



## **ANNEXURE A**

### **Scope of Work Document**

#### **For**

#### **Meeting Management Solution Licence Support and Maintenance**



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## **1. Introduction**

Airports Company South Africa hereby invites proposals through an open bid for Meeting Management Solution service providers to provide a Commercial Off The Shelf application, and provide end-to-end usage and technical training for a Meeting Management Solution. This document unpacks detailed requirements applicable to the Meeting Management Solution.

## **2. Overall Objective**

The required service will involve provision, implementation and training on the Meeting Management Solution.

## **3. Scope of work**

3.1 The scope of the Meeting Management Solution will include users based at the Corporate Office and employees external to ACSA for all nine Airport sites: OR Tambo International, Cape Town International, King Shaka International, Braam Fischer, Upington, Kimberley, George, Port King Phalo, and Chief Dawid Stuurman.

3.2 The Meeting Management application solution should be cloud-based and hosted in South Africa.

3.3 Departments, functions, and users

3.3.1 Company secretariat, administrative and coordination function, estimated number of users is 8.

3.3.2 Board members, Committee members, committee attendees and primary users: the estimated number of users is 60.

3.3.3 IT, technical support, and troubleshooting estimated number of users is 3.

3.4 The solution must be accessible via Windows, Android, HarmonyOS, and iOS-based laptops, PCs, cellphones, and tablets.

## **4. Business Requirements**

The following requirements are in scope for the solution:

### **Administrator Requirements:**

4.1 Create user access;

4.1.1 The administrator should be able to create, deactivate, and amend users on the system.

- 4.1.2 The administrator should be able to create and add new committees to the system.
- 4.1.3 The administrator should be able to allocate and restrict viewing permission.
- 4.1.4 The administrator should be able to create and reset the user's passwords.
- 4.1.5 The administrator should be able to create, edit, publish, archive, and delete news, resolutions and reading rooms.
- 4.1.6 Administrators should have access to assign 2 Factor notifications through email or SMS to users.
- 4.1.7 Administrator should be able to update the reading room as the meeting is ongoing.

## **4.2 Define meeting details.**

- 4.2.1 The system must enable the organiser to schedule a meeting detailing the following:
  - 1. Date
  - 2. Location
  - 3. Time
  - 4. Meeting duration
  - 5. Duration of each agenda item
  - 6. Presenter
  - 7. Participants
  - 8. Agenda items and actions required for each item for approval/noting/recommendation.
- 4.2.2 The system should allow the organiser to select participants from a list through interfacing with the active directory or to alternatively type out the participants' email addresses.

## **4.3 Upload attachments**

- 4.3.1 The system must allow for the publishing of attachments in PDF and Word format.
- 4.3.2 The system must allow for the publishing of attachments in Excel format.
- 4.3.3 The system must allow for publishing of attachments in Powerpoint format.

- 4.3.4 The organiser must be able to attach documents to each agenda item to be presented.
- 4.3.5 The system must restrict the ability to update documents to the organiser. only document viewing for the user is allowed.
- 4.3.6 The system must allow for multiple document uploads,
- 4.3.7 The system must allow the organiser to upload additional documents .
- 4.3.8 The system must allow for document upload of any size.
- 4.3.9 The system should allow for the removal of attachments.
- 4.3.10 The system must store all documents uploaded.
- 4.3.11 The organiser must be able to restrict the viewing of uploaded documents to selected participants.
- 4.3.12 The system must allow the organiser to add and remove a document while the meeting is in progress.
- 4.3.13 The system should alert the user if a document is corrupt for viewing.
- 4.3.14 The system must automate the naming of the document .
- 4.3.15 The system must automate numbering of the document up to the fifth decimal.

#### **4.4 Publish meeting**

- 4.4.1 The system should send meeting participants notifications to their emails when a meeting pack is uploaded and provide a link that directs the user to the app.
- 4.4.2 The system should allow the publishing of the meeting agenda and attachments by the organiser to all participants. The administrator should be able to send SMS notifications to the members of a scheduled meeting.

#### **4.5 Document Library**

- 4.5.1 The system must enable organisers to upload and store all attached documents in a separate committee document library.
- 4.5.2 The system must enable uploaded documents to be viewable in a library.
- 4.5.3 Administrators should have access to transcripts of a recorded meeting with the ability to playback.

- 4.5.4 The system must enable uploading of documents by organiser during a live meeting without the loading showing on the user's end.

#### **4.6 Meeting Participants Capability**

##### **4.6.1 View meeting scheduled**

- 4.6.1.1 The participants must receive a notification via email if a meeting pack has been published.
- 4.6.1.2 Upon logging in to the Meeting Management Solution application, the participants must see a list of published meetings they are a part of.
- 4.6.1.3 The participants must be able to select a past meeting they want to view.
- 4.6.1.4 The participants should see the following details on the published meeting selected:
- 4.6.1.4.1 Time,
  - 4.6.1.4.2 Venue,
  - 4.6.1.4.3 Date,
  - 4.6.1.4.4 Agenda,
  - 4.6.1.4.5 Attached documents,
  - 4.6.1.4.6 Meeting Organiser,
  - 4.6.1.4.7 Meeting chairperson
  - 4.6.1.4.8 Attendees
  - 4.6.1.4.9 Agenda presenter

#### **4.7 View documents**

- 4.7.1 The participants should be able to open and view the attached documents on the agenda.
- 4.7.2 The documents attached should only be viewed by participants with viewing access rights.
- 4.7.3 The system will restrict the participants from sharing or saving the published documents.
- 4.7.4 The system should have the functionality to sign off documents simultaneously or in a pre-set (one-by-one sequence).

#### **4.8 Participant System Navigation**

- 4.8.1 The system must have dedicated content areas for Actions, News and Documents

- 4.8.2 The system must allow the participant to navigate the different tabs in the meeting.

#### **4.9 Annotate document**

- 4.9.1 The system must allow for document annotations with a pen, highlighter, and text tools to make notes.
- 4.9.2 The system must allow the participant to save annotations on their devices.
- 4.9.3 The system should not allow sharing of annotated documents.
- 4.9.4 The system should save annotations across previous document versions.
- 4.9.5 The participant should be able to view a summary of all annotations.
- 4.9.6 The system should allow the participants to hide or delete annotations.
- 4.9.7 All annotations in either private or public mode should be visible to the organiser

#### **4.10 Voting on Resolutions**

- 4.10.1 The system should allow participants to vote on agenda items
- 4.10.2 The system should allow resolutions circulated for approval and signed off electronically.
- 4.10.3 The system should allow the distribution of draft versions to selected signatories, indicate when votes are due, and collate votes.
- 4.10.4 The system should be able to publish collated votes to all participants and organisers.

### **5 Non-Functional Requirements**

#### **5.6 Sites**

Physical locations

- 5.6.1.2 The system must be a cloud-based solution hosted in South Africa
- 5.6.1.3 Must be available remotely.

#### **5.7 Licensing**

Users

- 5.7.1.2 Committee members

5.7.1.2.1 Viewing and voting right (60 users)

5.7.1.3 COSEC (Meeting organising functionality)

5.7.1.3.1 Full administrative rights (5 users)

5.7.1.4 IT (Technical Support)

5.7.1.4.1 Full administrative rights (3 users)

## **5.8 Performance**

5.8.1 Precision/ Accuracy

5.8.1.2 Accurate data in all functions

5.8.2 Robustness/Fault Tolerance Requirements

5.8.2.2 Zero % fault tolerance

## **5.9 Platform (Speed & Latency)**

5.9.1 Immediate response of less than 2 seconds when a menu is clicked.

5.9.2 Quick response when attaching a document.

## **5.10 Scalability**

5.10.1 Must be able to handle volumes during peak times.

5.10.2 Must be able to upload multiple documents of all sizes.

## **5.11 Usability**

5.11.1 Must be easy to use with minimal user training.

## **5.12 Reliability & Availability (Days/Hours)**

5.12.1 It must be available 24/7. Past performance reports and statistics must be provided to support this.

5.12.2 Solution must cater to high availability, backups, and disaster recovery.

## **5.13 Authentication and Security**

5.13.1 Ensure two-factor authentications when logging in to the app.

5.13.2 All users must be authenticated with a username and password.

5.13.3 Ensure that data is transmitted in a non-readable format (encrypted) and has strong key management. The system must provide encryption capabilities for stored data to protect data at rest.



- 5.13.4 Ensure that there are SSL certificates signed by the Commercial CA (certification authority)

#### **5.14 Permissions and rights**

- 5.14.1 ACSA System Administrator (COSEC): create, view, edit, delete.
- 5.14.2 ACSA System Administrator Support (Technical): create, view, edit, delete.
- 5.14.3 Supervisor: view and edit
- 5.14.4 Committee Administrator (COSEC): View, create, delete and edit.
- 5.14.5 Committee Members: View and vote
- 5.14.6 Committee members are not permitted to share, email or store documents.

#### **5.15 Integrity**

- 5.15.1 There must be a single source of truth regarding historical meeting discussions.

#### **5.16 Privacy and Data Ownership**

- 5.16.1 All data to remain the property of ACSA.

#### **5.17 Regulation and Compliance**

- 5.17.1 Comply with POPI Act

#### **5.18 Audit**

- 5.18.1 There must be an audit trail of who created, downloaded and updated a record, with time and date stamp.

#### **5.19 Service access**

- 5.19.1 The meeting pack upload and publishing functionality must be accessible via laptop, desktop, and tablet.
- 5.19.2 The meeting pack viewing functionality must be accessible via laptop, desktop, mobile and tablet.
- 5.19.3 The solution must be functional on the following Operating Systems: IOS, Android and Windows.

#### **5.20 Operational**

## Business Hours

5.20.1.2 System must be 99.9% available between 8 am and 5 pm.

## 5.21 Business Continuity

5.21.1 In case of primary system failure, ensure backup and SLAs are in place to restore the system to its original state.

5.21.2 The system must be able to perform business functions during downtime and be synched with activities taking place while the system is down.

5.21.3 The system should allow offline functionality; documents that have already been loaded must still be viewable.

## 5.22 Look and Feel

### 5.22.1 Appearance

5.22.1.2 The Application should align with ACSA corporate identity. This involves incorporation of ACSA's colour theme throughout the application where possible. The colour theme should be consistent with ACSA's branding guidelines, ensuring recognisable visual identity. This can include using ACSA's primary colours for elements such as landing page, headers, and backgrounds, reinforcing the association with the organisation.

### 5.22.2 User Interface

5.22.2.2 User-Friendly interface. Users should be able to navigate through the application with minimum effort. The app should feature a clear and intuitive navigation system, allowing users to easily find their way around the various features. This can include a well-organised menu structure, clearly labelled buttons, and logical pathways between different screens.

## 5.23 Local Support

Support for the solution must be based locally (international support can form part of the 2<sup>nd</sup> and 3<sup>rd</sup> line support).

## **5.24 Development Environment**

The solution must have a development environment to enable testing of new features or modifications.

## **6 Required Services from the Bidder**

6.1 The bidder's proposal must indicate how they will meet the following:

6.1.1 Configuration, customisation, demonstration and implementation of all business requirements stated under the ACSA business requirements section.

6.1.2 Plug into the following existing systems:

6.1.2.1 Outlook (emails and calendar)

6.1.2.2 SharePoint (storage of attachments)

6.1.3 Infrastructure and Data Storage

6.1.3.1 Ensure enough space that will be able to store all the uploaded documents of all sizes and provide the different space options.

6.1.4 Disaster recovery

6.1.4.1 The solution's disaster recovery instance should be at a separate physical location, at least 25 km from the production instance. The sites should have separate utility feeds, e.g., power, network, etc.

6.1.4.2 IT Service continuity strategy for the solution that aligns with the recovery time and point objectives identified by the Airports Company South Africa SOC Ltd.

6.1.4.3 Periodically (i.e., at least once annually), through testing, assure the Airports Company South Africa SOC Ltd regarding the effectiveness and adequacy of the IT service continuity strategy.

6.1.4.4 Up-to-date business continuity plan demonstrates your company's continuity arrangements for operational disruptions.

6.1.5 Training

6.1.5.1 Administrators, Technical, IT Help Desk and End User training across all nine (9) airport sites, corporate office, and committee members external to ACSA

6.1.6 Quality

- 6.1.6.1 The solution must be complete without defects.
- 6.1.6.2 Solution must be fit for purpose.
- 6.1.6.3 Must be delivered on time.
- 6.1.6.4 Must be delivered in accordance with the specification and service level agreement.
- 6.1.6.5 Must adhere to timelines for delivery.

6.1.7 Maintenance service

- 6.1.7.1 The Service Provider will be expected to provide technical support and maintain the solution for five (5) years.
- 6.1.7.2 The service provider must provide maintenance and support.
- 6.1.7.3 Provide a detailed knowledge transfer program and schedule.
- 6.1.7.4 Provide a software maintenance schedule (software patches).
- 6.1.7.5 The Service Provider will be expected to provide annual user training for the contract duration.

6.1.8 Support service

ACSA requires these support services from a service provider;

- 6.1.8.1 Refers to day-to-day support activities performed to resolve incidents logged by system users, monitoring tools, or alarm and error logs generated by the system's internal monitoring.
- 6.1.8.2 The Service Provider must attend to and resolve all incidents in line with ACSA incident management processes. All incidents will be logged on the IT service desk systems (ServiceNow).
- 6.1.8.3 The response and resolution times depicted below must be adhered to. This will form part of the SLAs that will be agreed to between the Service Provider and ACSA and
- 6.1.8.4 Penalties will be incurred by the Service Provider if the agreed SLA times are not met.

6.2 Incident logging procedure

- 6.2.1 ACSA requires the Service Provider to adhere to the following incident logging procedure:

- 6.2.2 All incidents must be logged with the ACSA service desk via email, telephone or on the self-service web portal. The incident status must be updated regularly depending on the priority of the incidents until resolution;
- 6.2.3 All incidents must be updated with a detailed resolution before closure. The Service Provider must notify the service desk immediately upon incident resolution.
- 6.2.4 Definition of Incident Priority
- 6.2.4.1 ACSA requires the Service Provider to adhere to the following incident priority definitions and procedures described in Tables 1 and 2 below:
- 6.2.4.2 P1 - Total systems failure;
- 6.2.4.3 P2 – Partial system failure with minimum monitoring functionality;
- 6.2.4.4 P3 – Non-critical fault/failure logged at night or over the weekend. It has no impact on the operations of the airport, and
- 6.2.4.5 P4 – Minor incidents or move/change or installation of new item

Incident management response and resolution times for (Office Hours)				
	Response	Restoration	Update Feedback	Resolution (permanent fix)
P1	15min	2hrs	15min	To be agreed upon
P2	30min	4hrs	30min	To be agreed upon
P3	60min	8hrs	2hrs	Within five days
P4	4hours	24hrs	8hrs	Within five days

Table 1: Incident Response and Resolution Time (Office Hours)

Incident management response and resolution times for (After Hours, Weekends and Public Holidays)				
	Response	Restoration	Update Feedback	Resolution (permanent fix)
P1	15min	3hrs	15min	To be agreed upon
P2	30min	5hrs	30min	To be agreed upon
P3	60min	8hrs	2hrs	Within five days
P4	4hours	24hrs	8hrs	Within five days

Table 2: Incident Response and Resolution Time (After Hours)

## 6.2.5 Penalties

6.2.5.1 The Service Provider shall repair all software failures within the times specified in the SLA.

6.2.5.2 The following penalties shall apply for failure to resolve incidents within the agreed timeline.

6.2.5.3 Failure to perform preventative maintenance (patches, upgrades, etc.) according to schedule dates shall result in the following penalties:

SLA breach	Penalty
P1 Incidents are resolved within one hour after SLA time lapsed for two incidents in a month.	20 % of the monthly fee will be deducted per invoice.
P1 and P2 Incidents are resolved within two hours after SLA time lapsed for three incidents in a month.	30 % of the monthly fee will be deducted per invoice.
If a Service Provider misses any SLA's (P1, P2, P3, P4) in any 3 consecutive months	50 % of the monthly fee will be deducted.
Fourth missed SLA (P1, P2) OR sixth missed SLA (P1, P2, P3, P4) in one month will be deemed a material breach, and the contract will be referred for performance management and termination procedures.	Termination procedures.
If a Service Provider misses 3 SLAs within a contractual year - the contract will be referred for performance management and termination procedures.	Termination procedures.

**Table 3: SLA Breach and Penalties**

SLA breach	Penalty
Maintenance is not done, or proof is not submitted.	No payment of monthly support and maintenance fees.

**Table 4: SLA Breach and Penalty for Maintenance**

### 6.3 Service Availability

The Meeting Management Solution must be available 24/7 with a minimum availability of 100%.

### 6.4 Reporting

6.4.1 The Service Provider will be expected to provide the weekly progress report to an ACSA representative during implementation.

6.4.2 Once the implementation has been implemented, the Service Provider is to provide monthly reports to ACSA on the following:

6.4.2.1 Usage of the system

6.4.2.2 System Availability and downtimes

6.4.2.3 Number of calls logged and status.

### 6.5 Documentation

6.5.1 The Service Provider must produce the following project-related documentation during the implementation of the project:

6.5.1.1 Functional Specification

6.5.1.2 Technical Specification

6.5.1.3 Architectural design

6.5.1.4 Functional testing results

6.5.1.5 Performance testing results

6.5.1.6 Training Manuals.

### 6.6 Pricing schedule

The bidder must indicate the cost separately for the following:

6.6.1 Development

6.6.2 Implementation model

6.6.2.1 Cloud

6.6.2.2 Hybrid

6.6.3 Performance Testing

6.6.4 Training of

6.6.4.1 Technical Resources

6.6.4.2 Service Desk Resources

6.6.4.3 End Users

6.6.5 Maintenance and Support

Service Providers are expected to provide a System Maintenance and Support pricing schedule. The Bidder's proposal must provide after-hours, weekends and public holidays support on a callout basis for incidents that impact the systems. The schedule should include but not be limited to the following:

6.6.5.1 Resource Title

6.6.5.2 Cost

6.6.5.3 Number of hours per week or per month.

6.6.6 The Bidders' proposal must include after-hours telephone numbers where support personnel are reachable.



## **7 Intellectual Property Rights**

- 7.1 ACSA reserves the right to own intellectual property related to the system's development, document information, design, copyright, and usage.
- 7.2 The intellectual property rights around the system remain an ACSA system.
- 7.3 The distribution and sharing of the system shall be prohibited.