

ANNEXURE A – ADDITIONAL REQUIREMENTS

1. Change Management Requirements

The service provider shall provide a structured organisational change management approach aligned to enterprise system implementation.

The approach shall include:

1.1 Change Impact Assessment

The service provider shall:

- Conduct a change impact assessment across affected departments.
- Identify impacted roles, processes, and system behaviours.
- Document current-state and future-state process impacts.
- Provide mitigation strategies for high-impact changes.

1.2 Stakeholder Engagement

The service provider shall:

- Develop a stakeholder engagement and communication plan.
- Identify executive sponsors, process owners, and super-users.
- Define communication frequency and channels.

1.3 User Adoption Strategy

The Service Provider shall:

- Define measurable adoption targets.
- Monitor user adoption post go-live.
- Provide recommendations to improve adoption where required.

Example measures:

- Percentage of incidents logged electronically

- Audit completion rates
- Corrective action closure rates
- Active user metrics

1.4 Change Governance

The service provider shall:

- Participate in change control forums during implementation.
- Provide impact assessments for requested changes.
- Support structured approval processes for scope changes.

2. Service Level Agreement (SLA) Requirements

The service provider shall submit a detailed SLA including the following minimum requirements:

2.1 Incident Classification

Severity	Description	Response Time	Resolution Time
Critical	System unavailable	≤ 1 hour	≤ 4 hours
High	Major functionality unavailable	≤ 2 hours	≤ 8 hours
Medium	Workaround available	≤ 4 hours	≤ 2 business days
Low	Minor or cosmetic issue	≤ 1 business day	Next scheduled release

2.2 System Availability

- Minimum uptime of 99.5% excluding scheduled maintenance.
- Planned maintenance windows to be communicated at least 48 hours in advance.

2.3 Support Coverage

The service provider shall specify:

- Support hours
- Local support availability
- Escalation procedures

2.4 SLA Reporting

Monthly SLA reports shall include:

- Incident volumes
- Resolution performance
- Root cause analysis for major incidents
- System availability statistics

3. Technical Architecture Requirements

The proposed solution shall:

- Be cloud-hosted SaaS architecture.
- Support API-based integration.
- Provide scalable modular architecture.
- Support configuration without custom development.

3.1 Security Requirements

The solution shall:

- Support role-based access control.
- Encrypt data at rest and in transit.
- Maintain full audit trails.
- Support multi-factor authentication.
- Comply with recognised information security standards (ISO 27001 or equivalent).

3.2 Identity Management

The solution shall support:

- Active Directory or Azure AD integration.
- Single Sign-On (SSO).
- Automated user provisioning.

4. Integration Requirements

The service provider shall specify:

- Integration architecture and methods (API, middleware, or batch).
- Real-time or scheduled data synchronisation.
- Error handling and retry mechanisms.
- Integration monitoring capability.

Data ownership and system-of-record responsibilities must be clearly defined.

5. Skills Transfer & Knowledge Transfer

The service provider shall provide:

- System administration training.
- Technical configuration documentation.
- Integration documentation.
- Reporting and dashboard configuration guidance.

Mintek must be capable of performing routine configuration changes without vendor dependency.

6. Data Governance

The solution shall provide:

- Data migration validation reports.
- Data reconciliation capability.
- Data export capability upon contract termination.

- Compliance with data retention requirements.
- Signoff of the data migration

7. Implementation Governance

The service provider shall:

- Provide a detailed implementation plan.
- Maintain project status reports.
- Maintain risk and issue registers.
- Participate in steering committee meetings.

8. Continuous Improvement

The service provider shall support:

- Quarterly service review meetings.
- Enhancement planning sessions.
- Product roadmap alignment discussions.