject

Email notification to Inform the Service Provider on the rejected invoice with comments

Verified

3. Sectional Approver verifies invoice details and supporting documents

Email notification to the Service provider for Revision / Reject with Comments

RR101, RR103, RR105 Files

Service Providers Management System (SPMS)

Email Notification

Request for Revision / Reject

Approve for payment/ Request for Revise / Reject?

Approve for payment

Reports

Invoice verification and payment Creation

4. SCM Admin Clerk verifies invoice details and payments allocation, completes the Internal Control Check List and signs for Compliance

Email notification to SCM Admin Clerk for Revision / Reject with Comments

Request for Revision / rejects

Valid for the payment / Request for Revise / Reject?

Valid for payment

Invoice Tracking System

5 SCM Admin Clerk captures the invoice and receipt on the LOGIS system (RCRI/FIIN)

Email Notification

Email Notification for revision / reject the payment creation

6 SCM Admin Clerk creates the payment in LOGIS

Request for Revision / rejects

Pre-Authorized / Request for Revise / Reject?

Pre-Authorized

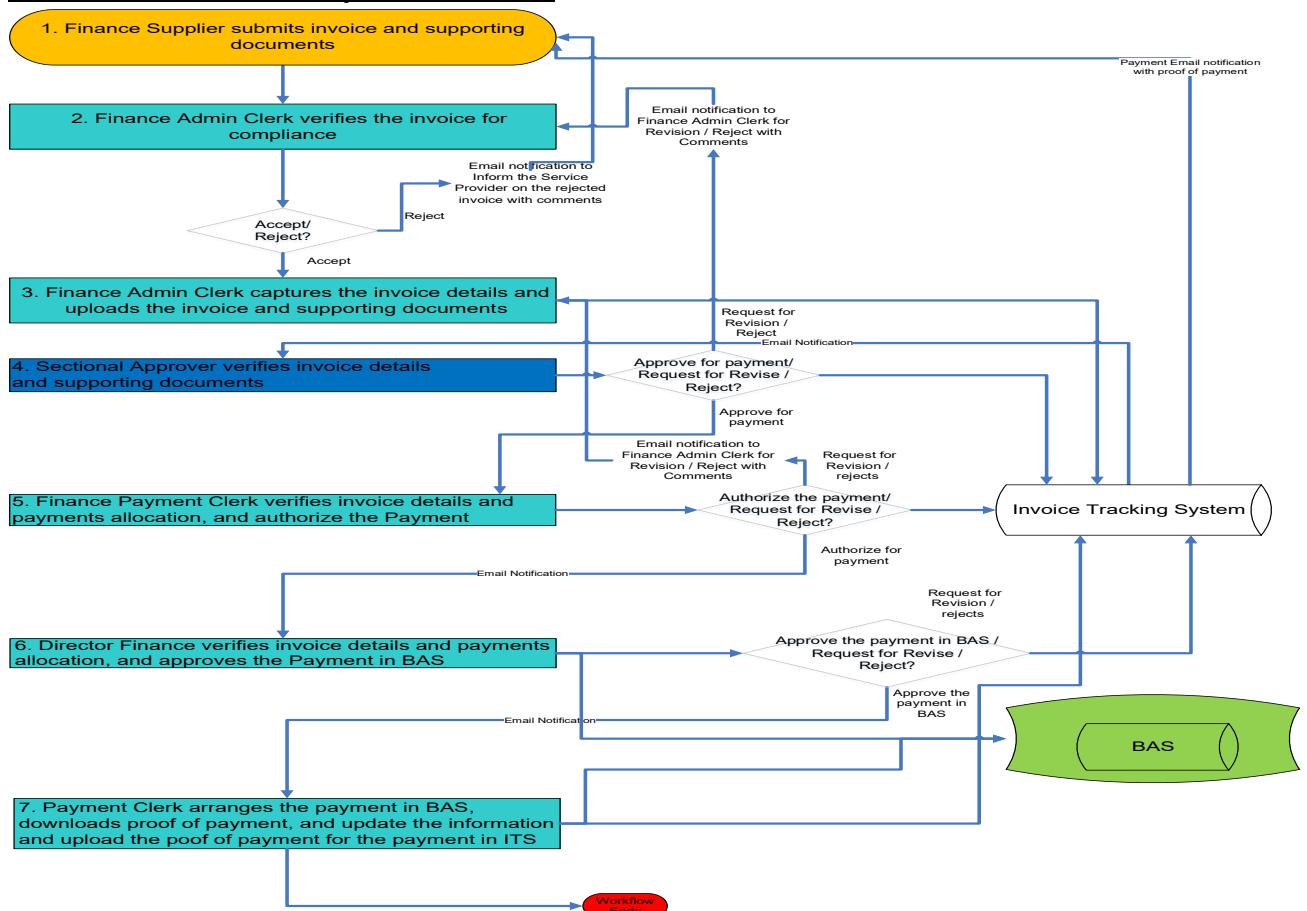LOGIS

BAS

Payment Authorisation

7. SCM Pre-Authorizer verify the created payment for the invoice against the Internal Control List for Compliance

Email Notification

Email Notification

8. SCM Pre-Authorizer pre-authorize the payment, downloaded the Procurement advise: RO030 Original Document, and save in SharePoint

Request for Revision / rejects

Authorise the payment / Request for Revise / Reject?

Authorized

9. SCM Pre-Authorizer updates the Internal check list fields for Compliance in ITS

Payment Disbursement

11 Final Authorizer downloads proof of payment from BAS and save in SharePoint

10 Final Authorizer Authorises the payment for the invoice, and update the Internal check list fields for compliance

12 SCM Helpdesk confirms the payment with proof of payment to the supplier

Workflow Ends

Finance Invoice and Payment Process

1. Finance Supplier submits invoice and supporting documents

Payment Email notification with proof of payment

2. Finance Admin Clerk verifies the invoice for compliance

Email notification to Finance Admin Clerk for Revision / Reject with Comments

Accept/ Reject? — Reject

Email notification to Inform the Service Provider on the rejected invoice with comments

Accept

3. Finance Admin Clerk captures the invoice details and uploads the invoice and supporting documents

Request for Revision / Reject

Email Notification

4. Sectional Approver verifies invoice details and supporting documents

Approve for payment/ Request for Revise / Reject?

Approve for payment

Email notification to Finance Admin Clerk for Revision / Reject with Comments

Request for Revision / rejects

5. Finance Payment Clerk verifies invoice details and payments allocation, and authorize the Payment

Authorize the payment/ Request for Revise / Reject?

Authorize for payment

Invoice Tracking System

Email Notification

6. Director Finance verifies invoice details and payments allocation, and approves the Payment in BAS

Request for Revision / rejects

Approve the payment in BAS / Request for Revise / Reject?

Approve the payment in BAS

Email Notification

BAS

7. Payment Clerk arranges the payment in BAS, downloads proof of payment, and update the information and upload the poof of payment for the payment in ITS

Workflow Ends

b) Invoice Tracking System Workflow Status

Table 6: ITS Workflow Steps, Associated User Groups, Invoice Status, and Notification Emails

Steps	User Group	Invoice Status	System email notification to
1. The Service Provider submit the invoices	Admin Clerk	Invoice Sent	Admin Clerk [SCM / Finance]
2. Receive and check Invoice with invoice Supporting documents 2.1 Verified supporting documents, Capture /Edit Invoice details and Upload documents 2.2 Reject invoice if the invoice with incorrect information and send back to supplier and capture reasons	Admin Clerk [SCM & Finance]	Invoice Received	Supplier
		2.1 Invoice Captured	Sectional Approver
		2.2 Rejected invoice	Supplier
3. Verify Invoice details, recommend or reject the invoice with Comments 3.1 Recommended 3.2 Reject Invoice and capture reasons	Sectional Approver	3.1 Invoice Recommended	Authoriser [SCM / Finance]
		3.2 Invoice Rejected	Admin Clerk [SCM / Finance]
4. Verify invoice details, view attached documents and Authorise Invoice 4.1 Authorised the Invoice 4.2 Reject Invoice and capture reasons	Authoriser [SCM & Finance]	Invoice Authorised	a) Payment Clerk [SCM] b) Director Finance
		Invoice Rejected	Admin Clerk [SCM / Finance]
5. Only for invoices handled by Finance D: Finance reviews the invoices authorised by Finance Authoriser 5.1 Approved the invoice 5.2 Reject Invoice and capture reasons	Director Finance	Invoice Approved	Payment Clerk [Finance]
		Invoice Rejected	Admin Clerk [Finance]
6. Allocate correct payment for the invoice and Finalize payment.	Payment Clerk [SCM / Finance]	Invoice Paid	a) Supplier
			b) Sectional Approver CCed to all stakeholders

Annexure A4: Transport eRequest

1) Transport eRequest Process Flow
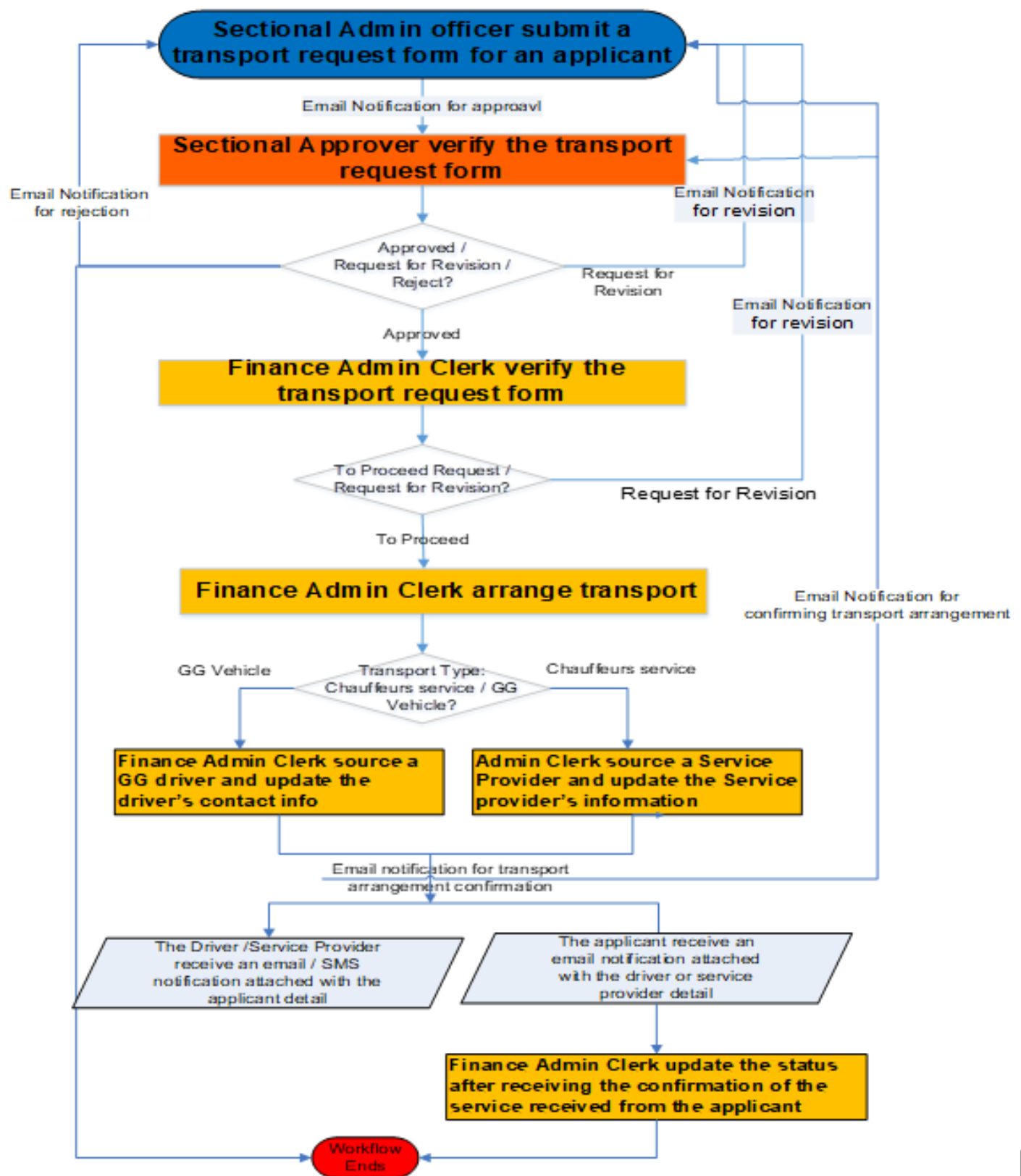
Table 1: Process with Activities, Inputs and Outputs conducted by the relevant user groups

Sub Process	Activities	Responsibility	Inputs	Outputs
1. Transport Request Capture	1.1 Sectional Admin Officer Captures Transport Request online form 1.2 Sectional Admin Officer submit Transport request form to Sectional Approver 1.3 Sectional Admin Officer receives notification email for the rejected Transport Request 1.4 Sectional Admin Officer modify/edit the transport request details	**[Finance] Sectional Admin**	Transport request details	Captured Transport request form
2. Transport Request approval and	2.1 Sectional Approver receives email notification for the submitted Transport Request 2.2 Sectional Approver approves Transport Request and submits to finance 2.3 OR Sectional Approver rejects Transport Request and send back the transport request to Sectional Admin	**[Finance] Sectional Approver**	Transport request approval details	Approved Transport Request
3. Transport arrangements	3.1 Admin Clerk receives email notification for the submitted Transport request 3.2 Admin Clerk view the transport request 3.3 Admin Clerk sources the service provider (SP), and captures the appointed SP's information if it is the Chauffeur request 3.4 Admin Clerk confirms arrangement with the SP via email 3.5 Admin Clerk Sources Driver and captures driver details if it is the GG Transport request 3.6 Admin Clerk confirms arrangement with the Driver via email	**[Finance] Admin Clerk**	Confirmed Transport arrangement	Service confirmation email

2) Transport eRequest Forms

Transport eRequest Form

Reference Number
TRP_060A_13-03-2024

Traveler Name *	Job Title	Telephone Number	Cell number *
	Director: Information Management Systems		

Type the name of the Applicant

Type of Traveller *
- Traveller is within our section.
- Traveller is from other section.
- Travel is not GCIS employee.

Remarks for External Traveler

Section will be auto populated according to the applicant

Sectional Approver details

Section	Select Approver?	Sectional Approver
Dir: Information Management Systems	No	S

Objective Code	Responsibility Code	Chief User Code
P1: D: Information Management Systems	D: IMS	060A

Section Code is auto displayed

Places to be visited

Purpose of journey

Departure address and destination

Return Departure address and destintion

Type the purpose of the visit

Please Note that, the maximum waiting period for the vehicle to arrive is 30 minutes.

Vehicle Details

Type of Request: *
- GG-Vehicle Only
- GG-Vehicle with a Driver
- Chauffeur service

Private vehicle motivation

Vehicle Required Date *

Specify if you need a driver or not

Vehicle Required Time *

Select the date and time the vehicle is required

Vehicle Return Date *

Vehicle Return Time *

Select the date and time the vehicle will be returned

Are you traveling with Flight?
- Yes

If traveling with flight the provide flight details

Are you traveling with Flight?
- ☑ Yes

Capture Flight Details below

Flight No	Departure Date	Departure time
	Arrival Date	Arrival time
Return flight No	Return Departure Date	Return departure time
	Return arrival Date	Return arrival time

Submitted By	Submit Date - Time	
Pinki Moepi	2024/03/13 10:42	Submit Request

Sectional Approver Section

Submited By	Submitted Date
	2024/03/13 00:00:00

Select a decision

Acting Sectional Approver

Decision *
- To Revise
- ● Approved
- Not Approved

Sectional Approver Comments

Select and declare the trip

☐ I hereby certify that the journey is official and that funds are available to cover the expenditure

Type the manager comments

Open Attachment
UnknownError

Submit   Cancel

Transport allocation Form

Select Transport Service Provider

GG Vehicle ▾

Traveller *

Supplier Email Address

CAPTURE TRANSPORT REQUEST FEEDBACK

Rejected Supplier list

×

Select Supplier	Rejected Booking?	Transport Supplier Comments
Please select a value...▾	Please select a value...▾	

Add new row

Transport Officer Decision *

○ Revise request
○ Accepted Request
○ Withdraw Request

Transport Officer Comments

Submit   Cancel