Member Information System Specification

Date: December 2021

Subject	DOCEX Member Information System
Project Name	
Reference	

SOUTH AFRICAN POST OFFICE LIMITED

Reg. No. 1991/005477/06

Contents

1   Introduction

The Document Exchange (DOCEX), a division of the South African Post Office, receives, transmit and tracks physical document that have been handed over to DOCEX by the legal fraternity. These documents are recorded, provided with a tracking number and scanned into the Member Information System (MIS). Subsequent to that, the documents are delivered to the required document exchanges that are located throughout the country.

1.1   Purpose of document

The purpose of this document is to solicit responses from bidders for a solution that will enable DOCEX to record and track mail items that have been submitted for delivery to different exchanges.

2   Objective

The appointed service provider must perform the necessary supply, installation, setup, configuration, integration, training and support required to implement a Member Information System for a period of eigh (8) months.

3   Bidder Scope of Work

3.1   Installation

- Supply, installation and commissioning of all required hardware and software required for the implementation of a Member Information System.

3.2   Maintenance and Support

- Maintenance and support of the implemented a Member Information System to meet the required operational SLA for a period of eight (8) months.

3.3   Handover

- Hand over the system passwords and administrator passwords of the MIS to SAPO from day ONE of commissioning of the solution. The service provider shall also hand all data artefacts (i.e. customer records, tracking data, documents etc.)

4   Functional Requirements

4.1   Log-in Functionality

- The solution must allow the user to log on to the system using username and password.
- The system must allow the user to retrieve forgotten password.
- The system must allow the user to change the password.

4.2 Scanning

The solution shall be able to accept the tracking number that is captured through hand held scanners attached to the scanning workstation. The system must be able to perform various types of scans, including:

- Loose In Scan
- Branch In and Out Scan
- Exchange In and Out Scan
- Member In and Out Scan

4.3 Proof of Delivery

The system must allow the user to search and print Proof of Delivery (POD).

4.4 Reports

The system must be able to generate a daily activity report per site. The system should be able to generate the following reports:

- POD escalation reports
- Daily SWAD reports
- Fault log reports

4.5 Member profile maintenance

The MIS solution must be able to:

- Register member
- Cancel member
- Transfer member
- Update member details
- Search member

4.6 Tracking

The solution shall provide tracking of the documents by recording among others the following minimum information:

- The sender's details
- Recipient's details
- Status of Delivery

5 Technical Requirements

5.1 Hosting

The proposed solution shall be hosted at the bidders' datacentre that is located within the borders of the Republic of South Africa.

5.2 Availability

The required system availability shall be 99.9%.

5.3 Operating System (OS) Platform

The proposed solution shall use Windows as OS platform.

5.4 Integration

The MIS solution must be able to integrate with Size Weight Dimension (SWAD) scale machine.

5.5 Database

The proposed platform shall provide a SQL database to persist all business objects created on the proposed solution.

5.6 Security Access Roles

The proposed solution shall provide a role-based access control security capability that permits the creation of security access roles at various data levels to restrict data access to only DOCEX support staff.
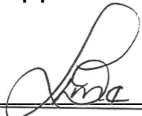
6   Document Approval

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