

## **SUPPLY CHAIN MANAGEMENT DIGITALIZATION PROJECT**

### **SCOPE OF WORK**

## Glossary:

Acronym	Description
ACSA	Airports Company South Africa
RFx	Is the generic reference to any of the following documents: RFI, RFP, RFQ, RFB
RFI	Requests for Information
RFP	Request for Proposals or Bids; and/or
RFQ	Request for Quotations
RFB	Request for Bids
DR	Demand Request
BU	Business Unit
BAC	Bid Adjudication Committee
BEC	Bid Evaluation Committee
DLA	Delegated Levels of Authority
PO	Purchase Order
SCM	Supply Chain Management
SME	Subject Matter Expert
TCO	Total Cost of Ownership
BSC	Bid Specification Committee
PR	Purchase Requisition
EU	End User
Capex	Capital Expenditure Budget
Opex	Operation Expenditure Budget
BSC	Bid Specification Committee

Table 1: Glossary

## TABLE OF CONTENTS

1. INTRODUCTION.....	4
2. PROJECT OJECTIVES.....	5
3. SCOPE OF WORK .....	5
4. STAKEHOLDERS .....	8
5. SUCCESS CRITERIA .....	8
6. PROJECT MANAGEMENT .....	9
7. NON-FUNCTIONAL REQUIREMENTS.....	12
8. HIGH LEVEL OF SYSTEM TESTING LIFE CYCLE .....	15
9. PROCESS FLOWS.....	17
10. BUSINESS REQUIREMENTS.....	75
11. APPROVALS:.....	<b>Error! Bookmark not defined.</b>

Table 1: Glossary.....	2
Table 2:Meeting's definitions .....	11
Table 3: Meeting details .....	11
Table 4:SCM Procurement Overview Process .....	26
Table 5:Bid Process.....	35
Table 6:Bid Evaluation Process.....	42
Table 7:Procurement Process .....	47
Table 8:Emergency Process .....	51
Table 9:Master Data Process .....	59
Table 10:Supplier Performance Process .....	64
Table 11:ESD Process.....	69
Table 12:Contract Management Process .....	74

Figure 1: SCM Procurement Overview Process .....	17
Figure 2: Bid Process .....	27
Figure 3: Bid Evaluation Process .....	36
Figure 4: Procurement Process .....	43
Figure 5: Emergency Process.....	48
Figure 6: Master Data Process .....	52
Figure 7: Supplier Performance Process .....	60
Figure 8: ESD Process.....	65
Figure 9: Contract Management Process .....	70

## 1. INTRODUCTION

### 1.1 Background

In the fast-paced world of aviation, efficiency and agility are key to success. Airports Company South Africa SOC Ltd (ACSA) is digitalizing its Supply Chain Management (SCM) processes to offer an improved solution to the current traditional management approach. By leveraging technology to optimize supply chain tasks typically handled manually, supply chain automation can drive streamlined procurement processes, optimize inventory management, and improve planning operations.

### 1.2 Challenges in the current Supply Chain Management

In the current environment the supply chain processes are manual, with limited visibility, and disjointed workflows which contribute to procurement delays, errors and overall suboptimal utilization of resources and labour. They can impact all parts of the supply chain, including:

- 1.2.1 **Document Management:** Storing and locating documents over a five-year period is time-consuming and inefficient due to the lack of a digital system for easy retrieval.
- 1.2.2 **Demand Planning:** Manual handling results in duplicate demand requests (DRs), improper item parcelling, and inconsistent product categorization, reducing demand planning accuracy.
- 1.2.3 **Vendor Management:** The approval workflow, from vendor creation to authorization, is labour-intensive and prone to delays, especially when updates to vendor information are needed.
- 1.2.4 **Reporting:** Currently, reports require significant data manipulation, and there is no data analytics capability. This hampers effective tracking of DRs, PRs, and contract management.
- 1.2.5 **Supplier Management:** Performance monitoring, reviews, and tracking accreditations are difficult to manage manually, limiting our ability to effectively evaluate supplier performance.
- 1.2.6 **Functionality:** The inconsistency in manual scoring for evaluations results in unreliable assessments.
- 1.2.7 **Email submission:** Policy restrictions on email size create barriers in document submission, slowing down communication.

### 1.3 Purpose

The purpose of this document is to clearly define and outline the key deliverables, tasks, responsibilities, and expectations for the project.

## 2. PROJECT OBJECTIVES

The objective of the SCM digitization project is to provide an end-to-end digitalized SCM process for ACSA, with the goal of enhancing efficiency, reducing manual errors, whilst ensuring compliance with procurement regulations, and enabling real-time reporting and analytics. This project aligns with ACSA's broader digital transformation objectives and aims to improve the overall supply chain operations.

The key objectives of this project scope are as follows:

- 2.1 Automate routine tasks such as requisition processing, purchase orders, and invoice management.
- 2.2 Digitize paper-based documentation for easy access and traceability.
- 2.3 Enhance transparency and accountability in procurement processes.
- 2.4 Ensure compliance with national and organizational procurement regulations.
- 2.5 Provide real-time visibility of the supply chain, including vendor performance, inventory levels, and procurement cycle times.
- 2.6 Integrate the new system with all defined existing systems where required for seamless data exchange.
- 2.7 Train staff to use the new automated system and ensure knowledge transfer.

## 3. SCOPE OF WORK

The scope of work includes but is not limited to the following key components to be implemented **phase by phase** to ensure a structured and efficient transformation:

### **3.1 High level of SCM Procurement Processes**

#### **3.1.1 Sourcing process;**

- 3.1.1.1 Bid process (Phase 1);
- 3.1.1.2 Emergency process (Phase 1);
- 3.1.1.3 Bid evaluation process (Phase 2);
- 3.1.1.4 Procure to Pay process;

#### **3.1.2 Master Data process;**

- 3.1.2.1 Service provider creation process;
- 3.1.2.2 Service provider deactivation process;

#### **3.1.3 Supplier Performance Management process;**

**3.1.4 Ratification and for invoice without PO process;**

**3.1.5 Contract management process;**

**3.2 Process Mapping and Analysis**

3.2.1 Conduct a comprehensive review of the existing manual SCM processes.

3.2.2 Map out current workflows, identifying inefficiencies, bottlenecks, and risks.

3.2.3 Workshop update and sign off the process maps.

3.2.4 Playback to present documented process for sign off.

**3.3 Solution Design and Requirements Gathering**

3.3.1 Gather detailed business and technical requirements from all stakeholders.

3.3.2 Implementing an off-the-shelf SCM system with an **80/20 approach** (80% pre-built functionality, 20% customization).

3.3.3 Workshop update and sign off the solution design and requirements gathering information.

3.3.4 The deliverable will be a signed detailed system design document and a functional requirement specification.

**3.4 System Development and Configuration**

3.4.1 Implement a solution to automate the SCM tasks as signed off in the process mapping and information gathering exercise.

3.4.2 Implement the solution according to best practice.

3.4.3 Integration of new solution to all-encompassing existing systems.

3.4.4 Develop customized dashboards for reporting and real-time analytics.

3.4.5 The deliverable will be a configured and integrated SCM automated system.

**3.5 Data Migration and Validation**

3.5.1 Migrate relevant historical data from the manual and Oracle system to the new automated system.

3.5.2 Validate the accuracy and completeness of migrated data.

- 3.5.3 Complete data migration with validation reports.

### **3.6 User Training and Change Management**

- 3.6.1 Develop a comprehensive training program for end-users, focusing on the new automated system.
- 3.6.2 Conduct change management activities to help staff transition from manual processes to the digital platform.
- 3.6.3 The deliverable will be training manuals and video's, user guides, and a schedule of training sessions.

### **3.7 Testing and Quality Assurance**

- 3.7.1 Conduct thorough testing of the automated SCM system, following the ASCA test framework. See heading number 8.
- 3.7.2 The provider must include business when doing scenarios test cases.
- 3.7.3 The provider is responsible for quality assurance of the solution they are providing.
- 3.7.4 The provider must provide functional specification requirements.
- 3.7.5 Identify and resolve any bugs or issues before the system goes live.
- 3.7.6 The deliverable will be a test plan presented to and signed off by all project stakeholders. The test plan must include defined test cases, testing reports, and testing sign-off.

### **3.8 Go-Live and Post-Implementation Support**

- 3.8.1 Deploy the automated SCM system in a production environment.
- 3.8.2 Provide post-implementation support to resolve issues and optimize performance.
- 3.8.3 The deliverable will include detailed go-live plan, transition tasks, responsibilities, and accountabilities during go live and post-implementation support documentation.

### **3.9 Documentation and Handover**

- 3.9.1 Document the entire system, including workflows, configurations, and integrations.
- 3.9.2 Handover all documentation and system details to ACSA's internal IT and procurement teams.
- 3.9.3 The deliverable will include full system documentation and knowledge transfer report.

### **3.10 Project Deliverables**

- 3.10.1 Detailed process maps of current manual SCM processes.
- 3.10.2 Functional and technical requirements document.
- 3.10.3 Automated SCM system with integrated dashboards and reporting capabilities.
- 3.10.4 Data migration and validation reports.
- 3.10.5 User training manuals and training session reports.
- 3.10.6 Testing and UAT sign-off.
- 3.10.7 Post-implementation support plan.
- 3.10.8 Complete project documentation and handover report.

## **4. STAKEHOLDERS**

- 4.1 Project Sponsor: IT Executive Management.
- 4.2 Project Owner: ACSA's Executive Management
- 4.3 Project Manager: ACSA and Service Provider
- 4.4 User Client: SCM Department - Key users of the system, responsible for requirements and feedback, and change champions.
- 4.5 IT Department: Responsible for system integration and support.
- 4.6 Vendors: Selected technology providers for software and automation tools.

## **5. SUCCESS CRITERIA**

### **5.1 Successful automation of the current of manual SCM tasks.**

- 5.1.1 Excluding verification.
- 5.2 User satisfaction scores pre-implementation and post-implementation of at least 85%.
- 5.3 Reduction in procurement cycle time.
- 5.4 System uptime of at least 99% post-implementation.
- 5.5 Full regulatory compliance and audit readiness.



## **6. PROJECT MANAGEMENT**

### **6.1 Project Management Approach**

- 6.1.1 The service provider shall utilize project management methodologies, knowledge, skills, tools, and techniques consistent with leading internationally recognized and accepted project management practices such as those contained in the Guide to the Project Management Body of Knowledge (PMBOK) or Prince2. Provide proof of valid PMI PMP or APMG Prince 2 Practitioner certification AND a minimum of 5 years' experience Please do not provide CV's. Prove years of experience via reference letters for projects worked on. The reference letter MUST refer to the resource of whose certification is provided.
- 6.1.2 The service provider shall perform project management review and oversight, attend scheduled project meetings, ensure key milestones are achieved, ensure all ACSA project governance processes are in place and are being achieved throughout the project.
- 6.1.3 The service provider shall use the ACSA IT PMO project templates.

### **6.2 Define Project Team**

- 6.2.1 The service provider project manager must be able to accurately define the resources responsible for executing the tasks and producing deliverables outlined in the project plan and schedule.

### **6.3 Define Project Plan**

- 6.3.1 The service provider shall provision the project charter, and project plan which will identify all major critical milestones.

### **6.4 Define Project Schedule**

- 6.4.1 The service provider shall provision the project schedule, which will be baselined at the Project Board Meeting, and be updated at least once a week. Any variances to the baselined project schedule are to be presented at the Project Board for approval and rebase lining.
- 6.4.2 The project schedule shall include all milestones and low-level tasks, including billing milestones.
- 6.4.3 The project schedule is to be drafted in Microsoft Projects
- 6.4.4 The project schedule is to include all ACSA dependency tasks.

### **6.5 Manage project progress and execution**

- 6.5.1 The project manager should track project activities and tasks to ensure that the project does go off course or hit any delays or setbacks along the way.
- 6.5.2 The project manager should ensure project plan management activities are carried out and ensure updated communication to project stakeholders is done.

- 6.5.3 The project manager shall report on project progress on a bi-weekly basis which will include budget status, risks and issues, and escalate any issues risk etc. for action to higher governance authorities as required.

## **6.6 Budget Management**

- 6.6.1 The project manager shall provision the billing schedule, this will be approved by the Project Board, and any variances to the timing of the payments will be presented to the Project Board for review and approval.

## **6.7 Asset Management**

- 6.7.1 The project manager shall ensure all assets are asset tagged and documented prior to installation.
- 6.7.2 The project manager shall complete the ACSA Asset capitalization forms. The draft form shall be submitted to ACSA with each invoice submission and finalized when project implementation is completed.

## **6.8 Stakeholder Management**

- 6.8.1 The project manager must be able to do stakeholder identification, analysis, and management to ensure alignment, secured support, identifies risks, enhances decision-making, fosters communication, facilitates adaptation, and contributes to the organization's reputation.

## **6.9 Project Governance**

- 6.9.1 The project manager shall enforce project governance to ensure adherence to the procedures and policies that determine how projects are managed and overseen.
- 6.9.2 The project manager shall schedule weekly status update meetings, which will be minted, and include tasks ahead and behind schedule, project risks and issues.
- 6.9.3 All project documentation will be saved on the ACSA TEAMS portal.

## **6.10 Project meetings and reporting**

- 6.10.1 The project manager shall provide weekly project reports, and monthly Steerco reports which will be presented to the project board in ACSA format.
- 6.10.2 All reports must be submitted as defined in the below table. If reports are not delivered within the stipulated times, ACSA will withhold invoice payment for the month until the reports are submitted.
- 6.10.3 Project meetings: The meeting will be attended by the provider's project manager and the ACSA project manager. The agenda for the meeting shall include but not be limited to project progress, project delays, risks & issues, and project financials.

6.10.4 Maintenance and Support Meetings: These meetings will be held as defined in the below table. ACSA and the provider will ensure the required attendees are present at the meetings for the contract duration. The purpose of these meetings is to provide the provider a platform to report on their performance.

6.10.5

Meeting Name and frequency	Participants and roles	Documents to be produced after the meeting by the provider
Weekly Project status update	<ul style="list-style-type: none"> <li>ACSA-IT PM</li> <li>Provider PM (chair)</li> <li>Technical Operations Manager: Digital Infrastructure</li> <li>Provider Senior Site Manager</li> <li>provider administrator</li> <li>Senior Storage and Compute Engineer</li> </ul>	<ul style="list-style-type: none"> <li>Minutes of meeting</li> <li>Updated project schedule</li> <li>Action register for any open actions to be addressed</li> <li>Risks and Issues register</li> </ul>
Monthly Project Steering	<ul style="list-style-type: none"> <li>ACSA-IT PM</li> <li>Provider PM</li> <li>Technical Operations Manager: Digital Infrastructure</li> <li>Provider Senior Site Manager</li> <li>Provider Project Manager</li> <li>provider administrator</li> <li>Senior Manager: Digital Infrastructure and operations</li> <li>Senior Storage and Compute Engineer</li> </ul>	<ul style="list-style-type: none"> <li>Minutes of meeting</li> <li>Updated project schedule</li> <li>Action register for any open actions to be addressed</li> <li>Risks and Issues register</li> </ul>

Table 2: Meeting's definitions

Frequency	Report Name	Report Content	Due date	Submit to	Format	Meeting Name and frequency
Annual	Proposed improvements report	Proposed improvements or enhancement report	Three days before the annual review meeting	ACSA Technical Lead	Email Word document	Annual review meeting
	Annual performance SLA report	Consolidation of previous 12 months SLA performance	Three days before the annual review meeting	Datacentre and Storage Operations Manager	Email PDF document	Annual review meeting
	Contract adherence review	Summary of contract requirements and adherence thereof	Three days before the annual review meeting	Datacentre and Storage Operations Manager	Email PDF document	Annual review meeting

Table 3: Meeting details

## 6.11 Project Close Out

- 6.11.1 The project manager must ensure that all activities required to close out the project are carried out to ensure that the project is properly closed out and seamlessly handed over to operation without incomplete activities.

## **7. NON-FUNCTIONAL REQUIREMENTS**

The system must adhere to the following non-functional requirements:

### **7.1 Hosting**

- 7.1.1 The solution can be hosted on-premises or in cloud.
- 7.1.1.1 Platform performance (Speed & Latency) - The solution must respond in less than 5 seconds.
- 7.1.1.2 The Service Provider shall provide the estimated bandwidth requirements for a Cloud hosted solution.
- 7.1.1.3 The Service Provider shall specify the optimal hardware requirements and quote it.

### **7.2 Scalability**

- 7.2.1 The solution must cater for 10% growth per year in terms of additional functions, and/or users.

### **7.3 Reliability & Availability**

- 7.3.1 The solution must be available 24/7 with availability of 99.8%.
- 7.3.2 The solution must cater for high availability.
- 7.3.3 The solution must be able to backup daily and follow ACSA backup and storage standards and requirements.
- 7.3.4 The solution must be able to recover deleted data from backups. The recovery point objective (RPO) must be at most one (1) day.

### **7.4 Security**

- 7.4.2 The solution must be implemented according to best practices and controls detailing how the solution will be secured.
- 7.4.3 Any data that will be transmitted must be done in a non-readable format (encrypted) and must have strong key management.
- 7.4.4 The solution must provide encryption capabilities for stored data to ensure that data at rest is protected.

- 7.4.5 The solution must detect anomalies in functionality, user accessibility, traffic flows, and tampering.
- 7.4.6 The solution must uniquely identify users and authenticate them. Administrator accounts must be segregated from normal user accounts.
- 7.4.7 The solution must enable users and/or role-based permissions to be configured to control what solution features and data users can access.
- 7.4.8 The solution must keep an audit trail of all activities performed in the solution (includes but not limited to the following: who created, updated, and deleted (must be authorized by super users) the record, with time and date stamp.
- 7.4.9 The solution must maintain data integrity and quality. The solution must be a sole source of truth in terms of data and calculations.
- 7.4.10 The solution must be secured to prevent denial of service to ACSA users. It must also provide threat protection.
- 7.4.11 The solution must protect ACSA data from being viewed by unauthorized personnel.
- 7.4.12 The solution must limit access to suspicious visitors and monitor for traffic spikes to prevent overloads.

## **7.5 Privacy and data ownership**

- 7.5.1 The solution must comply with ACSA's Information Security policies and standards (to be provided to the Service Provider once contract agreement is awarded).
- 7.5.2 The solution must comply with the POPI Act and other related laws or regulations.
- 7.5.3 All data and system IP shall remain the property of ACSA.
- 7.5.4 The Service Provider must issue ACSA with a certificate of compliance or external audit reports detailing how they comply with data management and/or Information Security Management, e.g., ISO 27001 or SOC.

## **7.6 Solution Accessibility**

- 7.6.1 The solution must be accessible on one central platform.
- 7.6.2 The solution must be accessible via laptops and desktops.

## **7.7 Disaster Recovery**

- 7.7.1 The solution must have an alternative way to ensure business continuity in cases where there is an unfortunate event of downtime.

- 7.7.2 The solution disaster recovery must be tested at least once annually and audited by an external audit company.

## **7.8 Local Support**

- 7.8.1 First line and second line support for the solution must be based in South Africa (international support can form part 3rd line support).

## **7.9 Look and Feel**

- 7.9.1 The solution must be white labelled to align with ACSA Corporate identity and branding.

## **7.10 Environments (Development, Quality Assurance and Production)**

- 7.10.5 The solution must have the capability to migrate customizations created in a development environment to a test/pre-production environment then production environment.

## **7.11 Infrastructure and data storage**

- 7.11.1. Ensure enough space that will be able to store all the uploaded documents of all sizes and provide the different space options.
- 7.11.2. The Service Provider must provide the infrastructure specifications for their system to function optimally. The following must be provided:
- 7.11.2.1 Servers (must include for all servers)
- 7.11.2.2 Storage
- 7.11.2.3 Network (e.g., ports to be opened, bandwidth required).
- 7.11.3. If on Premises the service Provider to follow the **ACSA IT standards** as provided in **Annexure C**.

## **7.12 Service Management, Preventative and Corrective Maintenance**

Below are high-level topics that are covered in a scope of work for Service Management, Preventative and Corrective Maintenance: A detailed **Service Management, Preventative and Corrective Maintenance** document will accompany the requirements scope of work document to procurement.

- 7.12.1 Preventative and Corrective Maintenance Requirements:
- 7.12.1.1 Preventative Maintenance includes planned overhauls, replacements, inspections, tests, software upgrades, firmware upgrades, patch management and any activity aimed at preventing failures through maintaining the condition of the infrastructure or assessing its condition for the purposes of corrective maintenance.
- 7.12.1.2 Corrective maintenance includes all activities following a preventative maintenance inspection.

- 7.12.1.3 Break/fix includes maintenance that is unforeseen and is necessary to restore the serviceability of the infrastructure, and functionality of the System. Some of this break/fix maintenance could be requested after hours on weekend and public holiday. Service providers will be expected to respond and attend to all the faults.
- 7.12.1.4 The provider must make provision for after hours, weekends and public holidays support, no additional costs will be entertained.
- 7.12.1.5 For planned activities, notice will be given to the provider to make available resources as and when required.
- 7.12.1.6 The provider must provide after-hours telephone numbers, where support personnel are reachable. It is the responsibility of the Service providers to ensure that their resources are available and reachable always; and that any changes to after-hours telephone numbers are communicated to ACSA.
- 7.12.1.7 The Preventative Maintenance Schedules table provide a high-level maintenance schedule and tasks/checks.
- 7.12.1.8 The provider is expected to provide a detailed preventative and corrective maintenance plan/schedule incorporating the below as a minimum as part of the response to this RFP. In the detailed preventative maintenance schedule, the provider must include all remedial actions to be taken (include what communication will be actioned, which provider resource will be responsible for the communication, to which ACSA resource the communication will be addressed to, in what format, what timelines after the incident is detected and what follow up mechanism will be in place) if any issues are found during the maintenance schedule routine.

## **8. HIGH LEVEL OF SYSTEM TESTING LIFE CYCLE**

Complete system testing (Execute testing activities within STLC (System Testing Life Cycle))

### **8.1 Test level:**

- 8.1.1 Unit Testing
- 8.1.2 Integration Testing
- 8.1.3 System Testing (Functional & non-functional testing)
- 8.1.4 User Accepting Testing

## 8.2 **Service provider shall**

- 8.2.1 Execute Functional and Non-Functional Testing
- 8.2.2 Produce the below Testing artefacts:
  - 8.2.2.1 Test Plan
  - 8.2.2.2 Test Requirement Traceability Matrix
  - 8.2.2.3 Test Cases
  - 8.2.2.4 Defect Log
  - 8.2.2.5 Test Progress Report
  - 8.2.2.6 Test Completion Report (Including Test Results)
- 8.2.3 Provision Test Environments
- 8.2.4 Use ACSA Testing Templates
- 8.2.5 Provide handover document/Session to ACSA UAT Team



## 9. PROCESS FLOWS

### 9.1 SCM Procurement process overview

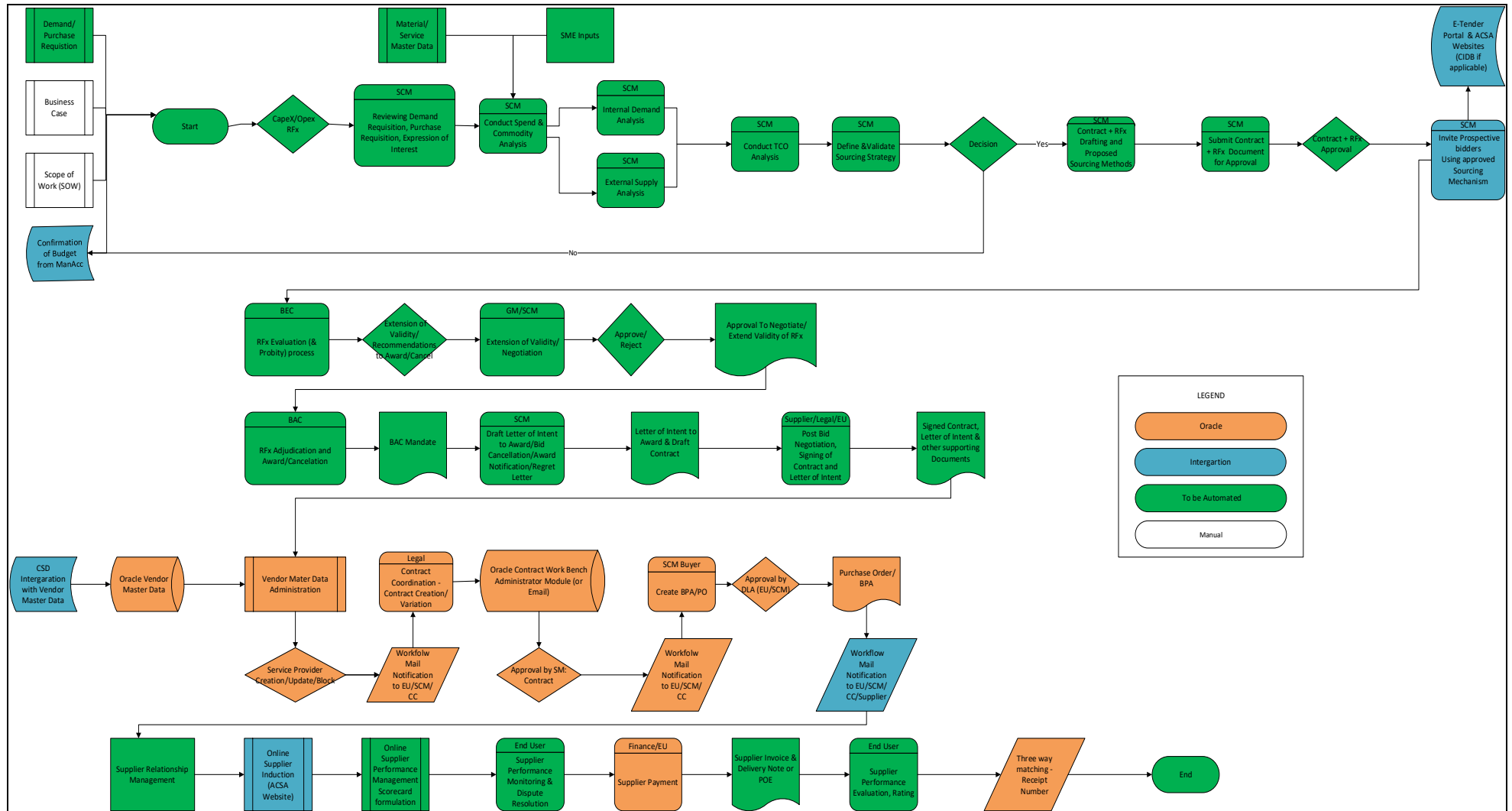


Figure 1: SCM Procurement Overview Process

Process Name	Description in detail	Resource Type	Input	Output
Demand/ Purchase Requisition	Demand/Purchase requisition form/template is completed by End-user requesting goods/Services or works. This is to identify the needs of the end-user department to kick start the sourcing process.	ITPMO, everyone that submits	SOW, business case and confirmation of budget from ManAcc.	
Capex/Opex RFx	End user is to apply for Capex/Opex and get approval to kick start the sourcing process	SCM BU / End-user	SOW, business case and confirmation of budget from ManAcc.	
Reviewing Demand Requisition	Demand requisition is reviewed by Demand Analyst, where issues are identified, the communication will be established with the end user for clarity and corrections and alignment.	Demand Management/Planning	Demand Requisition, SOW	Reviewed and Rectified Demand Requisition.
Conduct Spend and Commodity Analysis	Conduct spending and commodity analysis to gain an in-depth understanding of the commodity grouping under review. Follow the stages below:  · Define the Commodity Group, e.g., Electrical, Mechanical, Hardware and/or Tools, etcetera.  · Generate ideas, identify cost benefits, and value opportunities for the entire project.	Demand Management/Planning	·Master Data ·Spend reports  ·Commodity classification	Quantification of opportunities
Internal Demand Analysis	Develop an overall understanding of the current business demand and usage including the impact of a commodity on internal processes and business criticality. Follow these stages:	BSC / SCM	·BU's consumption patterns  ·Future demand quantification	· Trends  ·Consumption Patterns  ·SWOT analysis

Process Name	Description in detail	Resource Type	Input	Output
	<ul style="list-style-type: none"> <li>· Determine and document current and potential future business needs and requirements across all functional areas.</li> <li>· Use trend analysis to identify historical demand patterns of the organization.</li> <li>· Determine the supply chain end to end process and identify stakeholders in the process.</li> <li>· Determine the strategic sourcing risks on the operations of the business and the related business changes required to deliver the strategic sourcing benefits.</li> </ul>			
External Supply Analysis	<p>Develop a full understanding of the end-to-end structure and nature of the supply market to understand how it currently operates in support of requirements, current service provider's strategies, behaviors and performance, and the gap between market performance and actual requirements. because the following tools, where applicable:</p> <ul style="list-style-type: none"> <li>· Political, Economic, Social, Legal, Environmental and Technological (PESTLE) factors to assess the market for a business or organization unit strategic plan.</li> <li>· A SWOT analysis to plan, evaluate and understand Strengths, Weaknesses, Opportunities and Threats involved in a project, BU, or organization.</li> </ul>	BSC / SCM	<ul style="list-style-type: none"> <li>·Market Trends</li> <li>·Pestle factors</li> </ul>	<ul style="list-style-type: none"> <li>·Porters 5 Forces</li> <li>·SWOT analysis</li> <li>·PESTLE analysis</li> <li>·Service provider differentiation</li> </ul>

Process Name	Description in detail	Resource Type	Input	Output
	<ul style="list-style-type: none"> <li>· Service provider differentiation to assess how important a service provider is on the organizational spend category/product and adds another dimension to the results of Commodity Positioning Analysis (Portfolio Analysis).</li> <li>· Assess the bargaining power of Service providers, and buyers (Business Units), evaluate the threat of new entrants and substitute products as well as competitive rivalry.</li> </ul>			
Conduct TCO analysis	<ul style="list-style-type: none"> <li>· Conduct a Total Cost of Ownership (TCO) analysis to understand the total life cycle cost associated with a commodity from initiation / purchase to disposal/need fulfilment.</li> <li>· Incorporate TCO to financial benefit analysis to ascertain a cost basis for determining and understanding the direct and indirect costs drivers contributing to the overall spend.</li> <li>· Elect the most cost-effective delivery solution.</li> </ul>	BSC / SCM	Internal and External Analysis	<ul style="list-style-type: none"> <li>· Commodity Strategies</li> <li>· Cost Reduction Targets</li> <li>· Sourcing Option</li> <li>· Sourcing Strategy</li> <li>· Commodity plans</li> </ul>
Define & Validate Sourcing Strategy	<p>Construct an approach or set of approaches designed to optimize the organizations' position and deliver the final Sourcing Strategy for approval. The steps to be followed are:</p> <ul style="list-style-type: none"> <li>· Commodity Positioning (Portfolio Analysis) by classifying commodities.</li> </ul>	SCM		Finalized Sourcing Strategy and Plan

Process Name	Description in detail	Resource Type	Input	Output
	<ul style="list-style-type: none"> <li>· Determine the sourcing options and identify target service provider relationships</li> <li>· Define the Evaluation Criteria e.g., technical/functional, service provider development/transformational, price and preference.</li> <li>· Identify potential service providers.</li> </ul>			
Decision	If commodity strategy not acceptable, revise the strategy to confirmation of Budget from ManAcc, else proceed with 1.6	SCM / BSC		
Contract + RFx Drafting and Proposed Sourcing Methods	<ul style="list-style-type: none"> <li>· Consider all the possible implications to Company operations as well as any legal and operational compliance issues</li> <li>· Develop a strategy suitability and Risk Assessment on the commodity, market, and service provider risk.</li> </ul>	BSC / SCM		
1.7 Submit Contract + RFx Document for Approval	<ul style="list-style-type: none"> <li>· Submit the sourcing and commodity strategy to the relevant SCM Manager for approval.</li> <li>· The Sourcing Strategy shall also provide guidance on the sourcing mechanism to be used and compare it against other considered options.</li> <li>· The SCM Manager to propose changes or approve the strategy.</li> <li>· The CAPEX Committee to also provide approval for Capital Expenditure requirements.</li> </ul>	SCM / BSC	TCO	Sourcing Strategy

Process Name	Description in detail	Resource Type	Input	Output
Submit strategy report for approval	<ul style="list-style-type: none"> <li>· Appropriate transacting method to be defined.</li> <li>· Approach the market using the approved strategy transacting mechanism and pre-approved evaluation criteria</li> </ul>	BSC/ SCM	Sourcing Strategy	Strategy report
Invite Prospective bidders using approved sourcing mechanism	The process ensures that procurement opportunities are shared with eligible and qualified suppliers in a transparent and compliant manner. This process utilizes standardized tools and mechanisms to maintain fairness and efficiency.	BSC/SCM	Strategy report	Approval
RFx Evaluation (& Probity) Process	The RFx Evaluation and Probity Process ensures a structured, transparent, and fair approach to assessing responses to procurement requests like Request for Proposal (RFP), Request for Quotation (RFQ), or Request for Tender (RFT). It includes evaluating suppliers' submissions against defined criteria while adhering to ethical and probity standards.	BEC		
Extension of Validity/Recommendation to Award/Cancel	The decision process is either to extend validity of bid, recommend an award or to cancel award and request to negotiate	GM		
Extension of Validity/Negotiation	The request for tender validity extension or request for negotiation is drafted and shared with the senior manager or GM for approval	Category Specialist/Buyer	Memo/Request for tender validity	Record of Decision/Approval
Approve or reject	Consider the submission for tender validity extension or request for negotiation.	Decision		Signed Document

Process Name	Description in detail	Resource Type	Input	Output
Approval to Negotiate/ Extend	The request to negotiate is being compiled and submitted to Senior Manager (SM) or Group Manager (GM).	SM/GM/Buyer.	Memo for Negotiation	Record of Decision/Approval
RFx Adjudication and award, cancelation	The process involves assessing submitted bids to select the best supplier, formally awarding the contract, or deciding to cancel the RFx process if necessary. This ensures a fair, transparent, and accountable approach to procurement.	BAC		Mandate
BAC Mandate	Output produced by the RFx adjudication and award/cancelation	BAC		
Draft Letter of intent to award/Bid cancellation/Award notification	SCM colleagues need to draft letter of intent to award or to cancel.  This process entails producing letter of intent, or bid cancellation and award notification	SCM		Letter of intent
Supplier/ Awarded bidder	The letter of intent to award and draft contract template goes to the to the supplier to be signed. Ideally it should be populated with bidders' information and ACSA information.  The system should register an interested budder/suppliers,	SCM/Legal/EU	Letter of intent	Signed contract
Service provider creation	The Service Provider Creation process involves systematically registering and onboarding a service provider within an organization's system. This ensures the service provider's information is accurate, validated, and compliant with internal policies and regulatory requirements.	SCM	Supporting documents	

Process Name	Description in detail	Resource Type	Input	Output
Vendor Mater data	The Vendor Master Data Process involves creating, maintaining, and managing a centralized repository of all information related to vendors or suppliers. This ensures data accuracy, consistency, and compliance, which is crucial for efficient procurement, financial transactions, and vendor relationship management.	SCM		
Contract coordination – contract creation/Variation	Contract number will be generated, and a PO will be given	Legal	Signed letter of intent, signed contract and Mandate	
Oracle Contract work bench administrator module/Email	The Oracle Contracts Workbench Administrator module is a centralized tool designed to manage the lifecycle of contracts across an organization. It enables administrators to handle contract creation, approval, monitoring, and compliance.	Legal	Load contract	
Create BPA/PO	The creation of Blanket Purchase Agreement (BPA) or Purchase Order (PO) process involves using an organization's procurement system to establish agreements and issue purchase orders to suppliers. This ensures structured, compliant, and efficient purchasing.	SCM		
Approval of DLA	BPA is sent to the appropriate DLA for approval	EU/SCM		
Purchase Order/BPA	The Purchase Order (PO) and Blanket Purchase Agreement (BPA) are procurement method used to acquire goods or services.	SCM		



Process Name	Description in detail	Resource Type	Input	Output
Workflow mail notification	A Workflow Mail Notification is an automated email sent within a workflow system to alert stakeholders about specific events, tasks, or actions requiring attention. These notifications ensure smooth communication and timely execution of tasks within an organization or process.	EU/SCM//Supplier		
Supplier Relationship Management	The Supplier Relationship Management (SRM) process is a strategic approach to managing interactions and relationships with suppliers to maximize value, reduce risks, and ensure the delivery of goods and services. It involves collaboration, communication, and performance monitoring to achieve mutual benefits.	SCM/Supplier/EU		
Online supplier induction (ACSA Website)	The supplier who is onboarded must do induction, the induction is conducted via MS Teams	Supplier		
Online Supplier Performance Management Scorecard formulation	Supplier is then scored based on the performance, currently conducted via Supplier Management System (SharePoint System)	SCM		
Supplier Performance Monitoring & Dispute Resolution	The supplier performance is monitored or disputed	SCM		

Process Name	Description in detail	Resource Type	Input	Output
Supplier Payment	The payment transaction is made to the supplier	Finance/EU	Supplier Invoice & Delivery Note or PO	
Supplier Performance Evaluation, Rating	The supplier is evaluated and rated based to their performance	End User	Contract, monthly performance report, progress report and meeting minutes	

Table 4: SCM Procurement Overview Process

## 9.2 Bid Specification Process

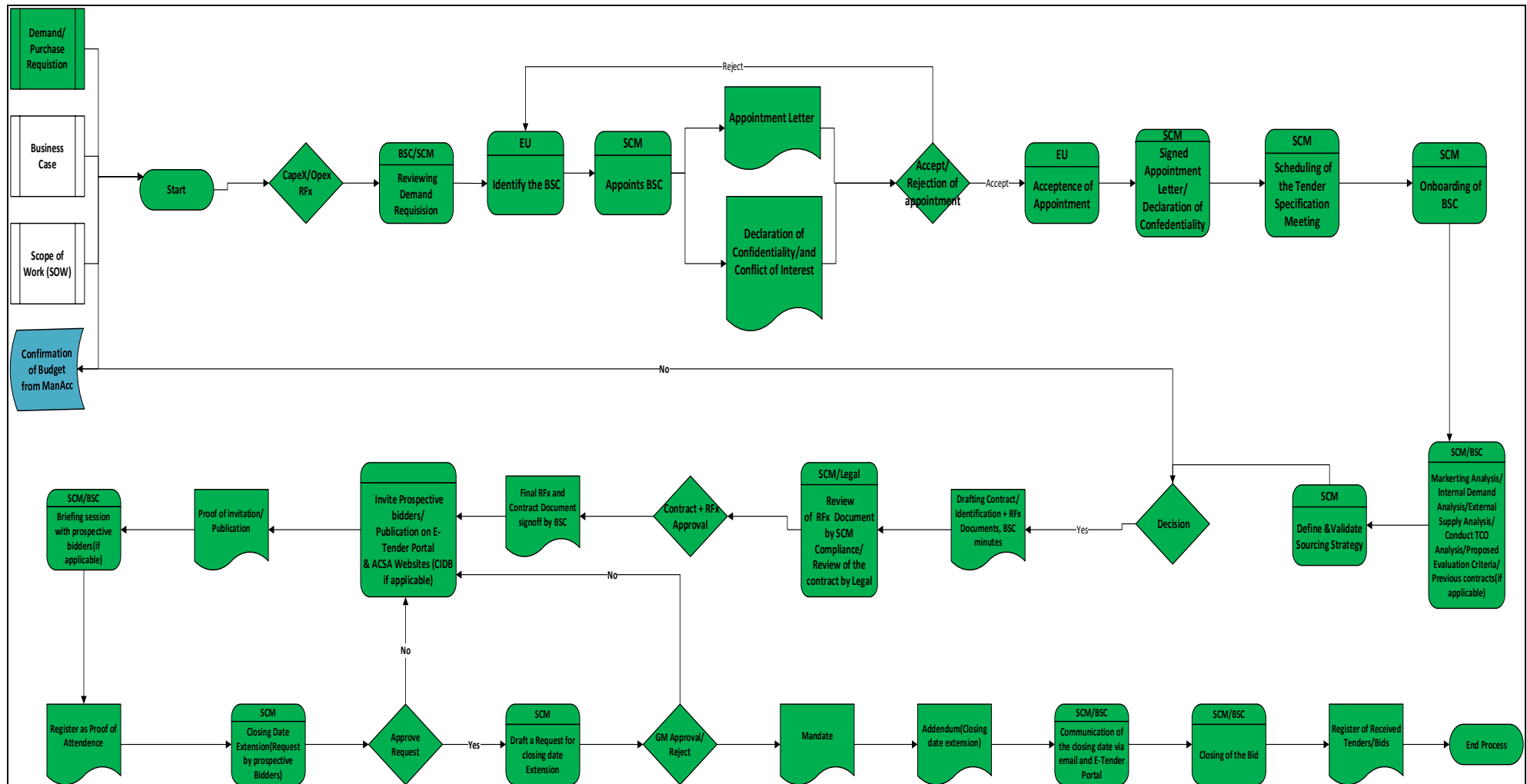


Figure 2: Bid Process

Process Name	Description in detail	Resource Type	Input	Output	Operating Standards
Capex/Opex RFx	The sourcing event commences with the end user identifying the need and compiling the specification of the required goods, services or works. The determination of its Capital expenditure or Operational expenditure budget will be utilized to meet the business requirement.	End User	Business Case Budget (Capex/ Opex) Scope of work	Demand Requisition	SCM policy and procedure manuals
Reviewing Demand Requisition	The Demand Requisition (DR) is compiled by the End user department instructing SCM to source a service provider or contractor to respond to the business needs. DR must outline the proposed evaluation criteria, scope, background of the project, service level agreement, risk. The DR must be signed by the compiler and Cost center owner and accompanied by the supporting documents; Scope of Work, Proof of Budget and submitted to SCMs Demand Management email address for review verifying the information and checking if the requirement was included in the procurement plan and releasing the DR to Category Management for allocation of SCM Official and commencing the process.	End User as Demand Requisition compiler	Draft Demand Requisition	Signed off Demand Requisition by End User and Cost Centre Owner with supporting documents and email to SCM Demand Management	SCM policy and procedure manuals
Identify the BSC	End User identifies resources that will participate in the specification of the bid. Ideally, resources with	End User	Identification of technical Bid Specification Committee (BSC)	Identified resource that will be	SCM policy and procedure manuals,

	technical background of the requirement will understand it.		responsible for specifying the tender before issue to market	communicated to SCM	BSC Terms of Reference
SCM Appoints BSC	The identified resources by the End user are formally appointed using a Bid Specification Committee (BSC) appointment letter template which is completed by the Buyer and sent to the BSC nominee for acknowledgement and signing and nominee's manager signing. The BSC letter is also sent with Declaration of confidentiality template for BSC nominee to declare any interest and Political Exposed Persons (PEP) declarations.	SCM Buyer	Draft BSC letter and Declaration of Interest and Confidentiality form	Email sent to the nominee to acknowledge the appointment	SCM policy and procedure manuals, BSC Terms of Reference
Acceptance/ Rejection of Appointment	The nominated member can either accept or reject the nomination.	BSC nominee	Email sent to the nominee to acknowledge the appointment	Email response to SCM official	SCM policy and procedure manuals, BSC Terms of Reference
Acceptance of appointment	The nominated BSC member signs the BSC appointment letter and their line manager also signs. BSC nominee also completes the Declaration of interest and Confidentiality form and sends back to SCM official for further processing	BSC nominee	Email to SCM official with signed BSC appointment letter and Declaration of Interest and Confidentiality form by BSC nominee and their line manager	Email received by SCM official for further processing	SCM policy and procedure manuals, BSC Terms of Reference

Signed appointment letter and Declaration of Interest and Confidentiality form	The nominated BSC member signs the BSC appointment letter and their line manager also signs. BSC nominee also completes the Declaration of interest and Confidentiality form and sends back to SCM official for further processing	BSC nominee	Email to SCM official with signed BSC appointment letter and Declaration of Interest and Confidentiality form by BSC nominee and their line manager	Email received by SCM official for further processing	SCM policy and procedure manuals, BSC Terms of Reference
Scheduling of the Tender Specification Meeting	SCM official schedules a meeting with BSC members to compile the tender document (RFx) document that will be issued to market.	SCM official	Scheduling of meeting for specification of the bid to commence	BSC members accepting the meeting invite	SCM policy and procedure manuals, BSC Terms of Reference
Onboarding of BSC	The nominated BSC members attend the meeting and are onboarded in their role as BSC members. The BSC terms of reference are read to understand the responsibility of the BSC members i.e., confidentiality of the process	SCM Official	BSC Terms of Reference	Onboarded	SCM policy and procedure manuals, BSC Terms of Reference
Market analysis/ Internal demand analysis/ external supply analysis/ conduct TCO analysis/ Proposed	The BSC (including SCM official as Chairperson) are responsible for ensuring they analyses all the requirements as stated under the Description. Review the scope of work and the Bill of quantity/ Pricing schedule for inclusion in the tender document that will be issued to market.	BSC	Demand Requisition; Scope of Work. Bill of quantity (Pricing schedule) Market analysis/ Internal demand analysis/ external supply analysis/ conduct TCO analysis/	Sourcing strategy	SCM policy and procedure manuals, BSC Terms of Reference

evaluation criteria/ Previous contracts if applicable			Proposed evaluation criteria/ Previous contracts if applicable		
Defina and Validate Sourcing Strategy	BSC once the analysis of the requirement is completed, and all necessary inputs have been considered as per above description. The BSC will agree on the best sourcing strategy to acquire the service or works.	BSC	Demand Requisition; Scope of Work. Bill of quantity (Pricing schedule) Market analysis/ Internal demand analysis/ external supply analysis/ conduct TCO analysis/ Proposed evaluation criteria/ Previous contracts if applicable	BSC decides on the sourcing strategy	SCM policy and procedure manuals, BSC Terms of Reference
Decision	Considering all the analysis the sourcing methodology is decided i.e., Issue the tender to open market, closed tender process, restricted bid process, contract variation, declaration of emergency process, piggyback from other SOE's already existing contracts, utilize National Treasury Transversal contracts	BSC	Demand Requisition; Scope of Work. Bill of quantity (Pricing schedule) Market analysis/ Internal demand analysis/ external supply analysis/ conduct TCO analysis/ Proposed evaluation criteria/ Previous contracts if applicable	Draft Tender document and Contract	SCM policy and procedure manuals, BSC Terms of Reference
Review of RFx document by SCM Compliance/ Review of the contract by Legal	The BSC (led by SCM official) submits the Tender document for review by SCM Compliance ( <i>via email</i> ) and draft contract for review by Legal department ( <i>via email</i> )	BSC, SCM Compliance and Legal department's	Draft Tender document and Contract	Reviewed Tender Document and Contract	SCM policy and procedure manuals, BSC Terms

		Contract Specialist			of Reference, Contract Management Procedure Manual (Legal department)
Contract and RFx Documents	The BSC signs off on the final tender document, ready for publication according to the agreed sourcing method	BSC	Reviewed Tender Document and Contract	Final signed off Tender document and Contract ready for publication	SCM policy and procedure manuals, BSC Terms of Reference.
Invite prospective bidders/ publication on e-tender portal and ACSA websites (CIDB if applicable)	The email invitation if closed bid process is the agreed sourcing method or publication on open tender via e-tender portal, ACSA tender bulletin website or (CIDB portal if applicable	SCM official	Draft Publication on e-tender portal and ACSA websites (CIDB if applicable) or email invite	Proof of invitation	SCM policy and procedure manuals, BSC Terms of Reference.



Briefing session with prospective bidders (if applicable)	If BSC specified in the RFx document that prospective bidders must attend a briefing session (compulsory or non-compulsory). Prospective bidders will attend <i>(Physical or Online meetings via MS Teams)</i> the briefing session in the specified method as per the tender document instruction.	BSC	Briefing session meeting is conducted as per RFx document instruction.	Register for proof of attendance	SCM policy and procedure manuals, BSC Terms of Reference.
Closing date extension/ Request by prospective Bidders	Prospective bidders may request for extension of the closing date, for whatever reason i.e., not sufficient time to comply with the tender requirements.  This request will be assessed by BSC and either accept or reject the request by prospective bidder/s.	BSC	Request from prospective bidders for closing date extension	BSC accepts or rejects the requests	SCM policy and procedure manuals, BSC Terms of Reference.
Draft request for closing date extension	If BSC accepts the request for closing date extension the SCM official will draft the Request for extension template and motivate for GM SCM adjudication. will be sent to GM SCM for approval of the request to extend the RFx closing date. A notice of closing date extension will be communicated to the bidder via email and if RFX was publicized in on e-Tender portal the advert is amended with revised closing date	BSC	Request for extension template signed off by BSC	Adjudication by GM SCM	SCM policy and procedure manuals, BSC Terms of Reference.

GM Approval or Reject	The GM resolved the request for tender extension the reasons for the request and impact if any it will have on the procurement programmed	GM SCM	Final request for extension document plus applicable supporting documents i.e., tender document sent via email to GM SCM for adjudication	Mandate from GM SCM	SCM policy and procedure manuals, BSC Terms of Reference.
Addendum (Closing date extension)	Once mandate from GM SCM is received approving the request to extend the BSC led by SCM official drafts an addendum for amendment of closing date	BSC	Draft addendum	Final addendum closing date extension	SCM policy and procedure manuals, BSC Terms of Reference.
Communication of the closing date via email and E-tender portal	The BSC led by SCM official will amend e-tender portal with the revised closing date	SCM official	E-tender portal publication/ email invitation	Proof of Revised closing date on e-tender portal or via email	SCM policy and procedure manuals, BSC Terms of Reference.
Closing of Bid	The bid will close as per the specified date and time. Bidders will use the specified method of submitting	BSC, Bidders	Submission tender document	Register of received bids register	SCM policy and procedure

	bids i.e., physical submission of tender, email submission.			completed by Bidder (applicable for physical submission)	manuals, BSC Terms of Reference.
--	---	--	--	--	----------------------------------

*Table 5: Bid Specification Process*

### 9.3 Bid Evaluation Process

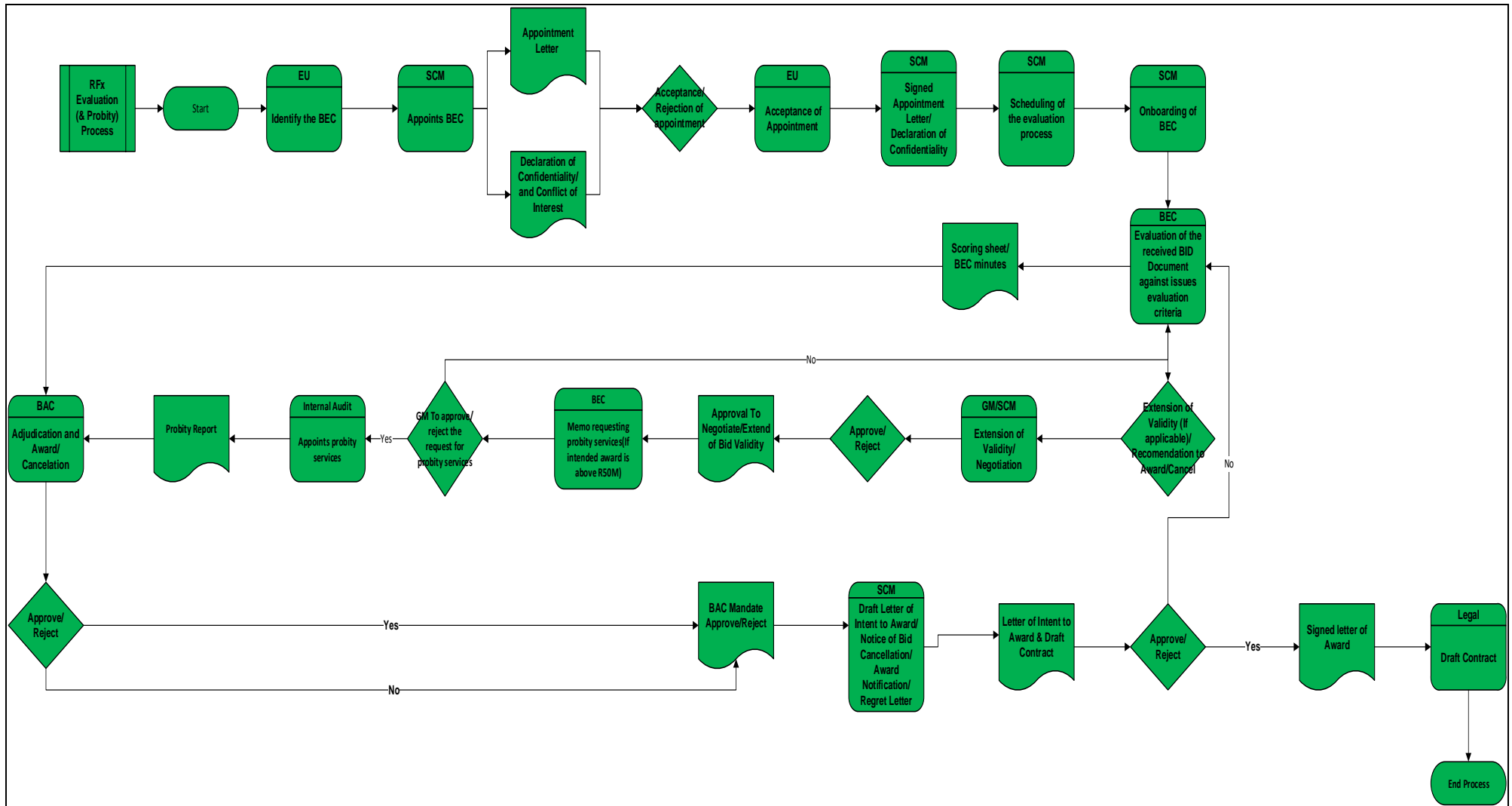


Figure 3: Bid Evaluation Process

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Identify the BEC	The end user identifies resources to participate in the evaluation process as a Bid Evaluation Committee (BEC). BEC is responsible for evaluating received bids as per predefined evaluation criteria	End User	Names of identified resources	Completion of Appointment letter and Declaration of Interest and Confidentiality	SCM policy and procedure manuals, BEC Terms of Reference
Approval or Rejection of Appointment	The nominated member can either accept or reject the nomination.	BEC nominee	Email sent to the nominee to acknowledge the appointment	Email response to SCM official	SCM policy and procedure manuals, BEC Terms of Reference
Acceptance of appointment	The nominated BEC member signs the BEC appointment letter and their line manager also signs. BEC nominee also completes the Declaration of interest and Confidentiality form and sends back to SCM official for further processing	BEC nominee	Email to SCM official with signed BEC appointment letter and Declaration of Interest and Confidentiality form by BEC nominee and their line manager	Email received by SCM official for further processing	SCM policy and procedure manuals, BEC Terms of Reference
Signed appointment letter and Declaration of	The nominated BEC member signs the BEC appointment letter and their line manager also signs. BEC nominee also	BEC nominee	Email to SCM official with signed BEC appointment letter and Declaration of	Email received by SCM official	SCM policy and procedure manuals, BEC

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Interest and Confidentiality form	completes the Declaration of interest and Confidentiality form and sends back to SCM official for further processing		Interest and Confidentiality form by BEC nominee and their line manager	for further processing	Terms of Reference
Scheduling of the Tender Evaluation Meeting	SCM official schedules a meeting with BEC members to evaluate received bids against the predefined evaluation criteria as stated in the tender document	SCM official	Scheduling of meeting for evaluation of the bid to commence	BEC members accepting the meeting invite	SCM policy and procedure manuals, BEC Terms of Reference
Onboarding of BEC	The nominated BEC members attend the meeting and are onboarded in their role as BEC members. The BEC terms of reference are read to understand the responsibility of the BEC members i.e., confidentiality of the process	SCM Official	BEC Terms of Reference	Onboarded	SCM policy and procedure manuals, BEC Terms of Reference
Evaluation of the received bids against the issued evaluation criteria	The BECs role is to evaluate against the set evaluation criteria by the BSC. The evaluation scoring sheets are used to score the bids. BEC technical members evaluate the SCM official does not evaluate (ensures compliance and verification of evaluation results.	BEC	Received bids	Scoring sheets	SCM policy and procedure manuals, BEC Terms of Reference

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Extension of bid validity (if applicable) Recommendation to award/ Cancel/request negotiations	RFx documents when they are issued have a bid validity period (120 working days after bid closing for normal goods and services) if the evaluation process is not yet completed and bid validity is about to lapse the BEC must request the GM SCM to extend the bid validity period. BEC may request to negotiate the price with the highest ranked bidder	BEC	Draft Request for Extension/ negotiation	Final Request for extension signed off by BEC	SCM policy and procedure manuals, BEC Terms of Reference
Extension of validity/negotiations	The request to extend validity of negotiate is sent to the GM SCM for adjudication	BEC	Request to extend or negotiate	Email submission to the GM SCM for consideration	SCM policy and procedure manuals, BEC Terms of Reference
Approval or reject	The GM SCM judge on the submission	GM SCM	Request to extend or negotiate	Mandate from GM SCM	SCM policy and procedure manuals, BEC Terms of Reference

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Request probity services for recommendation to award (if proposed award is above R50M)	If the recommended bidder's offered price is above R50M a request for probity services to audit the evaluation process conducted by BEC. BEC led by SCM official drafts a memorandum to the GM SC requesting probity service provider. The memo once signed is sent to Internal audit for appointment of service provider	BEC	Memorandum requesting probity services to send via email	Approved request by GM SCM	Internal audit process
Approval/rejection of request for probity services	The GM SCM decides the request for probity services	GM SCM	Adjudication	Signed off request for probity services	Internal audit process
Adjudication and award/cancellation	The submission of recommendation to award report for adjudication. The request to cancel report, reason for cancellation can either be (No acceptable tender received, there no longer a need for goods or services, Funds no longer available, there is Material Irregularity in the tender process)	BEC	Draft Recommendation to award Report/ Request to cancel report	Final signed off by BEC Recommendation to award Report/ Request to cancel report sent to applicable adjudication committee as per DLA (via email)	SCM policy and procedure manuals, BEC Terms of Reference



Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
				for inclusion in the agenda	
Approval/ Reject	The final signed off by BEC Recommendation to award Report/ Request to cancel report is resolved by the relevant Bid Adjudication Committee (BAC) as per DLA	Bid Adjudication Committee	Adjudication process approved or rejected	Mandate	SCM policy and procedure manuals, BEC Terms of Reference
Draft letter of intent to award, Regret letters/ Notice of Bid Cancellation	After BEC receives mandate, SCM official drafts a letter of intent to award to the recommended bidder. Regret letters are also drafted for bidders who were disqualified and who were not the highest ranked bidders according to the evaluation criteria Price and Preference. If bid is to be cancelled a notice of cancellation is also prepared communication to bidders that tendered	BEC	Letter/s of award, regret letter/s or notice of cancellation	Email communication to the bidders is sent by SCM official.	SCM policy and procedure manuals, BEC Terms of Reference
Approval/ Reject	The letter of intent to award is communicated to the recommended bidder. The bidder must read the contract and accept if satisfied with the appointment. In certain instances, bidders	Recommended Bidder	Letter of intent to award	Response from Bidder (accepting or rejecting) the	SCM policy and procedure manuals, BEC

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
	reject the letter of intent to award. There are several reasons why a bidder can reject the letter of intent to award one of the reasons is the quoted price is too low they will not be able to satisfy the requirements of the project with the quoted prices.			notice of intent to award letter	Terms of Reference
Draft Contract	Once notice of intent to award letter is accepted (sent to SCM Official). The end user can commence the contract signing process (Legal Department).	SCM Official; End user	Draft Contract	Review of draft Contract by Legal department	Contract Management Procedure Manual (Legal department)

Table 6: Bid Evaluation Process

## 9.4 Procurement Process

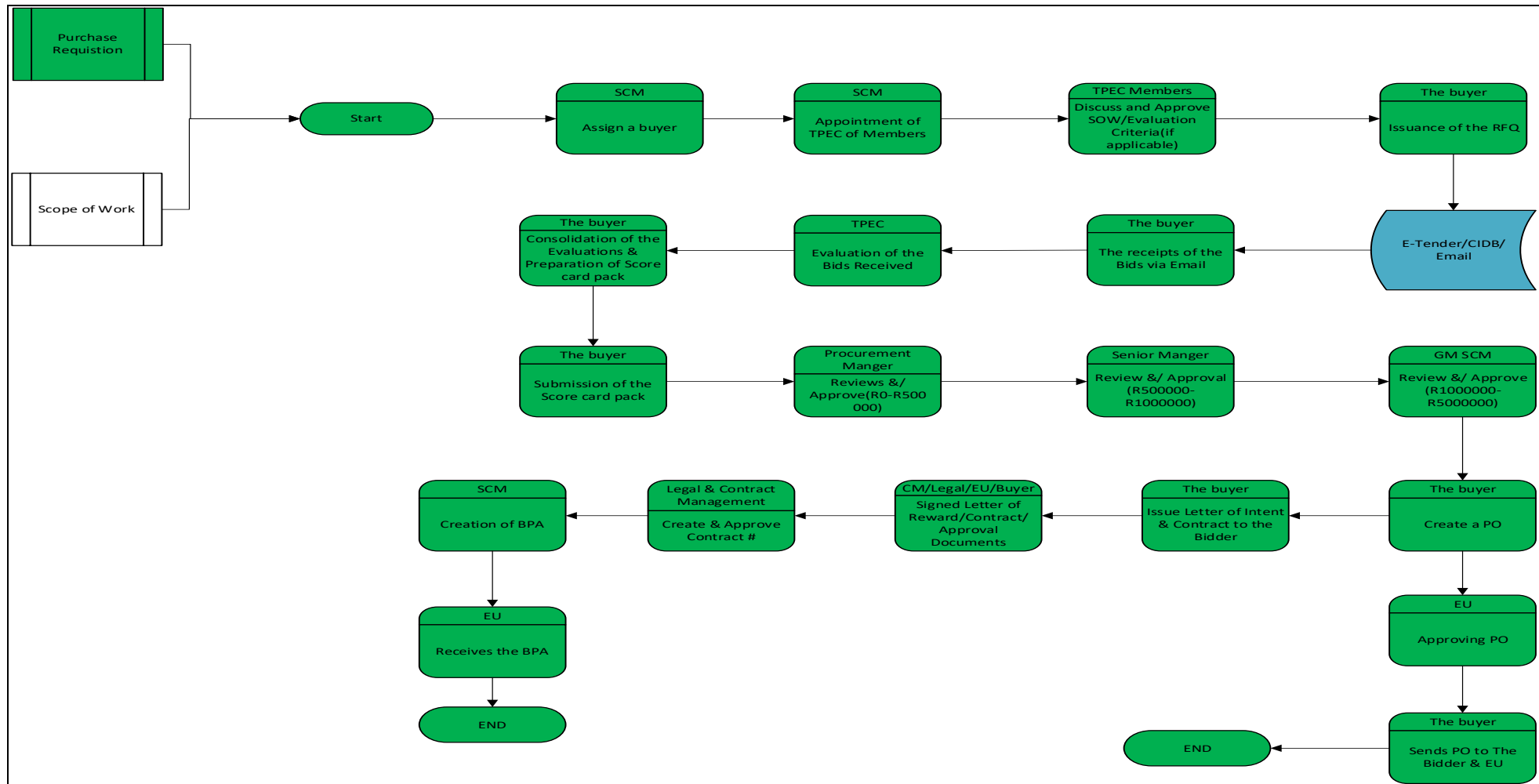


Figure 4: Procurement Process

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Assign a Buyer	The procurement Manager assesses the requisition in the system to check if the scope and requirement is clear before assigning a buyer	Procurement Manager	PR Loaded on the system with Scope of works and OPEX/Capex budget	Buyer assigned to kickstart the process	
Appointment of BSC/BEC members	BSC/BEC appointment letters are sent to the nominated members to complete and sign off together with manager's signature	GM: SCM, Senior Manager and Procurement Manager	Nominated BSC/BEC members.  Signing of Appointment letters	BSC/BEC committee formulated.	
Discuss and approve SOW/Evaluation criteria	BSC/BEC kick off meetings are scheduled where the team will discuss and agree on the scope of works and applicable evaluation criteria	BSC/BEC Members and SCM		Sign off final document to be advertised	
Issue RFQ	Buyer issues RFQ to the market to potential bidders/identified or advertisement on E-tender and CIDB website	SCM Buyer	RFQ document with clear scope and evaluation criteria (if applicable) including Pricing schedule	Proof of RFQ advert	
Receives bids via email	Bids are then submitted to the buyer's email address as stated in the document and advert	SCM Buyer	Email submissions of responses		

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Evaluation of Bids received	Bids are evaluated by the appointed BSC/BEC members with SCM representative facilitating the process.	BSC/BEC Members and SCM	<ul style="list-style-type: none"> <li>Evaluation sheets</li> </ul> Submissions		
Consolidation of the Evaluation & preparation of scorecard pack	The buyer does the consolidation of scores and prepares the scorecard to be sent for approval	SCM Buyer	Submission of evaluation sheets if applicable		
Submission of the scorecard pack	The scorecard is then submitted to the end user/cost center owner to approve	SCM Buyer	Scorecard with rankings of the bidders		
Procurement Manager	The scorecard is then submitted to the Procurement Manager for approval from R0 up to R500 000	SCM Buyer	Scorecard with submissions and compliance documents i.e., CSD report, BBB-EEE.	Reviewed or approved scorecard	
Senior Manager	The scorecard is then submitted to the Senior Manager for approval from R500 000 up to R1 million	Procurement Manager	Scorecard with submissions and compliance documents i.e., CSD report, BBB-EEE.	Reviewed or approved scorecard	

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
GM SCM	The scorecard is then submitted to the GM SCM approval from R1 million up to R5 million	Procurement Manager	Scorecard with submissions and compliance documents i.e., CSD report, BBB-EEE.	Reviewed or approved scorecard	
Issue letter of intent and Contract to the bidder	The buyer prepared the Letter of Intent to award and sends to the winning bidder together with the agreed contract to be used	SCM Buyer	Approved mandate/scorecard  Draft contract		
Signed letter of Award/ contract approval documents	Buyer sends the letter of award and the approved mandate to contracts management to finalize the contract	SCM Buyer	Award letter  Approved mandate  Draft contract		
Create and approve contract	The contract is then created and loaded in the system	Contracts Management			
Creation of BPA	A BPA is created on the system and sent for approval	Contracts Management			
Receives the BPA	A BPA number is then shared with the end user	Contracts Management			

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Create a PO	The buyer then creates a PO in the oracle system and sends it to the End user for approval	SCM Buyer	Approved scorecard	PO created in the system	
Approving PO	The end user approves the PO	End user/ Cost center owner	Workflow mailer with PO number and attachments	Approved PO	
Sends PO to the Bidder and End user	The Printed PO is then sent to the winning bidder and the end user so they can facilitate delivery	SCM Buyer	Printed PO with description of services and amount	Delivery of Goods and receipting of invoices	

Table 7: Procurement Process

## 9.5 Emergency Process

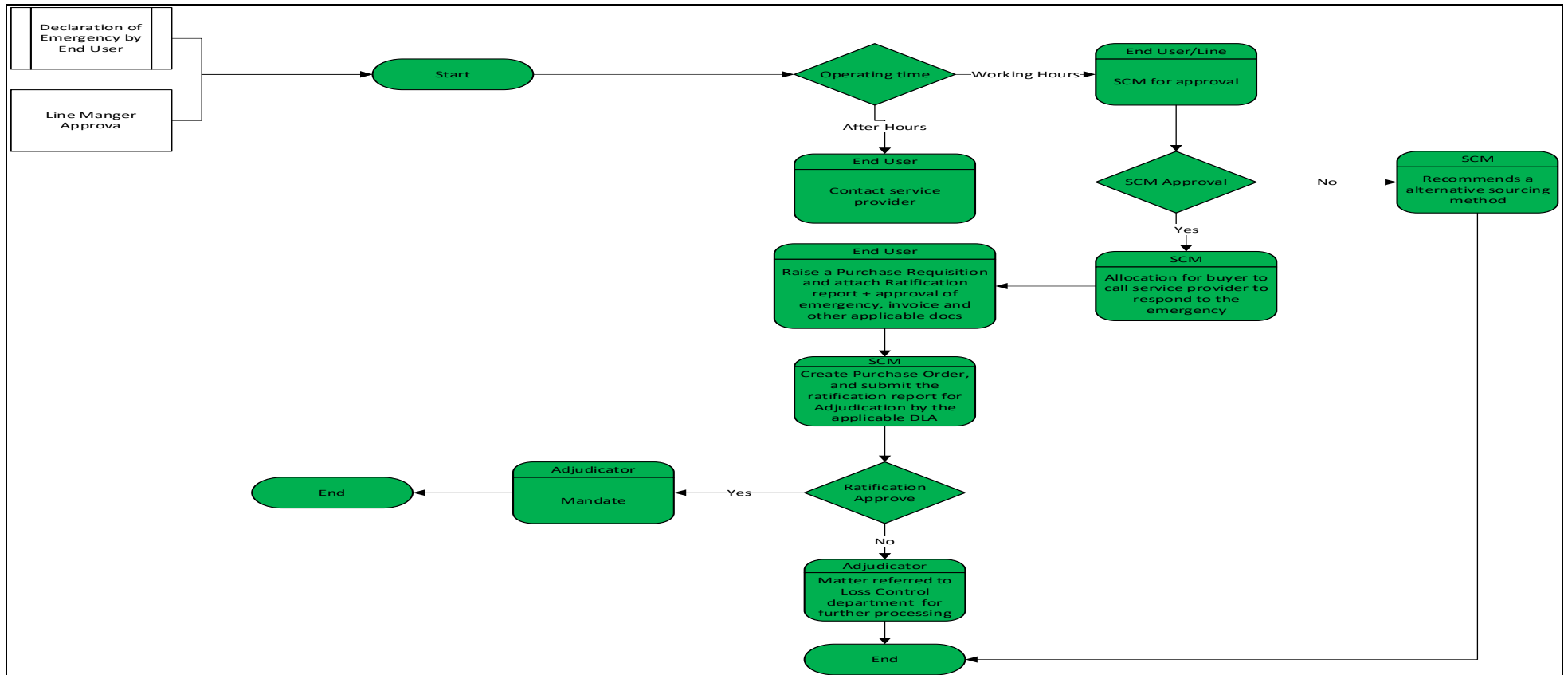


Figure 5: Emergency Process



Description	Description in detail	Resource Type	Input	Output	Operating Standards
Activation of emergency process.	<p>The emergency processes are activated because of unforeseen occurrence that will require a contractor to immediately rectify. If emergency is not rectified it may lead to</p> <ul style="list-style-type: none"> <li>•<i>Loss of life or injury.</i></li> <li>•<i>Reputational harm;</i></li> <li>•<i>Financial losses;</i></li> <li>•<i>Legal consequences;</i></li> <li>•<i>Interruption of essential or business services; and</i></li> <li>•<i>Any other relevant consideration.</i></li> </ul>	End User	Request for emergency procurement activation	Email sent to the End User Line Manager	SCM Policy and SCM procedure Manual
Approval from End user Line manager	End user line manager considers the request for emergency and either approves or reject the request	Line Manager	Email from end user line	Approved email or rejection	SCM Policy and SCM procedure Manual
Operating Time (after hours)	The end user calls the service provider to come on site and respond to emergency request	End User	Communication to service provider/Contract or	Service provider/Contractor responds to emergency	SCM Policy and SCM procedure Manual
Operating Time (during working hours)	If emergency is activated during working hours SCM Procurement Manager is required to either support or reject the request for activation of emergency process	SCM Procurement Manager	Email Request for activation of	Email to SCM requesting support for activation of	SCM Policy and SCM procedure Manual

Description	Description in detail	Resource Type	Input	Output	Operating Standards
			emergency procurement	emergency procurement.	
SCM Approval Decision	Procurement Manager considers the request if it is in line with the manual and if there is no alternative solution besides activating the emergency	SCM Procurement Manager	Draft email to end user	Email sent to end user either supporting or rejecting the emergency	SCM Policy and SCM procedure Manual
Recommends alternative sourcing method	If procurement manager rejects the request to activate an emergency procurement, an alternative sourcing method is recommended to rectify the occurrence	SCM Procurement Manager	Draft email to end user rejecting	Final email sent to end user	SCM Policy and SCM procedure Manual
Allocation of the Buyer to call service provider to respond to the emergency	If Procurement Manager supports, the activation emergency procurement a Buyer is allocated to call a service provider to immediately respond to the emergency	SCM Procurement Manager	Email supporting emergency	Allocation of the Buyer to	SCM Policy and SCM procedure Manual
Raise a purchase requisition and attach ratification report and supporting documents	End user must raise a Purchase Requisition on Oracle (for emergency during or after hours) and attach complete a Ratification template stating the reasons for emergency and the approvals received to activate an emergency. All the necessary supporting documents to be attached i.e., invoices, communication approving emergency	End User	Draft Purchase Requisition with supporting documents attached	Approval of Purchase requisition according to the workflow of the end user	SCM Policy and SCM procedure Manual

Description	Description in detail	Resource Type	Input	Output	Operating Standards
Create Purchase Order and submit the ratification report for adjudication according to DLA	The allocated SCM official creates a Purchase Order for service provider/contractor to be paid. The ratification report is submitted to be relevant Bid Adjudication according to DLA, to rectify the deviation from normal procurement process and activation of emergency procurement process.	SCM official	Draft P.O and draft ratification report	Final approved P.O. and final ratification report.	SCM Policy and SCM procedure Manual
Ratification	SCM official submits the ratification report for adjudication committee as per DLA	SCM official	Adjudication of Ratification report	Ratification report included in the BAC agenda	SCM Policy and SCM procedure Manual
Approval/Rejection	The applicable DLA will decide on the ratification report and approve/reject the submission. If rejected the submission will be referred to the Loss Control department for further processing. If approved a mandate will be issued	BAC	Ratification report plus supporting documents	Mandate	SCM Policy and SCM procedure Manual

Table 8:Emergency Process

## 9.6 Master Data Process

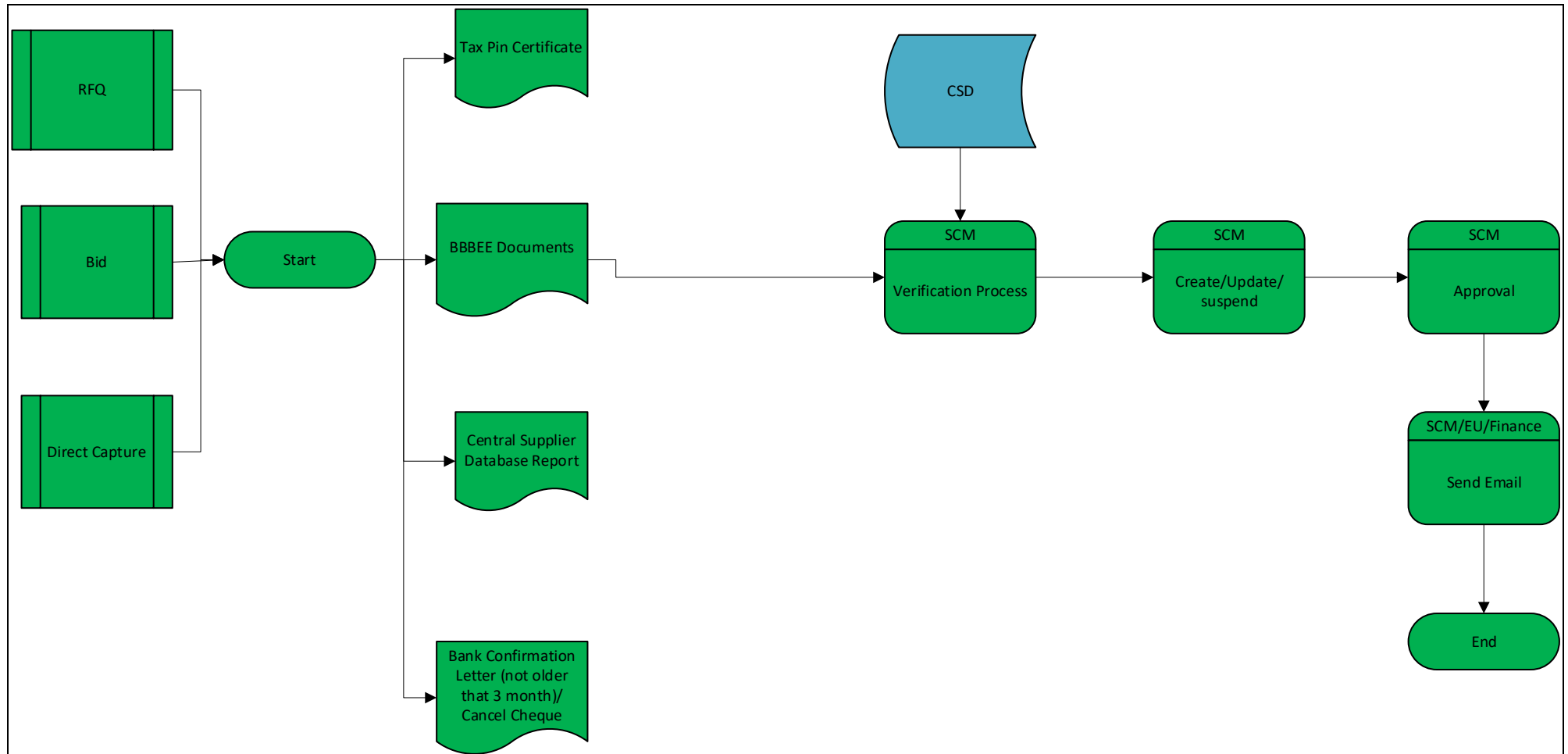
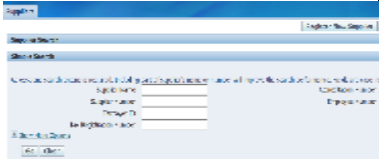


Figure 6: Master Data Process

scription	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Start the process of loading supplier – by verifying all documents received	<b>Request to load Supplier</b> from three sources: <ul style="list-style-type: none"> <li>Request For Quote (RFQ)</li> <li>BID (Tender)</li> </ul> Direct Capture (DC)	<b>Documents:</b> <ul style="list-style-type: none"> <li>Tax Pin Certificate</li> <li>B-BBEE Certificate/Affidavit</li> <li>Bank confirmation not older than 3 months or cancelled cheque</li> <li>Central Supplier Database (CSD) registration number (MAAA...)</li> </ul>	<b>Receive documents</b> to load supplier from: <ul style="list-style-type: none"> <li>Buyer</li> <li>Snr Buyer</li> <li>Category Specialist</li> </ul> Direct Capture (DC) - Finance	<b>Verify documents received:</b> <ul style="list-style-type: none"> <li>Tax Pin Certificate via SARS verification</li> <li>B-BBEE Certificate/Affidavit checked manually</li> </ul> Central Supplier Database (CSD) – run report from CSD	<ul style="list-style-type: none"> <li>Do SARS Verification using Tax PIN Certificate</li> <li>Check BEE Affidavit / Certificate (Company Registration number and VAT no. on the documents must be correct.</li> <li>(Generic company's must submit a Certificate, and Construction Sector Codes - provides for EMEs whose annual turnover is more than R1.8 million for Built Environment Professionals (BEP's), and more than R3 million for Contractors, to undergo verification.</li> </ul>

scription	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
					<ul style="list-style-type: none"> <li>• ***Refer to the Broad Based Black Economic Empowerment Practice Guide 01 of 2018 for determining validity of a B-BBEE Certificate and Sworn Affidavit.</li> <li>• Check CSD Report – key sections to check:</li> <li>• Company Registration</li> <li>• Business Status should reflect 'In Business'</li> <li>• Bank Account must be verified and must match the Bank confirmation letter or</li> </ul>

scription	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
					<p>Cancelled Cheque provided.</p> <ul style="list-style-type: none"> <li>Income Tax number must reflect complaint.</li> <li>B-BBEE Information and Ownership information must reflect – Company registration number must on B-BBEE Affidavit / Certificate</li> </ul>
Start to load profile on Oracle	Once the verification of all documents received are complete as per 01) – start the loading process in Oracle	Oracle	Documents received in 01)	Oracle	<p><b>Step 1</b></p> <p><b>Search if supplier exists on Oracle, using supplier:</b></p> <ol style="list-style-type: none"> <li>Name followed by % (e.g., Master% Baker% then press enter) or</li> <li>Tax number; and/or</li> </ol>

scription	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
					<p>3. VAT number (on Oracle Tax Registration Number = VAT)</p> <p>4. Company registration</p> <p><b>Step 2</b></p> <p>If Supplier does not exist, click <b>Create Supplier (follow STEP 3 below)</b>.</p>  <p>If Supplier does exist on Oracle after search was done (<b>follow from STEP 4 below</b>).</p>



scription	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
					<p><b>Step 3</b></p> <p>**there is no compulsory format to populate profiles can be lower case or upper case or mix) – system does not prompt for error. **The practice is that all data is loaded in UPPERCASE**</p> <ol style="list-style-type: none"> <li>1. Add Supplier Legal Name – as per Tax PIN Certificate or CIPC or CSD Report in block 'Organization Name.' Include Company type e.g. (Pty) Ltd or CC etc. (obtain this from CSD report Supplier Sub-type)</li> <li>2. Select Country under drop down in block 'Tax Country.' Mostly</li> </ol>

scription	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
					<p>South Africa unless it is an International Supplier</p> <p>3. Copy Tax no. from Tax PIN Certificate or CSD Report and paste in block 'Tax ID.' Tax no. <b>must be numeric digits and should not include dashes/dots/spaces etc.</b> In the case of a Sole Proprietor the Tax no. will be the ID number of the individual (but this will reflect on the Tax PIN Certificate).</p> <p>4. Copy VAT no. from Tax PIN Certificate or CSD Report and past in block 'Tax Registration No.'. <b>**Note: VAT no. does not always</b></p>


scription	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
					<p>reflect on Tax PIN Certificate, so you <b><u>must</u></b> refer to CSD as a double check. South African Vat number (Tax registration number) <b>must be 10 numeric digits and should not include dashes/dots/spaces etc.</b></p>  <p><b>Step 4</b></p>
Approval	Approval of the loaded documents	SCM		Approved documents	
Send email	Send an email to inform suppliers	SCM/ End User/ Finance			

Table 9: Master Data Process

## 9.7 Supplier Performance Process

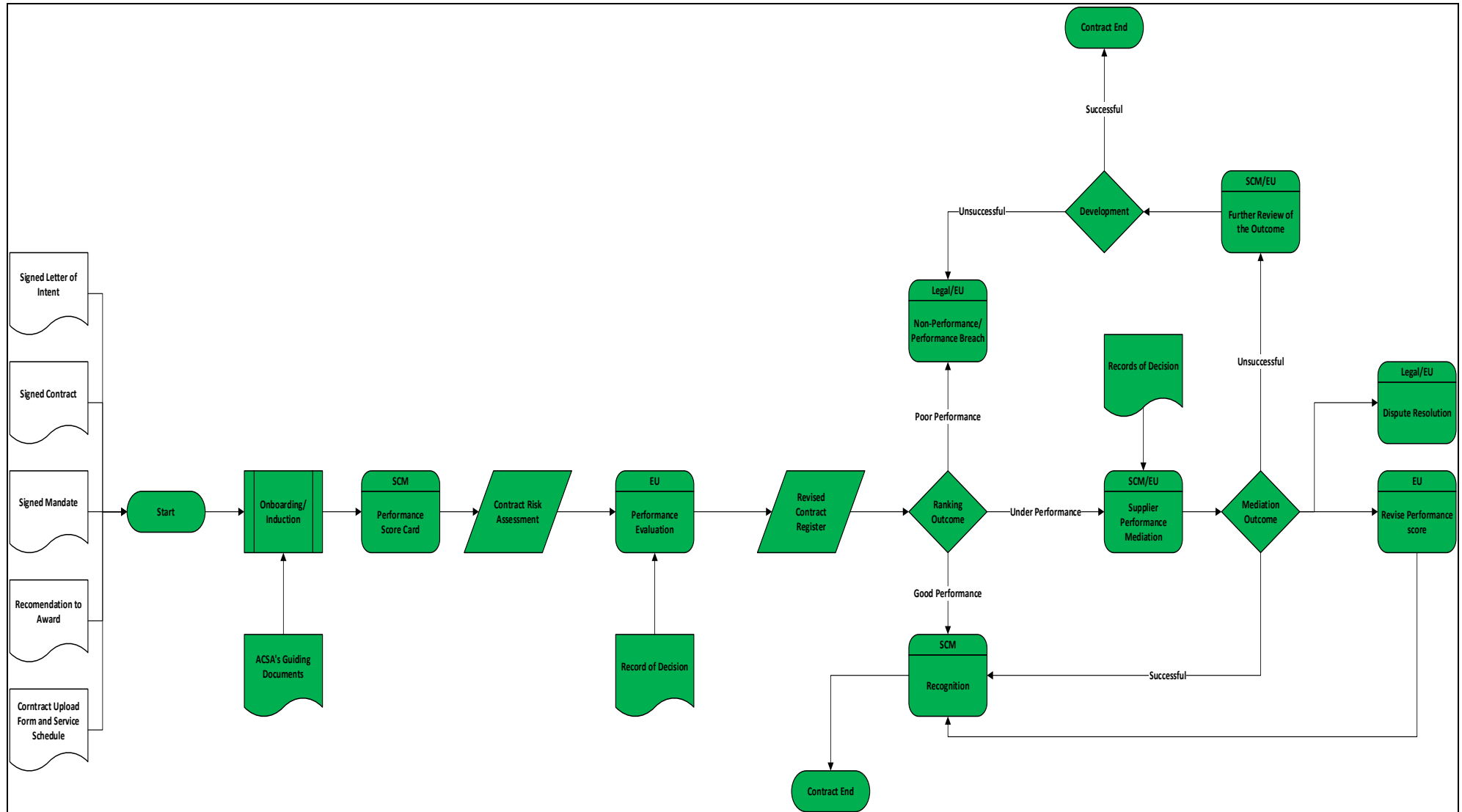


Figure 7: Supplier Performance Process

Description	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Onboarding	The activity involves a training to introduce ACSA to the Supplier, training on various applicable legislation, ethics, policies, anti-corruption, and compliance requirement from the Supplier	The activity is conducted by Supplier Performance Consultant	The Training is conducted through MS Teams but may also be done in person. It includes the Training Presentation	The output objective is intended to have a well-informed Supplier who understands the rights and responsibilities.	Procedure Manual
Performance Scorecard	Clarifying the expected performance requirement with the Service Provider. Discussing the generalized evaluation matrix for the duration of the contract	Supplier Performance Consultant/Contract Manager (End User)	Formal engagement between End-User and Contractor	Alignment with the agreed upon objectives	Contract
Performance Evaluation	Performance evaluation entails, reviewing of the contractor's performance on Deliverables such as Timeliness, Quality, Pricing, Compliance and Transformation.	End User (Contract Manager)	Evaluation may include performance management meetings, Risk reduction meetings, progress meetings and Supplier Management System evaluations	The meeting minutes, Progress Report, Performance Reports, Risk Management Reports	
Ranking	The outcome of the performance review is based on the predetermined objectives. The Ranks will include Poor Performance and Good Performance (The satisfactory performance levels should include the following stages:	Supplier Performance Consultant	The outcome from the evaluation/moderated results	Relevant ranking	

Description	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
	Platinum, Gold, Silver, and Bronze. Whereas Platinum entails the performance that is above-average in all areas, Gold indicates meeting above-average performance in some areas while meeting average in other areas of performance., Silver is meeting average in all areas and Bronze will entails meeting average in most areas.				
Good performance	Good Performance (The reliable performance levels should include the following stages: Platinum, Gold, Silver, and Bronze. Whereas Platinum entails the performance that is above-average in all areas, Gold indicates meeting above-average performance in some areas while meeting average in other areas of performance., Silver is meeting average in all areas and Bronze will entails meeting average in most	Supplier/Contractor	The outcome of the performance evaluation	The designated Ranking level	
Poor Performance/ Non-Performance	Poor performance outcome is result of not meeting the required obligations while non-performance indicate that supplier did not perform the work	Contractor/End User/Legal	Review/evaluation Outcome	Review evaluation Outcome	

Description	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Supplier Mediation	Supplier mediation encompasses the meeting between Supplier Performance Management, End User and Contractor/Supplier. The purpose of this activity is to establish the root cause for poor performance, under performance and establish the measures to reduce or alleviate the poor/under performance	Supplier Performance Management/Contractor /End-user	Issues are presented and the Response is provided by Supplier and resolution are formulated and documented	The record of decisions and resolutions	
Revision Performance Score	This activity involves the assessment of evaluation outcome of supplier and documentation/evidence accompanying the evaluation. If the outcome and the evidence provided appears to be contradictory, then follow up discussion with the evaluators, and confirm the outcomes	Supplier Performance Consultant/End User	Review the evaluations recorded on the Supplier Management System. Aligning them accordingly	Corrections are made and the correct scores are allocated	
Dispute Resolution	This activity entails the breaking of the impasse between the supplier and end-user in resolving the contractual issues. It is carried out by Legal	Legal/Contract Management/Contractor	Discussions over the concerned dispute between the contractor and End-user	Record of decision and way forward	
Further Review of Outcome	This activity involves a further review of the performance of the contractor/supplier and assessment of the performance to determine if there is an improvement in the execution of	Supplier Performance Management/End-user/contractor	The activity involves reviewing the performance against the resolution developed and	The outcome determines whether the issues are being resolved through	

Description	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
	SLA. The resultant outcome will determine if there is a need for supplier development		agreed during the mediation process	contractual performance or the supplier/contractor will require Supplier Development process	
Development	This activity encompasses identifying the inherent risk areas along with the supplier/contractor's competence to correct such risks. This will involve a developmental plan between the contractor and ACSA to ensure that the areas of concern are addressed adequately through a structured plan.	Supplier/Contractor & Supplier performance management	This activity will include the reviewing of the persistent issues observed and determining the supplier/contractor's ability to resolve them and then subsequent involvement by ACSA to assist the supplier/contractor to resolve the performance related issues	Records of the decisions made. The success will allow the contract to continue until normal termination. The opposite will result in the early termination of the contract.	

Table 10: Supplier Performance Process



## 9.8 ESD (Enterprise and Supplier Development) Process

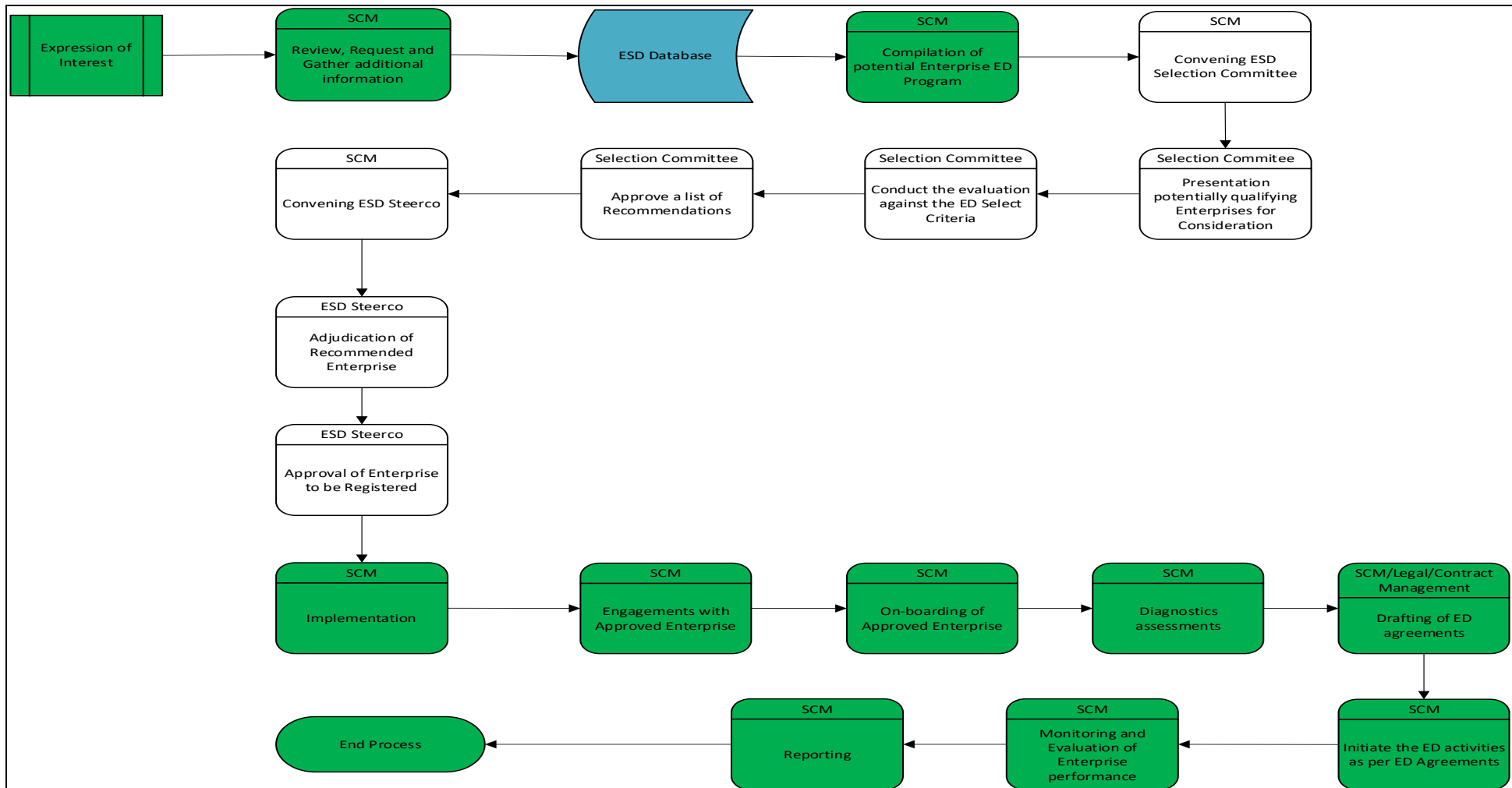


Figure 8: ESD Process

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Request, Review, and gather additional information	This activity encompasses the receipt of the Expression of Interest (Eoi), reviewing of those expressions, requesting, and gathering any additional information required.	ESD Specialist	Expressions of interest, Business proposals		
ESD Database	All entities received through Eoi's captured into the ESD register to form a database. The database will be used for selection committee	ESD Specialist/Selection Committee	Capture SMME's into the ESD database	Reviewed List of compliant SMME's	
Compilation of Potential Enterprises Development (ED) program	Compiling the register and report for all Enterprises received and arrange a submission to Selection Committee	ESD Specialist	Drawing a list of SMME/Enterprises from the Database and compiling a list all potential SMME's for consideration by Selection Committee	A complete list of SMME's	
Convening a ESD Selection Committee	Compiling the Agenda for the Selection Committee, Convening the meeting to consider the SMME's on the Agenda. Reviewing the SMME against the set	Selection Committee	Consider the Agenda, SMME Submissions and ESD criteria	Recommendations & record of Decisions	

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
	criteria and recommend the relevant and compliant SMME's				
Presentation of potentially qualifying SMME	The selected Potentially qualifying SMME's are being presented to selection committee, detailing all the SMME's type of business, what they are offering, etc.	ESD Specialist/Selection Committee	The agenda and individual SMME's submissions		
Conduct the evaluation against ED selection criteria	The assessment of all SMME's on the Agenda. Identifying those that meet the criteria and determining those that should form the list of the recommended for next phase.	Selection Committee	SMME's Submissions/(Eol)	Recommended SMME's and Record of Decision.	
Approve the list of recommendations	Upon the thorough review of the SMME's against the set criteria, A list is formulated of Recommended SMME's that qualify for the next phase of Assessments	Selection Committee	List of SMME's	Recommended SMME's and Record of Decision.	
Convening the ESD Steering Committee	The ESD steering committee is organized and convened to consider the list of all SMME's that have been recommended for further assessments. This is a cross-functional committee that consists of	ESD/Steering Committee	Committee Members/List of SMME's	Successful seating, schedules, and times	

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
	resources from various functions and departments.				
Adjudication of Recommended SMME's	The Steering Committee decides on all SMME's that have been recommended to decide on whose business can be appointed.	Steering Committee	Agenda, List of recommended SMME's		
Approval of Enterprise to be registered /SMME's	The steering Committee, after rigorous adjudication process, approve the SMME's that are the best fit to be developed in accordance with the ACSA ESD Programmed	Steering Committee	Agenda, List of recommended SMME's	Approval of SMME, Record of Decisions	
Implementation	Consider the approved SMME's. Send Communication to the relevant SMME's	ESD Specialist	Approved List of SMME's		
Engagement with approved enterprises/SMME's	Engagement is established SMME's. Communicated the outcome approach.	ESD Specialist	Approved List of SMME's		
On-boarding of approved SMME's	On-boarding of the approved SMME's.	ESD specialist	Approved List SMME's		

Process Name	Detail Description	Resource Type	Inputs	Outputs	Operating Standards
Diagnostic Assessment	The approved SMME's are assessed for gap analysis, Needs analysis etc. Determine the cost and resources required and determine the length of time required.	ESD Specialist	List of approved SMME's.		
Drafting Enterprise Development (ED)	Based on the Need analysis, gap analysis and requirement, Enterprise Development (ED) is drafted to address the requirements. Facilitate contract review, presentation and signing to SMME's	ESD Specialist	Approved SMME's, ED Contracts,	Signed ED contract	
Initiate the ED contractual Activities as per Agreement	The activities in the ED agreement are implemented. Aligning with the SMME's	ESD Specialist	ED Agreements		
Monitoring and Evaluation of SMME Performance	Monitor the performance of SMME. Evaluate the performance at the set intervals	ESD Specialist/SMME	Performance reviews/Monitoring of performance	Outcome of the evaluations	
Reporting	Reporting of the progress recorded against ED agreement/Contract	ESD Specialist	Performance reports/evaluation reports	Performance rating	

Table 11:ESD Process

## 9.9 Contract Management Process

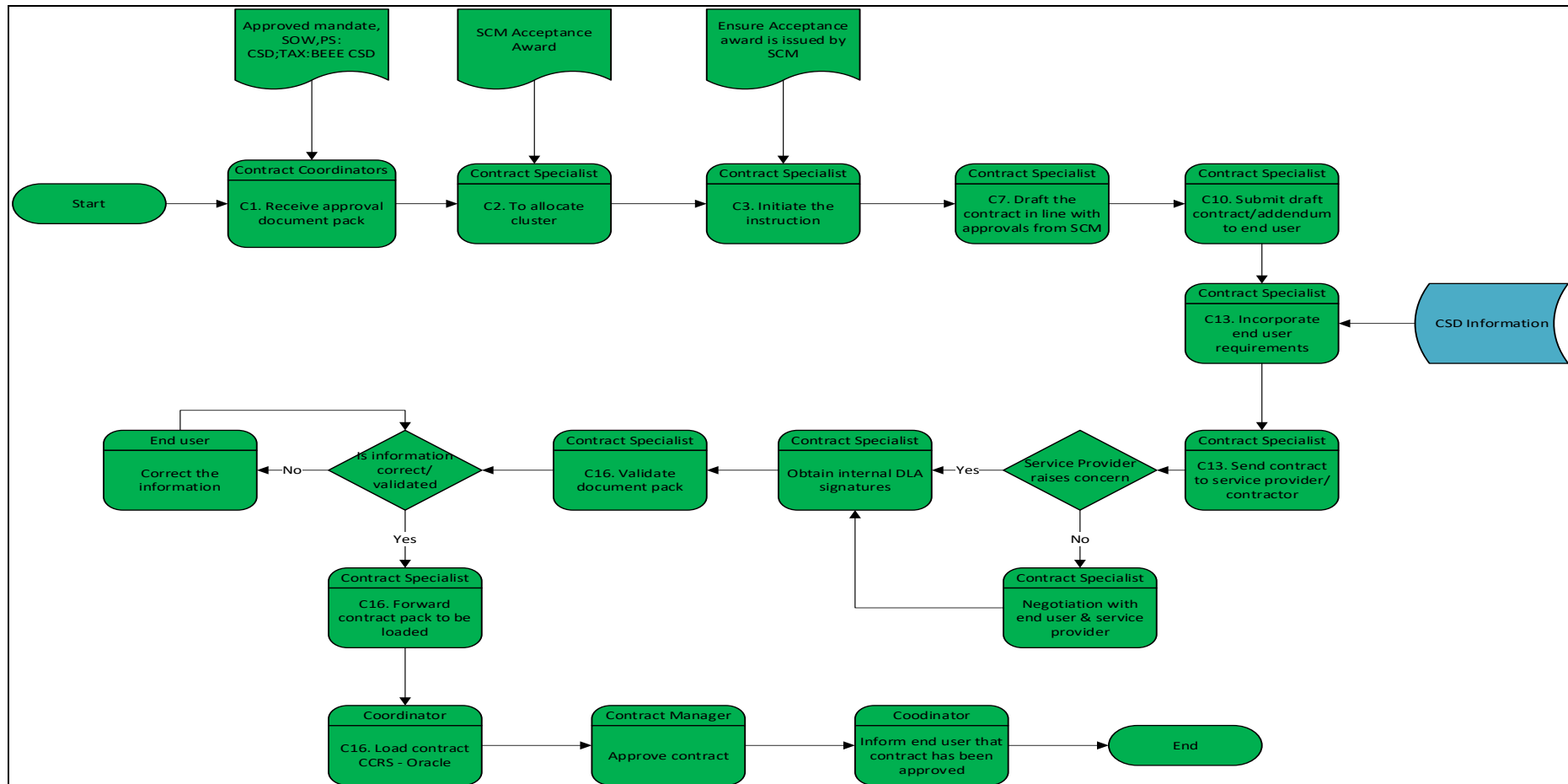


Figure 9: Contract Management Process

Description	Detailed Description	Resource Type	Input	Output	Operating Standards
Approved Mandate	SCM official submits a request to <a href="mailto:contractsmanagement@airports.co.za">contractsmanagement@airports.co.za</a> with details for contract drafting (new or addendum/amendment), including the fully signed approval, scope of work in Word format, CSD, BEE, Tax, Acceptance of Intention to Award Letter, and any further relevant documents.	SCM Official	Request submitted with all documents	Draft contract or Addendum	SCM Policy, Contracts Management Procedure
Contracts Coordinator - receive instruction	The contracts Coordinator receives the email, allocates the instruction to the Contracts Specialist managing the business unit cluster.	Contracts Coordinator	Email submitted to Contracts Specialist	Contracts Specialist receives the instruction	SCM Policy, Contracts Management Procedure
Contracts Specialist - allocated	Contracts Specialist reviews the instruction, assesses the type of work, and decides on the best contract template to be used. If more information is required, the specialist contacts the SCM official.	Contracts Specialist	Documents submitted	Template selected for drafting	SCM Policy, Contracts Management Procedure
Contracts Specialist initiates instruction	Contracts Specialist drafts the contract based on the approved mandate and provided information.	Contracts Specialist	Documents submitted	Draft contract	SCM Policy, Contracts Management Procedure

Description	Detailed Description	Resource Type	Input	Output	Operating Standards
Contracts Specialist drafts the contract	The agreement is drafted in line with the approval, ensuring penalties and performance clauses are incorporated through consultation with the end user.	Contracts Specialist	Documents submitted	Draft contract	SCM Policy, Contracts Management Procedure
Contracts Specialist - submits to end user	Draft contract is sent to the end user and SCM official for vetting, focusing on scope of works, pricing, and penalties. Feedback is incorporated into the draft.	Contracts Specialist	Feedback by end user	Draft contract with all comments	SCM Policy, Contracts Management Procedure
Contracts Specialist - incorporates additional requirements	The contracts Specialist incorporates any comments and submits the final contract to the end user for confirmation.	Contracts Specialist	End user comments	Final contract	SCM Policy, Contracts Management Procedure
Contracts Specialist submits to Service Provider	Contracts Specialist sends the contract to the Service Provider, requesting comments or if there are no comments providing guidance on signing.	Contracts Specialist	Comments from Service Provider/negotiation	Final agreement	SCM Policy, Contracts Management Procedure
Service Provider raises concerns	If the Service Provider has comments, a meeting is scheduled with the end user, SCM official, and Service Provider to negotiate the contract before signature.	Contracts Specialist	Negotiation meeting	Signed agreement by Service Provider	SCM Policy, Contracts Management Procedure



Description	Detailed Description	Resource Type	Input	Output	Operating Standards
Contracts Specialist obtains internal signatures	Contracts Specialist submits the contract to the ACSA delegated authority for signatures.	Contracts Specialist	Signatures required	Completed signed agreement	SCM Policy, Contracts Management Procedure
Contracts Specialist validates pack	Contracts Specialist ensures the end user completes the contracts upload form and service schedule, vet's documents for completeness and alignment with the mandate.	Contracts Specialist	Completed upload form and documents	Vetted documents ready for upload	SCM Policy, Contracts Management Procedure
End user corrects pack	If amendments are required, the end user is requested to correct the contracts upload form or any other documents.	End user	Vetting of documents	Complete pack	SCM Policy, Contracts Management Procedure
Contracts Specialist submits to email for loading	Contracts Specialist submits vetted documents to <a href="mailto:contractsmanagement@airports.co.za">contractsmanagement@airports.co.za</a> for loading and contract number creation.	Contracts Specialist	Contracts submitted for loading	Contract loading	SCM Policy, Contracts Management Procedure
Coordinator loads the agreement	Coordinator vets the pack and, if in order, loads the contract onto Oracle.	Coordinator	Vetted documents	Contract created with number	SCM Policy, Contracts Management Procedure

Description	Detailed Description	Resource Type	Input	Output	Operating Standards
Contracts Manager approves the contract	Senior Legal Counsel for Contracts Management vets and approves the contract or rejects it if there are corrections to be made or any information outstanding. The Contracts Coordinator will resolve with the relevant parties and resubmit for approval.	Senior Legal Counsel Contracts Management	Vetting of loaded documents	Approved contract	SCM Policy, Contracts Management Procedure
Coordinator informs the end user	The contracts Coordinator informs relevant parties that the contract is created, and Oracle triggers SCM to create the BPA/Purchase Order.	Contracts Coordinator	Approved contract	Notification of contract creation	SCM Policy, Contracts Management Procedure

*Table 12: Contract Management Process*

## 10. BUSINESS REQUIREMENTS

Listed below are business requirements that will be delivered and met by the solution.

### 10.1 Functional Requirements

	Requirements Description			Compliant?	
				Yes	No
BR1	SCM Documents	Current process	Digitalization		
Phase 1					
	Business case, SOW, Demand requisitions, Recommendation to award, request for cancellation, Request for restricted bid, briefing sessions register, Ratification template, extension of validity period, feedback to negotiations report, Letter of award, Confidentiality and declaration of interest, modification report, opening of bids register, Recommended bidder checklist.	Templates are retrieved from SharePoint	Templates should be available/downloadable for distinct categories of SCM documents e.g., Demand requisitions, expense bid documents, revenue bid documents etc.  Once documents are uploaded, they must not be deleted.  The document can be modified by keeping historical dates and versions, and who modified them.		
			The document should go through the workflow for sign off.		
			The ability to produce PDF reporting of Documents.		

BR2 Phase1	Restricted bid Process	Current Process	Digitalization	Yes	
	Restricted bid template	The process is currently manually	Templates should be online to populate, highlight and select from the 3 reasons for restricting bids. After completion it goes through the business flow (end user, line manager) for approval. The buyer can send to the Adjudication committee for inclusion in the agenda pack for consideration according to the amount requested for approval. System to link with DLA process for the report to be resolved by the relevant committee. The supporting documents should be included when sending this report.		
	The mandate from the adjudication committee	Manual process received via email from secretariate	The mandate should be generated on the system and transmitted electronically to Buyer.		
	Invite bidder/bidders	Manual process received via email	The tender document template is to be digitalized, completed and approved by BSC/BEC before inviting the bidder to respond to the tender invitation.		
	Bidder/bidders response	Currently the process is via email/physically	The system should be able to allow all bidders to upload their response online within the given closing date and time. The restricted bid, the system should generate the restriction bid number.		
	Revert to Evaluation process, Adjudication process, contracting process.				
BR3	Tender initiation	Current process	Digitalization	Yes	No

Phase 1					
	Budget approvals and Demand Requisition (Scope of Work)	Purchase Requisition reference number is generated through Oracle, and the Demand Requisitions are generated through SCM registry. Purchase Requisition (is for request form R0 to R5 000 000) and Demand Requisitions (request above R5 000 000)	To make a new request, a new reference number must be allocated to the request. This must be carried out through the full procurement process. When the request is logged the end user should have the ability to complete the request in one go or be able to return to the system to complete. The system should be returned to the requester for any request not completed in 7days.		
			Unique reference numbers need to be generated when the source document is logged in to trigger the procurement process. This must be carried out through the full procurement process. There must be a code allocated per airport. E.g. ORTIA(Airport)_2025(Year)_0001(number).		
		Business send Demand Requisition to Demand management via email	The new request must be sent to SCM demand planning for review. The demand requisition form must include proposed BSC/BEC members.		
			The Demand planning must have the ability to review, approve or decline a request. If approved the workflow should proceed to SCM management for buyer allocation. If declined, workflow should revert to end user with reason.		
			The request must move to the buyer request queue. SCM will allocate a Buyer on the system.		

	BSC/BEC Appointment letters and Declaration of Interest Forms	Generated Manual using an SCM template	<p>(Ideally the appointment would happen in the form of a link) If this request can't be done via link we can have a tab to attach/upload the BSC/BEC appointment letters.</p> <p>A standard template on the system that SCM officials need to send via the system to the appointed members to accept nomination and declare online if they have any interest in the tender.</p>		
			For all the requirements mentioned above if can't be done as requested a tab/button can be used to upload/attach the documents.		
BR4 Phase 1	Reporting Process (Procurement Plan)	Current Process	Digitalization	Yes	No
	Reporting process	The process is currently manual	<p>Management can run a report on the status of Demand Requisition, a tracker that will determine the number of days DR has been allocated at what stage the process is in and future.</p> <p>When BEC members are planning to complete evaluations targeted adjudication date. The system will be encrypted with the suggested completion of each sourcing event and alert Buyer to whether it is still on target or not. The system should be able to give a realist view of how long it takes for the tender process to be completed.</p>		
BR5 Phase 1	Tender preparation	Current process	Digitalization	Yes	No

	RFP/RFQ document preparation	Manual process with BSC	The SCM official prepares the documentation and uploads it to the system.		
	Bid Specification minutes	Manual process	A signed populated template will be uploaded to the system.		
	Tender Preparation meetings held via MS Teams or Physical	Online	MS Teams and AI for Minutes		
	Bid Specification committee drafts tender document and contract. Using SCM templates	Manual process	A prepopulated template on the system where SCM official needs to populate only tender specific information, i.e., scope of work pricing schedule, implementation dates. Once done it can be shared with BSC/BEC members to review and approve for issue		
	Final Bid Approval before issue via MS Teams, email or physical. Captures in the Specification minutes	Physical meeting or via MS Teams	System template that will pose a question to all BSC/BEC members if they agree to issuing the tender Yes/No and further comments. The sequence to be followed should start with BSC/BEC members, and the final should be sealed by the buyer.		
	Advertising of tender on National Treasury e-Tender Portal, ACSA Tender Bulletin and CIDB website (if construction related tender)	Manual Process	The solution must integrate with ACSA Tender Bulletin. But a link for national treasury e-Tender Portal, CIDB i-Tender can be found to redirect to their sites. <b>(This is a non-evaluatable requirement)</b>		

	Briefing session meetings with Bidders	Physical at the airport or via MS Team	Physical at the airport or via MS Teams (must be downloaded before deleted). The attendance registers to be recorded on the system. <b>(This is a non-evaluatable requirement)</b>		
	Briefing session minutes	Manual process	A signed populated template will be uploaded to the system.		
	Tender closing	Tender Box or via email	A platform where bidders submit the tender that can be auditable by ACSA. If bid closes at 12H00 the system will automatically refuse to accept submissions after the date and time lapses. This system should be able to accept huge volumes of bid documents. Once closed, SCM Official can see the documents received after the set closing date and time. The user should be able to review and share with Bid Evaluation members (the access for BEC members should be limited to a certain period). This system must generate a report of the name of the tender and exact time bids were received. Should be able to reflect when a tender was reviewed, by who and how many times. Register of received bids to be recorded.		
BR6 Phase 1	Meeting minutes	Current Process	Digitalization	Yes	No
	Meeting minutes	There is a struggle with receiving minutes after an engagement (during	There should be an automated process within the SCM system that automatically sends meeting minutes to all relevant stakeholders immediately after the meeting concludes. <b>(This is a non-evaluatable requirement)</b>		



		BSC/BEC, briefings, evaluations etc.)			
BR7 Phase 1	Evaluation Process	Current Process	Digitalization	Yes	No
	Appointment letters of Bid Evaluation Committee and Declaration of Interest forms	Generated Manual using an SCM template	A standard template on the system that SCM officials need to send via the system to the appointed members to accept nominations and declare online if they have any interest in the tender.		
	Scoring sheets from Bid evaluation committee for each evaluation stage	Manual process of going through the submitted documents from bidders and checking if they meet the evaluation requirement.	The system should have a tick box if bidders meet the requirement or not. Once BSC/BEC member is done evaluating, SCM official and other members can view the scoring sheet. The system must ensure that the scoring sheets are signed by the individual BEC members and the BEC chairperson. <b>(This is a non-evaluatable requirement)</b>		
BR8 Phase1	Post Evaluation Process	Current Process	Digitalization	Yes	No
	Request for Probity and appointment (if applicable)	Manual process. A memo is sent to the SCM GM for approval before the end user can create a PR in the system.	A standard template on the system for SCM officials to populate and SCM GM can approve and go to internal audit for execution. The BEC chair will request for probity with reasons, approval workflow will be sent to the GM once granted, an internal probity		

			request will be sent to enterprise security and compliance or internal audit. <b>(This is a non-evaluatable requirement)</b>		
	Recommendation report	Completed manually using recommendation to award template	Probity report to be uploaded from external. (A tab/button to attach the report)		
BR9 Phase 1	Adjudication Process	Current Process	Digitalization	Yes	No
	The mandate from the adjudication committee	Manual process received via email from secretariate	The mandate should be generated on the system and transmitted electronically to the Buyer.		
BR10 Phase1	Award Process	Current Process	Digitalization	Yes	No
	Notice of intent to award	Completed manually using SCM template	The notice of intent to award to be generated on the system and transmitted to applicable DLA for approval. Once approved, the buyer can send it to the Bidder. On the system the bidder should be able to respond if they accept the award.		
	Regret letters	Completed manually using SCM template	The regret letter to be generated on the system and transmitted to applicable DLA for approval. Once approved, the buyer can send it to the Bidder. (This to be done on the system)		
BR11 Phase1	Contract Process	Current Process	Digitalization	Yes	No

	Contract Process	Contract Process which is already digitized	Key is linking the Contract Number and Blanked Purchase Order number with the Demand Requisition Number (Tender no.). This will allow for proper historical trail of events		
BR12 Phase1	Cancellation Process	Current Process	Digitalization	Yes	No
	SCM Cancellation template is completed if there is no recommended bidder for a sourcing process.	<ol style="list-style-type: none"> <li>1. Templates are completed manually highlighting the 4 regulated reasons for cancellation: (1. <i>Due to changed circumstances, there is no longer a need for the goods or services specified in the invitation;</i></li> <li>2. <i>Funds are no longer available to cover the total envisaged expenditure;</i></li> </ol>	Templates should be online to populate, highlight and select from the 4 regulated reasons for cancellation. The system should generate the report and SCM officials must only populate certain fields for the report to be completed and shared with BSC/BEC members who must approve it via system. The buyer can send them to the Adjudication committee for inclusion in the agenda pack for consideration according to the amount requested for approval. System to link with DLA process for the report to be resolved by the relevant committee. The supporting documents should be included when sending this report.		

		3. <i>No acceptable tender is received; or</i>  4. <i>There is a material irregularity in the tender process.)</i>			
	The mandate from the adjudication committee	Manual process received via email from secretariate	The mandate should be generated on the system and transmitted electronically to Buyer.		
	Notice of cancellation	Completed manually using SCM template	The notice of cancellation to be generated on the system and transmitted to all bidders who tendered.		
BR13 Phase1	Contract Modification	Current Process	Digitalization	Yes	No
	Contract modification template	The process is currently manual (The 3 reasons for modification are scope ,duration, amount)	Templates should be online to populate, highlight and select from the 3 reasons for modification. After completion it goes through the business flow (contract user, manager, executive) for approval. The buyer can send to the Adjudication committee for inclusion in the agenda pack for consideration according to the amount requested for approval. System to link with DLA process for the report to be resolved by the relevant committee. The supporting documents should be included when sending this report.		

	The mandate from the adjudication committee	Manual process received via email from secretariate	The mandate should be generated on the system and transmitted electronically to Buyer.		
	The mandate from BAC, completed contract modification template (mandate, proof of mandate, quotation, previous addendum, original contract)	The process is manual	The system should have a button that allows legal to be able to populate the addendum template. The contract specialist will complete the template and send it to the supplier to sign.		
BR14	Ratification process	Current Process	Digitalization	Yes	No
	Completed Ratification template	The template is currently competed manually	Templates should be online to populate and state the reasons for deviation from a normal SCM process. After completion it goes through the business flow (end user, line manager) for approval. The buyer can send to the Adjudication committee for inclusion in the agenda pack for consideration according to the amount requested for approval. System to link with DLA process for the report to be resolved by the relevant committee. The supporting documents should be included when sending this report.		
	The mandate from the adjudication committee	Manual process received via email from secretariate	The mandate should be generated on the system and transmitted electronically to Buyer.		

BR15	Demand Management Process	Current Process	Digitalization	Yes	No
	Demand Management process	Demand Planning is done on Excel Spreadsheet.	<ul style="list-style-type: none"> <li>· The system must be capable to integrate with the Management Accounting module, the system should lock/set aside the funds, for the proposed transaction.</li> <li>· The contracted amount (excl vat) should gradually reduce from the cost centre.</li> <li>· The system should afford SCM the opportunity to run a procurement plan at any time. The report can be run per cost centre, business unit, company, etc.</li> </ul>		
BR16	SCM Governance Process	Current Process	Digitalization	Yes	No
	SCM Governance Process	Manual	<ul style="list-style-type: none"> <li>· The system should provide for the checklist of all RFx stages for compliance monitoring.</li> <li>· The system should be able to run a workflow mailer to the buyer indicating the completeness of each tender stage.</li> <li>· The system should be able to run a comprehensive checklist report per tender.</li> <li>· The system should be able to run a report of tenders awarded to include the subcontractor information.</li> <li>· Where a tender was issued with a sub-contracting condition, the system should be able to load subcontract information and</li> </ul>		

			<p>create more than one subcontract in the system with direct payment options to a subcontractor.</p> <p>· The system should be able to run a report of all bids with subcontractors' information.</p>		
BR17	Master Data Requirements	Current process	Digitalization ( <b>A stand-alone that can be integrated into the system</b> )	Yes	No
	Master Data Process	Manual process	<p>Master Data requires accurate standard reports to be designed.</p> <p>The service provider team can identify opportunities to automate the entire Master Data process from start to finish when drafting the electronic SCM Bid process.</p>		
	Creation of a supplier	Oracle process	The digitalization of creating a supplier, the system should be able to allow the master data officers to extract supplier information from the bid process. Master data officers will verify the documents validity through the integration with CSD.		
	Verification process	Manual	Once documents are verified, the master data officer will submit the documents for approval through the workflow. After approval, the buyer responsible for the supplier will send the work mailer notification informing them that the supplier is now active in the system		

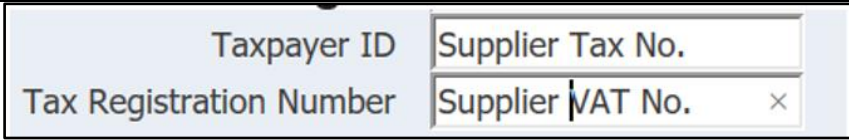
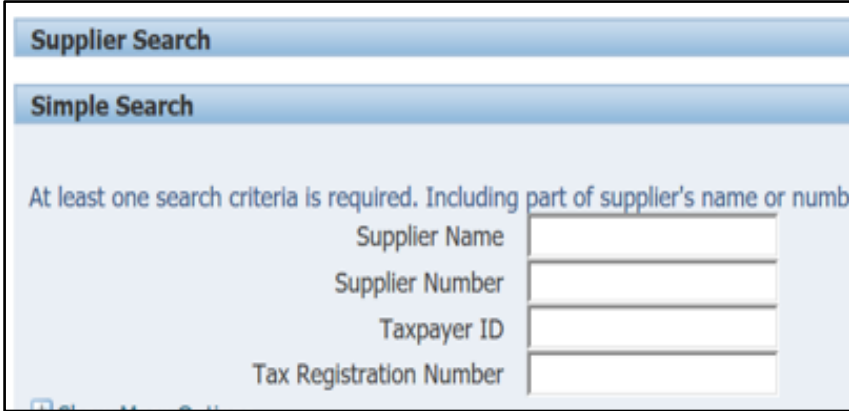
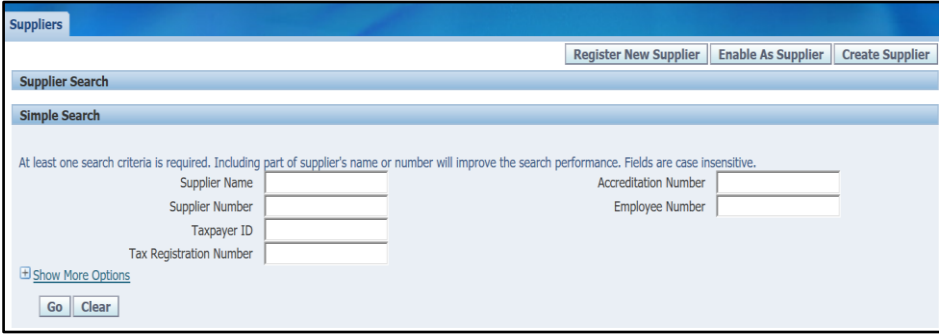
	Updating an active supplier	Currently on Oracle	When updating an active supplier, supplier documents need to go through the workflow for approval for the documents to send the work mailer notification informing the master data officer that the supplier has been updated successfully		
	Suspension of supplier		The suspended supplier will remain suspended until relevant information is submitted to SCM. The system should be able to suspend a user till provision of these documents.		
	Supplier activation		Once the relevant documents are received by SCM, the documents will go through workflow approval to reactivate the supplier.		
BR18	Loading a supplier (master data) Process	Current Process/ Digitalization			Yes      No
	Documents Requirement for create/update/suspend a Supplier.	<p>These documents are provided to Buyers, Snr Buyers &amp; Commodity Specialist by Suppliers during the RFQ and Bid process.</p> <ol style="list-style-type: none"> <li>1. Documents received by Buyers during the RFQ process, remain with them unless a new supplier loading is required then the Tax PIN, BEE, CSD and Bank is sent to Master Data to load a profile;</li> <li>2. If the profile is not on hold for PO, then Buyers can issue PO's without providing the updated documents in their possession to Master Data;</li> </ol>			

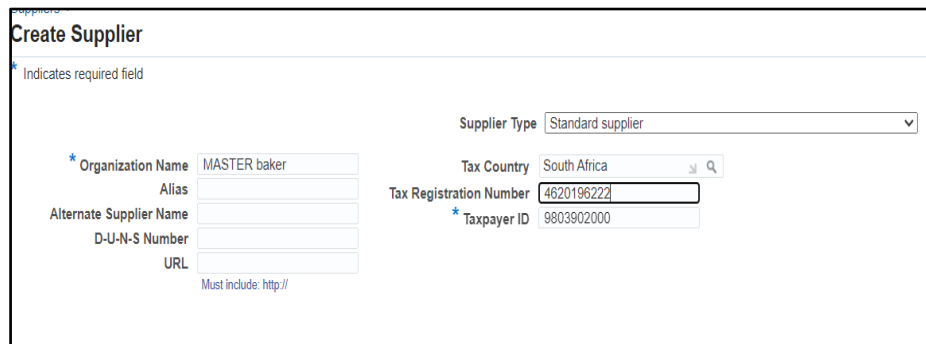


		<div>3. Buyers do attach the Tax, BEE and CSD when creating a PO, <b>but there is no integration/interface</b> between the PO creation and Master Data creation/update.</div> <div>4. Duplicate document submission for Suppliers – every time a Supplier responds to RFQ they need to resubmit documents, example if a supplier responds to an RFQ three time in a month, then three times they must resubmit same documents.</div>											
		<table><tr><td>1</td><td>Tax Status PIN Certificate</td></tr><tr><td>2</td><td><div>Valid BBBEE Affidavit (EME &amp; QSE) - (Construction Sector Code to be applied if applicable). SANAS approved Certificate for other companies with a total annual turnover more than R50million. <b><u>In the case of a sworn statement please specify the following:</u></b></div><div><ul style="list-style-type: none"><li><u>Black people</u></li><li><u>Black women</u></li><li><u>Youth</u></li><li><u>Persons with disabilities</u></li><li><u>Military veterans</u></li></ul></div></td></tr><tr><td>3</td><td>CSD Supplier number (MAAA...) Unique no.</td></tr><tr><td>4</td><td>CSD Unique registration number. This Supplier number can be obtained by doing the following:</td></tr></table>	1	Tax Status PIN Certificate	2	<div>Valid BBBEE Affidavit (EME &amp; QSE) - (Construction Sector Code to be applied if applicable). SANAS approved Certificate for other companies with a total annual turnover more than R50million. <b><u>In the case of a sworn statement please specify the following:</u></b></div> <div><ul style="list-style-type: none"><li><u>Black people</u></li><li><u>Black women</u></li><li><u>Youth</u></li><li><u>Persons with disabilities</u></li><li><u>Military veterans</u></li></ul></div>	3	CSD Supplier number (MAAA...) Unique no.	4	CSD Unique registration number. This Supplier number can be obtained by doing the following:			
1	Tax Status PIN Certificate												
2	<div>Valid BBBEE Affidavit (EME &amp; QSE) - (Construction Sector Code to be applied if applicable). SANAS approved Certificate for other companies with a total annual turnover more than R50million. <b><u>In the case of a sworn statement please specify the following:</u></b></div> <div><ul style="list-style-type: none"><li><u>Black people</u></li><li><u>Black women</u></li><li><u>Youth</u></li><li><u>Persons with disabilities</u></li><li><u>Military veterans</u></li></ul></div>												
3	CSD Supplier number (MAAA...) Unique no.												
4	CSD Unique registration number. This Supplier number can be obtained by doing the following:												


		<table><tr><td></td><td>Login on to your CSD profile: Go to supplier details tab and the number will appear immediately. The number looks something like this - 4721fd24-a4cb-43ba-b60d-3b8b997703fa (it is 36 digits including the dashes)</td></tr><tr><td>5</td><td>Stamped Bank confirmation letter <b>not older than 3 months or cancelled cheque for the Bank account verified on CSD</b></td></tr></table> <b>*** For a JOINT VENTURE (JV):</b> <ul style="list-style-type: none"><li>• Both Suppliers need to submit their Tax PIN Certificate (Bullet 1 above);</li><li>• A BEE document in the name of the JV;</li><li>• A CDS report in the name of the JV; and</li><li>• A Bank confirmation in the name of the JV;</li><li>• JV Agreement.</li></ul>		Login on to your CSD profile: Go to supplier details tab and the number will appear immediately. The number looks something like this - 4721fd24-a4cb-43ba-b60d-3b8b997703fa (it is 36 digits including the dashes)	5	Stamped Bank confirmation letter <b>not older than 3 months or cancelled cheque for the Bank account verified on CSD</b>		
	Login on to your CSD profile: Go to supplier details tab and the number will appear immediately. The number looks something like this - 4721fd24-a4cb-43ba-b60d-3b8b997703fa (it is 36 digits including the dashes)							
5	Stamped Bank confirmation letter <b>not older than 3 months or cancelled cheque for the Bank account verified on CSD</b>							
	(Integration with CSD) or another automated option to be considered. The entire process from here on forward is manual.	<ol style="list-style-type: none"><li>1. Do SARS Verification using Tax PIN Certificate</li><li>2. Check BEE Affidavit / Certificate (Company Registration number and VAT no. on the documents must be correct.</li></ol> <p>(Generic company's must submit a Certificate, and <b>Construction Sector Codes</b> - provides for EMEs whose annual turnover is more than R1.8 million for Built Environment Professionals (BEP's), and more than R3 million for Contractors, to undergo verification.</p>						


		<p><b>***Refer to the Broad Based Black Economic Empowerment Practice Guide 01 of 2018 for determining validity of a B-BBEE Certificate and Sworn Affidavit.</b></p> <p>3. Check CSD Report – key sections to check:</p> <ul style="list-style-type: none"> <li>• Company Registration;</li> <li>• Business Status should reflect 'In Business;'</li> <li>• Bank Account must be verified and must match the Bank confirmation letter or Cancelled Cheque provided;</li> <li>• Income Tax number must reflect verified;</li> <li>• B-BBEE Information and Ownership information must reflect – Company registration number must on B-BBEE Affidavit / Certificate;</li> </ul>		
	Search if supplier exists on the system, using supplier:	<ol style="list-style-type: none"> <li>1. Name followed by % (e.g., Master% Baker% then press enter) or</li> <li>2. Tax number; and/or</li> <li>3. VAT number (on Oracle Tax Registration Number = VAT)</li> <li>4. There is no option to search by company registration</li> </ol> <p><b>***Note Oracle naming of the following:</b></p>		

		 		
	If Supplier does not exist			


		If Supplier does not exist, click <b>Create Supplier (follow STEP 5)</b> . If Supplier does exist on the system after search was done ( <b>follow from STEP 6</b> )		
	Create a Supplier	<p><b>Screenshot (there is no compulsory format to populate profiles can be lower case or upper case or mix) – system does not prompt for error – see example below.</b></p> <p><b>***Population of data throughout loading or updating a profile is manual – typed manually or copy &amp; paste from documents received.</b></p> <p><b>***The approval for updating or loading or changes on a profile is manually done via email (<u>Audit requirement that this be automated</u>).</b></p> <div data-bbox="837 962 1760 1307" data-label="Form">  </div>		

		<p><b>*** When transferring data from Supplier documents (Tax PIN, CIPC, CSD Report, SARS Verification and Bank confirmation letter) to system use copy and paste function where possible to limit finger errors.</b></p> <ol style="list-style-type: none"> <li>1. Add Supplier Legal Name – as per Tax PIN Certificate or CIPC or CSD Report in block ‘Organization Name.’ Include Company type e.g. (Pty) Ltd or CC etc. (obtain this from CSD report Supplier Sub-type)</li> <li>2. Select Country under drop down in block ‘Tax Country.’ Mostly South Africa unless it is an International Supplier</li> <li>3. Copy Tax no. from Tax PIN Certificate or CSD Report and paste in block ‘Tax ID.’ Tax no. <b>must be numeric digits and should not include dashes/dots/spaces etc.</b> In the case of a Sole Proprietor the Tax no. will be the ID number of the individual (but this will reflect on the Tax PIN Certificate).</li> <li>4. Copy VAT no. from Tax PIN Certificate or CSD Report and past in block ‘Tax Registration No.’ <b>**Note: VAT</b> no. does not always reflect on Tax PIN Certificate, so you <b>must</b> refer to CSD as a double check. South African Vat number (Tax registration number) <b>must be 10 numeric digits and should not include dashes/dots/spaces etc.</b></li> </ol>		
	Company Profile - sub tab ‘Organization’	<p><b>Company Profile – sub tab ‘Organization’</b></p> <p>6.1 <u>New Supplier</u></p> <p><u>Screenshot 1</u></p>		

		 <ol style="list-style-type: none"> <li>1. In block 'Tax Clearance' paste/type the PIN from the Tax PIN Certificate</li> <li>2. In block 'Company Registration Number' paste/type the registration no. from the CIPC or the CSD Report</li> </ol> <u>Screenshot 2</u> <ol style="list-style-type: none"> <li>1. These fields will be automatically pull through from bullets 3 and 4 in Step 5 if it is a newly created Supplier</li> <li>2. In the case where the Supplier is already on the system and these blocks are not completed you can copy and paste from the Tax PIN Certificate and/or CSD as explained in bullets 3 and 4 in Step 5</li> </ol>		
--	--	--	--	--

Tax and Financial Information	
 Taxpayer ID <input type="text" value="9784870000"/> Tax Registration Num <input type="text" value="4678019100"/> <small>VAT Number.</small> Fiscal Year End <input type="text" value=""/> <input type="checkbox"/> Federal Agency	Analysis Year <input type="text"/> Currency Preference <input type="text"/> Annual Revenue <input type="text"/> Potential Revenue <input type="text"/> <small>For next fiscal year.</small>

Basic Information


### Screenshots 3

The following documents **must be attached** in this section:

- Tax PIN Certificate
- BEE Affidavit or Certificate – add the start date and end date of the Affidavit/Certificate
- CSD Verification
- SARS Verification



**Attachments**

Search

Note that the search is case insensitive

Title

[Show More Search Options](#)

Title	Description	Category	Last Updated By	Last Updated
No results found.				

Attachment Tax PIN

**Attachment Summary Information**

Title

Description

Category

**Define Attachment**

Type ☒ File

☐ URL

Attachment BEE Affidavit or Certificate (in the case of certificate state B-BBEE Certificate)

Attachment Summary Information	
Title	BBBEE Affidavit
Description	10/06/2021 - 09/06/2022
Category	From Supplier

Define Attachment	
Type <input checked="" type="radio"/> File	C:\Users\Jasmine\Documents\My Documents\00 SCM Browse...

## Attachment SARS Verification

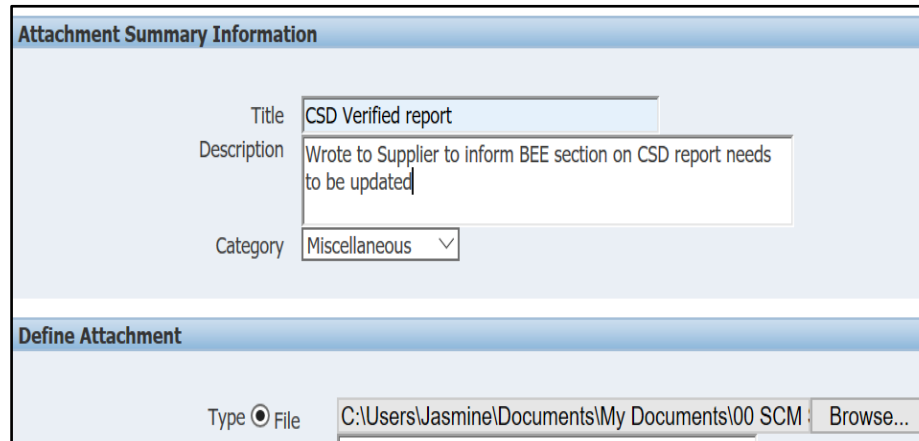
Attachment Summary Information	
Title	SARS Verification report
Description	
Category	Miscellaneous

Define Attachment	
Type <input checked="" type="radio"/> File	C:\Users\Jasmine\Documents\My Documents\00 SCM Browse...

### Attachment CSD Verified report

In the description block you can put any comments relating to the CSD report where any of the key areas checked of the CSD report is not as it should be, then you can put such comments here, e.g., wrote to Supplier to inform the BEE section of CSD report needs to be updated.



The screenshot shows a web form with two main sections: "Attachment Summary Information" and "Define Attachment".

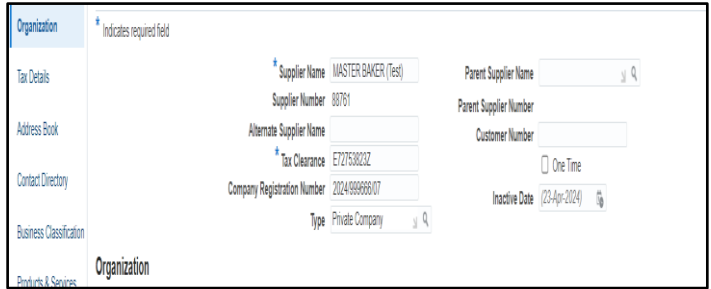
**Attachment Summary Information**

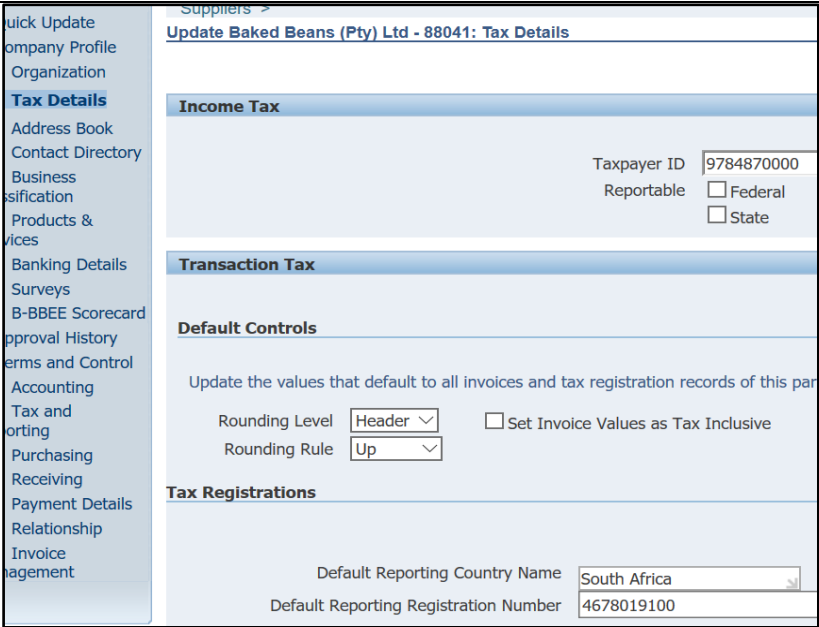
- Title:** CSD Verified report
- Description:** Wrote to Supplier to inform BEE section on CSD report needs to be updated
- Category:** Miscellaneous (dropdown menu)

**Define Attachment**

- Type:** ☒ File
- Path:** C:\Users\Jasmine\Documents\My Documents\00 SCM
- Action:** Browse...

### 6.2 Updating an Existing Supplier or Activating (if de-activated) an Existing Supplier

		<p>The process for 6.2 <b>is the same as for 6.1</b>, in this instance you will be checking that all information of the <b>existing or activated profile</b> matches that of the CSD Report, Tax PIN and BBBEE. Refer also to tab 'B' Updating a Supplier</p> <p><b>6.2.1</b>    <u>Activate a De-activated Supplier Profile</u></p> <p><u>Screenshot 1</u> for 6.2.1</p> <p>Remove date and click save</p> 		
	Company Profile – sub tab 'Tax Details'	Double check that you copied and pasted the Tax No. and Vat No. correctly from the CSD Report		

				
	Company Profile – sub tab 'Address Book'	<u>New Supplier</u>  <u>Screenshot 1</u>  Click tab 'Create' to create the address.		

Update Baked Beans (Pty) Ltd - 88041: Address Book

**Search**

Address Name

Address Details

Details Name	Address	Country	Communication	Purpose	Status
No results found.					

### Screenshot 2

1. Tick and activate the following blocks: Communication Details, Purchasing and Payment.
2. In the instance of a One Time Loading or Payments only 'DO NOT' tick Purchasing (One-time supplier explained under Tab D)

Create Address: Confirm Details

\* Indicates required field

Supplier Name: **Baked Beans (Pty) Ltd** Supplier Number: **88041**

Address Details	Contact Details and Purpose
<p>* Country: <input type="text" value="South Africa"/></p> <p>* Address Line 1: <input type="text"/></p> <p>Address Line 2: <input type="text"/></p> <p>Address Line 3: <input type="text"/></p> <p>* Town / City: <input type="text"/></p> <p>* Postal Code: <input type="text"/></p> <p>Province: <input type="text"/></p> <p>* Address Name: <input type="text"/></p> <p>Addressee: <input type="text"/></p> <p>Language: <input type="text"/></p> <p>Context Value: <input type="text"/></p>	<p>Communication Details <input checked="" type="checkbox"/> Update to all new sites created for this address</p> <p>Phone Area Code: <input type="text"/></p> <p>Phone Number: <input type="text"/></p> <p>Fax Area Code: <input type="text"/></p> <p>Fax Number: <input type="text"/></p> <p>Email Address: <input type="text"/></p> <p>Address Purpose: <input checked="" type="checkbox"/> Purchasing <input checked="" type="checkbox"/> Payment <input type="checkbox"/> RFQ Only</p>

		<p>3. Populate the address fields from the CSD Report, 'Supplier Address Information,' 'Preferred Address' 'Yes.' Some CSD reports have many addresses e.g., Address 1, Address 2 etc.; only select 'Preferred Address' 'Yes'</p> <p>4. If the Supplier has more than one address as mentioned in bullet 3 it is advisable to contact the CSD Preferred contact person to understand the Structure of the Company before proceeding to load the Supplier Address</p> <p>5. Some Companies have several site offices/branches, but only use one CSD report for all sites linked to their Head Office address</p> <p>6. Some Companies have several site offices/branches and will have a different CSD reports for each site office/branch</p> <p>7. It is important to understand the structure of the company before loading the profile. Contact the Supplier telephonically if clarity is required.</p> <p><u>Screenshot 3</u></p>		
--	--	---	--	--

Supplier Name: BAKED BEANS (PTY) LTD    Supplier Number: 88041

Address Details		Contact Details and Purpose	
Site Number	210344	Communication Details	<input checked="" type="checkbox"/> Update to all sites using this address
* Country	South Africa	Phone Area Code	011
* Address Line 1	BLOCK 2	Phone Number	699 1234
Address Line 2	CAN STREET	Fax Area Code	011
Address Line 3		Fax Number	699 5678
* Town / City	JOHANNESBURG	Email Address	bakedbean@gmail.com
* Postal Code	9000	Address Purpose	<input checked="" type="checkbox"/> Purchasing
Province	Gauteng		<input checked="" type="checkbox"/> Payment
* Address Name	MAAA...		<input type="checkbox"/> RFQ Only
Addressee			
Status	Active		
Language	American English		
Content Value			

Cancel    Apply

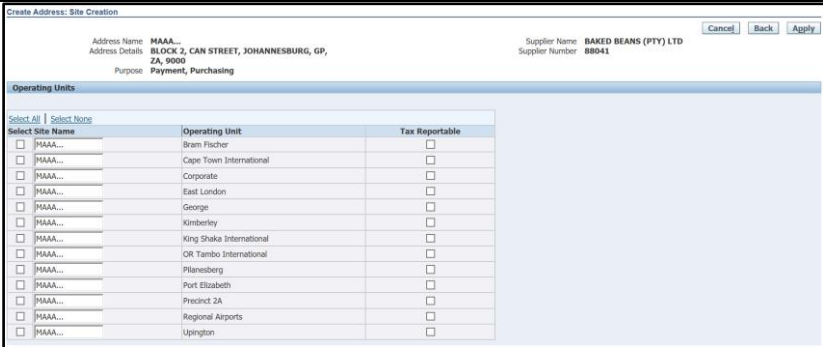
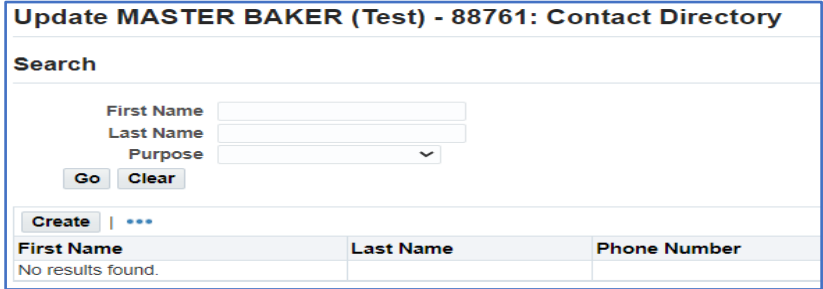
1. Once the Address, Phone No., Fax No (if applicable) and email address have been populated;
2. Copy the CSD Report MAAA...number here. When updating and existing a profile do the same input CSD. This will then have to be manually populated under sites already created;
3. Status is automatically populated as 'Active;'
4. Language selects from the drop down;
5. Click Apply to save the information:

\*\*\* A big issue in this section is when trying to clean-up supplier site addresses created on existing profiles.

1. Once a contract is loaded de-activating a non-existent supplier site address is not possible, it impacts BPA PO releases and PO's.



		<p>2. Most changes done in this section for existing profiles impacts BPA PO released and PO's (address change is allowed) other changes to be considered with caution on a case-by-case basis;</p> <p>3. <u>This should not be the case</u> as suppliers move offices, close offices etc. No Entity details remain constant throughout its lifetime.</p> <p>4. ACSA sites discontinued e.g., Pilanesberg does not allow updating of address details on a profile. Oracle team is working on a solution to de-active Pilanesberg from all active suppliers. However, this should not happen when an ACSA site is de-activated, it should be an automatic update throughout Oracle once such a change is implemented by Oracle Team, not on some profiles it works and on others not.</p> <p><u>Screenshot 4</u></p> <p>Once you click 'Apply' you will automatically be directed to the next screen to select the ACSA Site (this information you will receive as part of the Request from the SCM Representative requesting the loading or the Business)</p> <ul style="list-style-type: none"> <li>Click the applicable Site/s or Select All if all Sites are to be activated.</li> </ul>		
--	--	---	--	--

				
		<p>8.2 Existing or Activated Supplier Profile</p> <p>***This section to complete will be based on the decision taken in under section Screenshot 2 (bullets 5-7)</p>		
	Company Profile – sub tab ‘Contact Directory’	<p>9.1 <u>New Supplier</u></p> <p><u>Screenshot 1</u></p> <p>Click Create to create a Contact person</p> 		

### Screenshot 2


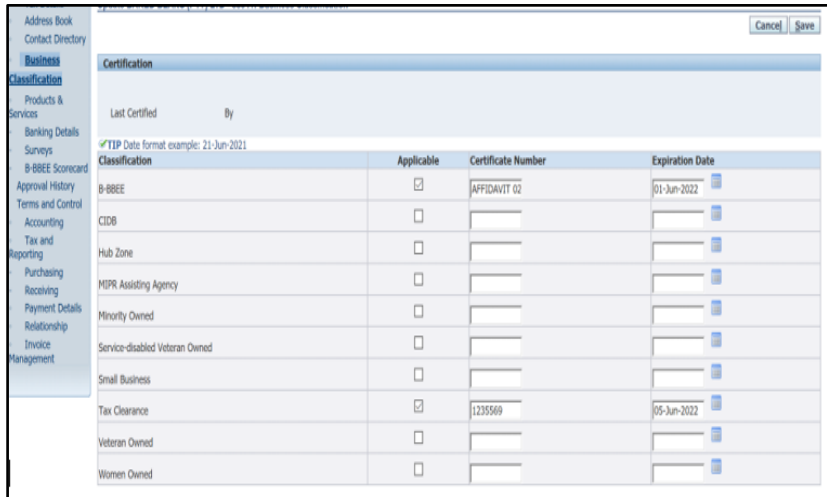
Populate fields as per example below from the CSD Report, Supplier Contact Information

'Preferred Contact' 'Yes' and once populated click Apply



### 9.2 Existing Supplier Profile

5. For an Existing Supplier profile there may be more than one contact person listed; do not 'Inactivate' any of these Contacts
6. Select one contact to update (if there are more than one contacts listed) and populate the current contact details from the CSD Report Supplier Contact Information, 'Preferred Contact' 'Yes'
7. Next to the First name put the month in which you are updating the contact e.g., below and click Apply

		 <p>***In this section if you de-active a contact trying to clean-up supplier contacts this may impact BPA PO releases and PO's, which should not be the case.</p>		
	Company Profile – sub tab 'Business Classification'	<p>Under this step the same will apply for New Supplier, Existing Supplier and Activated Supplier</p> <p><u>Screenshot 1</u></p> 		

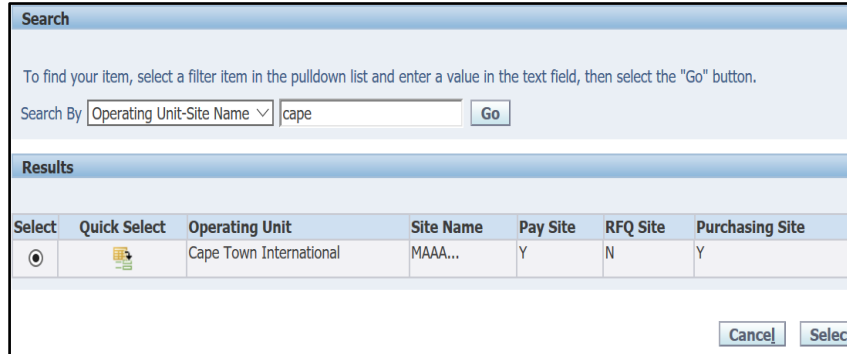
		<p>8. Tick and populate B-BEE using the Affidavit date (e.g., of format, AFFIDAVIT 02-06-2021) or the Certificate no. (obtained from Certificate)</p> <p>9. Under 'Expiration date' input the Affidavit or Certificate expiry date. ** An Affidavit is valid for 12 months from date of signature of Commissioner.</p> <p>10. Tick and populate Tax Clearance input the Tax PIN and the Tax Pin Certificate expiry date.</p> <p>11. Tick and populate the B-BEE information under Woman owned if the company is 100% Women owned.</p> <p>12. Add CIDB from the CIDB Certificate if you have this.</p> <p>Populate any other fields for which you have documentation available.</p>		
	Company Profile – sub tab 'Banking Details'	<p><b><u>The banking details of the Suppliers bank confirmation letter must be verified on the CSD Report under 'Supplier Bank' section before you Add or Change the Supplier Bank Details</u></b></p> <p><u>Screenshot 1</u></p> <p>On the <b>Select Account Assignment Level</b>, user clicks the Drop Down and Select Site</p>		

### Screenshot 2

User types in part of the ACSA site name selected under Step 8, Address Book and press 'Go'

Screenshot 3

Select Cape Town by Ticking the press Select




**Search**

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

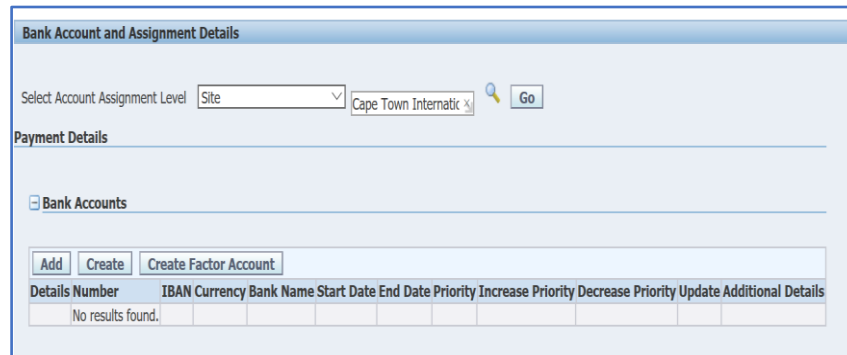
Search By Operating Unit-Site Name ▾

**Results**

Select	Quick Select	Operating Unit	Site Name	Pay Site	RFQ Site	Purchasing Site
<input checked="" type="radio"/>		Cape Town International	MAAA...	Y	N	Y

Screenshot 4

After the select this screen will default then Click Create



**Bank Account and Assignment Details**

Select Account Assignment Level Site ▾ Cape Town Internatic x

**Payment Details**



☒ **Bank Accounts**

Details Number	IBAN	Currency	Bank Name	Start Date	End Date	Priority Increase	Priority Decrease	Priority Update	Additional Details
No results found.									

Screenshot 5


**Create Bank Account**  
\* Indicates required field


Payee Name **BAKED BEANS (PTY) LTD** Internal Organization **Cape Town International**  
Payee Site **MAAA...** Supplier Site Name **MAAA...**

\* Country    
☐ Allow International Payments 

---


**Bank** **Branch**

☒ Select Existing Bank ☐ Create New Bank  
Bank Name    
Bank Number   
Tax Payer ID   
[Show Bank Details](#)


☒ Select Existing Branch ☐ Create New Branch  
Branch Name    
Branch Number   
BIC   
Branch Type   
[Show Branch Details](#)

---

**Bank Account**

Account Number  Account Name   
Check Digits  Currency    
IBAN

Account Owners

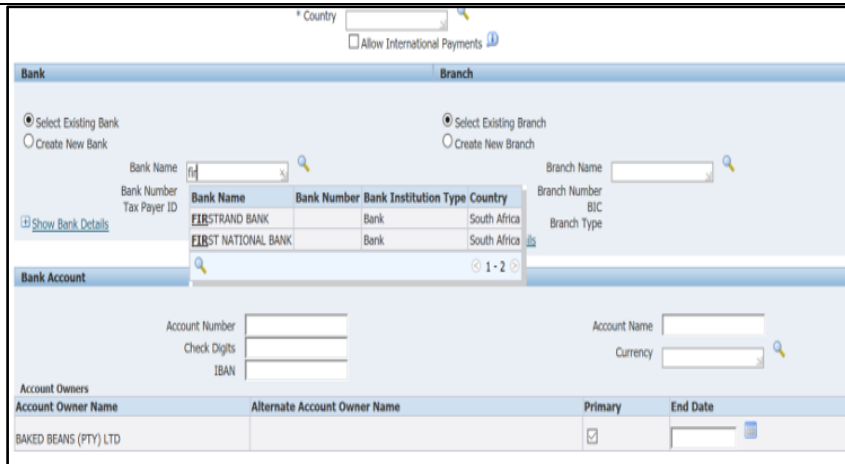
Account Owner Name	Alternate Account Owner Name	Primary	End Date
BAKED BEANS (PTY) LTD		<input checked="" type="checkbox"/>	<input type="text"/> 

[Add Another Row](#)

### Screenshot 6

1. User types in the first few letters of the Bank name and the drop-down will open
2. Select the applicable bank



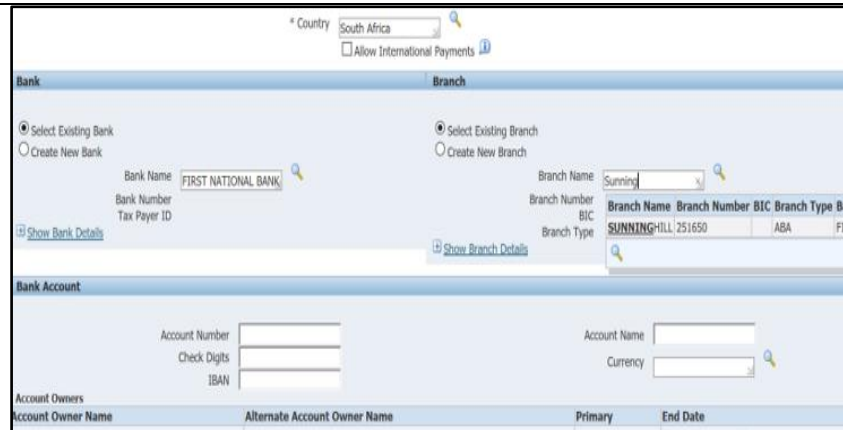


Bank Name	Bank Number	Bank Institution Type	Country
FIRSTSTRAND BANK		Bank	South Africa
FIRST NATIONAL BANK		Bank	South Africa

Account Owner Name	Alternate Account Owner Name	Primary	End Date
BAKED BEANS (PTY) LTD		<input checked="" type="checkbox"/>	

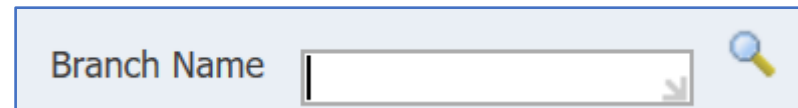
Screenshot 7

User types in part of the Branch Name (from Bank Confirmation Letter) and the drop-down will open and select



#### Screenshot 8

If typing in part of the Branch Name does not yield a result, you clear the part name and click on the search icon



#### Screenshot 9

User clicks **here** and select Branch Number, then type in the Branch no. from the Bank Confirmation Letter **here** and press **Go**

Search and Select: Branch Name

**Search**

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By

**Results**

Select	Quick Select	Branch Name	Branch Number	BIC	Branch Type	Bank Name	Bank Number	Country
<input type="checkbox"/>	No search conducted.							

Screenshot 10

A drop-down will open, Click on Branch Selection and press Select

Search and Select: Branch Name


Cancel Select

**Search**

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By Branch Number ▾ 25600 Go

**Results**

Select	Quick Select	Branch Name	Branch Number	BIC	Branch Type	Bank Name	Bank Number	Country
<input type="radio"/>		DUBE	256005		ABA	FIRST NATIONAL BANK		South Africa

#### Screenshot 11

1. After Clicking on Select the next screen will open
2. Type in the **Account Number, Account Name** (as per the Bank Confirmation Letter)
3. Select Currency **ZAR** for Rand
4. Click **Apply**

Payee Site Supplier Site Name

Country

☐ Allow International Payments

---

**Bank** **Branch**

☒ Select Existing Bank ☒ Select Existing Branch

☐ Create New Bank ☐ Create New Branch

Bank Name   Branch Name

Bank Number Branch Number

Tax Payer ID BIC

---

**Bank Account**

Account Number  Account Name

Check Digits  Currency

IBAN

---

Account Owners

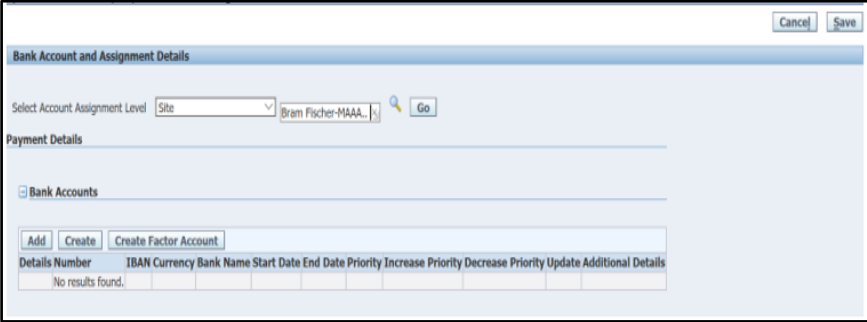
Account Owner Name	Alternate Account Owner Name	Primary	End Date
MASTER BAKER (Test)		<input checked="" type="checkbox"/>	<input type="text" value=""/>

Screenshot 12

User checks if the Bank Details have been correctly captured and then Click **Save**

Screenshot 13

1. To **add** banking details to more than one ACSA Site loaded under Address Book
2. Type the next **ACSA site** to link the banking details, press **GO**
3. Then Click **Add – Go – Select the bank account**
4. Then **Save**

		<p><b>5. Repeat this Step to link bank account for all the ACSA Sites loaded under the Address Book</b></p> 		
	Company Profile – sub tab 'Banking Details for BBB'	<p><u>Screenshot 1</u></p> <p>5. User select scorecard type as per Affidavit or Certificate</p>		

**B-BBEE Scorecard**

\* Indicates required field

Supplier Name MASTER BAKER (Test)  
\* Supplier Number 88761  
Alternate Supplier Name  
Tax Clearance E72753823Z  
Company Registration Number 2024/999666/07  
Type Private Company

**Scorecard Type**

B-BBEE Scorecard Type

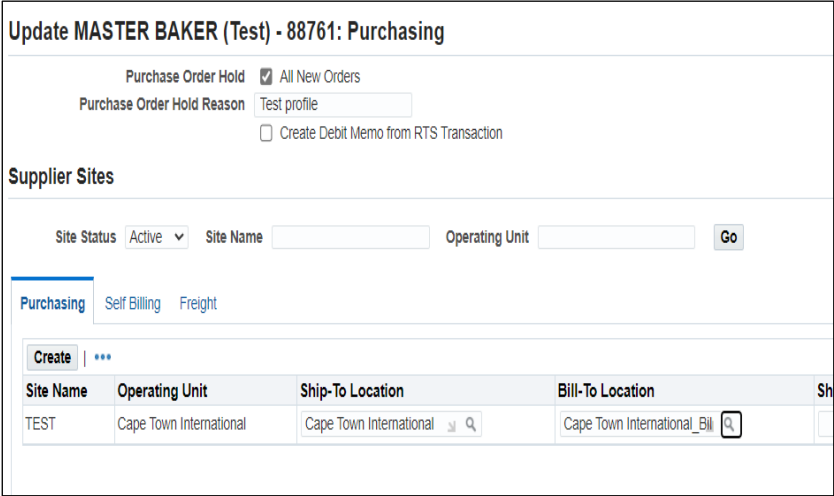
Non Compliant  
No Scorecard  
Exempted Micro Enterprise  
Generic  
Generic (State Owned Enterprise)  
Not Applicable  
Qualifying Small Enterprise

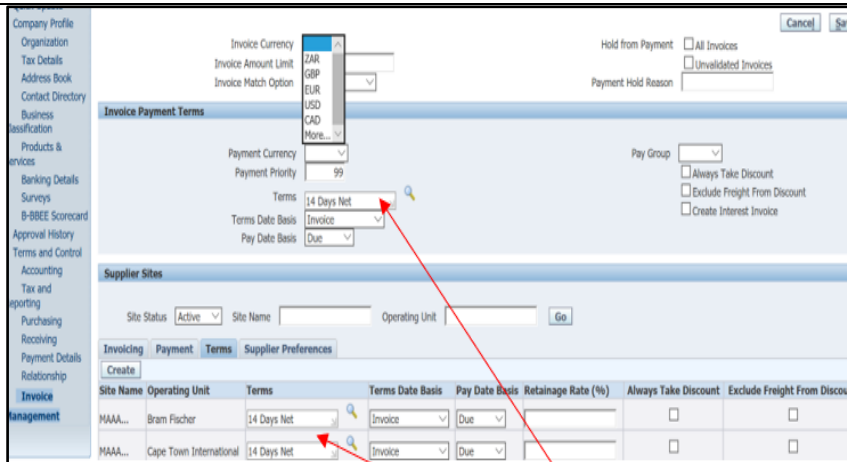
**Screenshot 2**

Users populate all fields as per screenshot example and Click **Save**

		<div style="border: 1px solid black; padding: 5px;"> <h3 style="margin: 0;">B-BBEE Scorecard</h3> <p style="font-size: 0.8em; margin: 5px 0;">* Indicates required field</p> <div style="text-align: right; margin-top: 10px;">         Supplier Name MASTER BAKER (Test)          * Supplier Number 88761          Alternate Supplier Name          Tax Clearance E72753823Z          Company Registration Number 2024/999666/07          Type Private Company       </div> <h4 style="margin: 10px 0;">Scorecard Type</h4> <div style="text-align: right; margin-top: 5px;">         B-BBEE Scorecard Type <span style="border: 1px solid #ccc; padding: 2px 10px;">Qualifying Small Enterprise ▼</span> </div> <h4 style="margin: 10px 0;">Qualifying Small Enterprise</h4> <table style="width: 100%; margin-top: 10px;"> <tr><td style="text-align: right;">Ownership</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">24.50</span></td></tr> <tr><td style="text-align: right;">Management Control</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">14.62</span></td></tr> <tr><td style="text-align: right;">Employment Equity</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">0</span></td></tr> <tr><td style="text-align: right;">Skills Development</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">30</span></td></tr> <tr><td style="text-align: right;">Preferential Procurement</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">0</span></td></tr> <tr><td style="text-align: right;">Enterprise Development</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">30.42</span></td></tr> <tr><td style="text-align: right;">Socio Economic Development</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">5</span></td></tr> <tr><td style="text-align: right;">* Overall Score</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">104.54</span></td></tr> <tr><td style="text-align: right;">* Contribution Level</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">1 ▼</span></td></tr> <tr><td style="text-align: right;">* Procurement Recognition</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">135</span></td></tr> <tr><td style="text-align: right;">Black Ownership</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">100</span></td></tr> <tr><td style="text-align: right;">Black Women Ownership</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">50</span></td></tr> <tr><td style="text-align: right;">Youth Ownership</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">50</span></td></tr> <tr><td style="text-align: right;">Value Adding Enterprise</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">Yes ▼</span></td></tr> <tr><td style="text-align: right;">* Training Provider</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">No ▼</span></td></tr> <tr><td style="text-align: right;">First Time Supplier</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">YES</span></td></tr> <tr><td style="text-align: right;">Designated Group</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">50</span></td></tr> <tr><td style="text-align: right;">Black Disabled Owned</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">50</span></td></tr> <tr><td style="text-align: right;">Region</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">Western C</span></td></tr> <tr><td style="text-align: right;">Category</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;"></span></td></tr> <tr><td style="text-align: right;">Disability</td><td><span style="border: 1px solid #ccc; padding: 2px 20px;">Yes ▼</span></td></tr> </table> </div>	Ownership	<span style="border: 1px solid #ccc; padding: 2px 20px;">24.50</span>	Management Control	<span style="border: 1px solid #ccc; padding: 2px 20px;">14.62</span>	Employment Equity	<span style="border: 1px solid #ccc; padding: 2px 20px;">0</span>	Skills Development	<span style="border: 1px solid #ccc; padding: 2px 20px;">30</span>	Preferential Procurement	<span style="border: 1px solid #ccc; padding: 2px 20px;">0</span>	Enterprise Development	<span style="border: 1px solid #ccc; padding: 2px 20px;">30.42</span>	Socio Economic Development	<span style="border: 1px solid #ccc; padding: 2px 20px;">5</span>	* Overall Score	<span style="border: 1px solid #ccc; padding: 2px 20px;">104.54</span>	* Contribution Level	<span style="border: 1px solid #ccc; padding: 2px 20px;">1 ▼</span>	* Procurement Recognition	<span style="border: 1px solid #ccc; padding: 2px 20px;">135</span>	Black Ownership	<span style="border: 1px solid #ccc; padding: 2px 20px;">100</span>	Black Women Ownership	<span style="border: 1px solid #ccc; padding: 2px 20px;">50</span>	Youth Ownership	<span style="border: 1px solid #ccc; padding: 2px 20px;">50</span>	Value Adding Enterprise	<span style="border: 1px solid #ccc; padding: 2px 20px;">Yes ▼</span>	* Training Provider	<span style="border: 1px solid #ccc; padding: 2px 20px;">No ▼</span>	First Time Supplier	<span style="border: 1px solid #ccc; padding: 2px 20px;">YES</span>	Designated Group	<span style="border: 1px solid #ccc; padding: 2px 20px;">50</span>	Black Disabled Owned	<span style="border: 1px solid #ccc; padding: 2px 20px;">50</span>	Region	<span style="border: 1px solid #ccc; padding: 2px 20px;">Western C</span>	Category	<span style="border: 1px solid #ccc; padding: 2px 20px;"></span>	Disability	<span style="border: 1px solid #ccc; padding: 2px 20px;">Yes ▼</span>		
Ownership	<span style="border: 1px solid #ccc; padding: 2px 20px;">24.50</span>																																													
Management Control	<span style="border: 1px solid #ccc; padding: 2px 20px;">14.62</span>																																													
Employment Equity	<span style="border: 1px solid #ccc; padding: 2px 20px;">0</span>																																													
Skills Development	<span style="border: 1px solid #ccc; padding: 2px 20px;">30</span>																																													
Preferential Procurement	<span style="border: 1px solid #ccc; padding: 2px 20px;">0</span>																																													
Enterprise Development	<span style="border: 1px solid #ccc; padding: 2px 20px;">30.42</span>																																													
Socio Economic Development	<span style="border: 1px solid #ccc; padding: 2px 20px;">5</span>																																													
* Overall Score	<span style="border: 1px solid #ccc; padding: 2px 20px;">104.54</span>																																													
* Contribution Level	<span style="border: 1px solid #ccc; padding: 2px 20px;">1 ▼</span>																																													
* Procurement Recognition	<span style="border: 1px solid #ccc; padding: 2px 20px;">135</span>																																													
Black Ownership	<span style="border: 1px solid #ccc; padding: 2px 20px;">100</span>																																													
Black Women Ownership	<span style="border: 1px solid #ccc; padding: 2px 20px;">50</span>																																													
Youth Ownership	<span style="border: 1px solid #ccc; padding: 2px 20px;">50</span>																																													
Value Adding Enterprise	<span style="border: 1px solid #ccc; padding: 2px 20px;">Yes ▼</span>																																													
* Training Provider	<span style="border: 1px solid #ccc; padding: 2px 20px;">No ▼</span>																																													
First Time Supplier	<span style="border: 1px solid #ccc; padding: 2px 20px;">YES</span>																																													
Designated Group	<span style="border: 1px solid #ccc; padding: 2px 20px;">50</span>																																													
Black Disabled Owned	<span style="border: 1px solid #ccc; padding: 2px 20px;">50</span>																																													
Region	<span style="border: 1px solid #ccc; padding: 2px 20px;">Western C</span>																																													
Category	<span style="border: 1px solid #ccc; padding: 2px 20px;"></span>																																													
Disability	<span style="border: 1px solid #ccc; padding: 2px 20px;">Yes ▼</span>																																													



	Terms and Control – sub tab 'Purchasing'	<p><u>Screenshot 1</u></p> <ul style="list-style-type: none"> <li>• <b>Add Ship-To Location and Bill-To Location</b> for all ACSA Operating Unit (these are normally the same as the ACSA Operating Unit)</li> <li>• Click <b>Save</b></li> </ul> 		
	Terms and Control – sub tab 'Payment Details'	<p><u>Screenshot 1</u></p>		



The screenshot displays the 'Supplier Sites' configuration page. The 'Invoice Payment Terms' section is visible, showing a dropdown menu for 'Terms' set to '14 Days Net'. The 'Supplier Sites' table lists two sites: 'Bram Fischer' and 'Cape Town International', both with '14 Days Net' terms. The 'Terms' dropdown is highlighted with a red arrow pointing to the '14 Days Net' option.

Site Name	Operating Unit	Terms	Terms Date Basis	Pay Date Basis	Retainage Rate (%)	Always Take Discount	Exclude Freight From Discount
MAAA...	Bram Fischer	14 Days Net	Invoice	Due		<input type="checkbox"/>	<input type="checkbox"/>
MAAA...	Cape Town International	14 Days Net	Invoice	Due		<input type="checkbox"/>	<input type="checkbox"/>

1. Invoice Currency – click on the drop-down and select ZAR (if this is the applicable currency)
2. Payment Currency – do the same as bullet 1
3. Payment Terms for the Supplier to be undated under **Terms (these must all reflect the same)**
4. Payment terms are determined by the Suppliers B-BBEE Status as follows:
  - EME and QSE - 14 days (about 2 weeks)
  - Generic - 30 days (about 4 and a half weeks)
  - Other - 30 days (about 4 and a half weeks)

(Other includes Municipalities, Government Entities, etc.)

		<p>5. ACSA payment terms are guided by the ACSA Payment Policy and only the Senior Manager Financial Control (Currently Moses Thompson) can approve that a Suppliers payment term can be changed.</p>		
	Updating a Supplier Process	<p><b>**Apply Steps 1 to 3 of bullet 'A'</b></p> <p>Once user identifies the Supplier as existing on the database the following checks are to be done to ensure the update of correct profile:</p> <p>1. Besides a Name match, check for match in one or more of the following:</p> <ul style="list-style-type: none"> <li>• Tax No</li> <li>• Vat No.</li> <li>• Address</li> <li>• CSD MAAD. Number. <b>On some of the older profiles you will note</b> the MAAA...number for the Supplier reflects under 'Organization Tab.' Check this against the CSD no. of the documents you received if this is still the same (Suppliers do change CSD no's). If it has changed update the new number on the profile as well.</li> </ul>		

		<ul style="list-style-type: none"> <li>Company Profile               <ul style="list-style-type: none"> <li><b>Organization</b></li> <li>Tax Details</li> <li>Address Book</li> <li>Contact Directory</li> <li>Business Classification</li> <li>Products &amp; Services</li> <li>Banking Details</li> <li>Surveys</li> <li>B-BBEE Scorecard</li> </ul> </li> <li>Approval History</li> <li>Terms and Control</li> </ul>	<p>* Indicates required field</p> <p>* Supplier Name Supplier Number Alternate Supplier Name * Tax Clearance Company Registration Number Type</p> <p><b>Additional Information</b></p> <p>* CSD_Number MAAA0040663</p> <p>* B-BBEE Scorecard Type Generic</p>		
		<p><b>2.</b> Once certain you have correctly matched the existing profile then proceed and follow on from Steps 6 – 15 of bullet 'A' Loading a Supplier.</p>			
BR19	System requirements	Current Process	Digitization	Yes	No
		N/A	System should automatically 'put on hold' profiles for PO once Tax and/or BEE has expired (currently this process is manual and very time consuming – Master Data does not have sufficient resources to conduct this on a regular. This is an audit requirement.		

BR20	System access management	Current Process	Digitalization	Yes	No
		None	The system must allow access to authorized users only. This will include users from other departments e.g., Enterprise Portfolio Management Office		
BR21 Phase1	User profile management	Current Process	Digitalization	Yes	No
		None	The system must manage user registrations and user profiles.		
BR22	Server synchronization	Current Process	Digitalization	Yes	No
		None	The system must allow the user to work offline and enable the user to synchronize to the server.		
		None	For dead Wi-Fi zones, the system should allow the ability to save an inspection and synchronize when in live Wi-Fi zone.		
BR24 Phase1	System integration	Current Process	Digitalization	Yes	No
			The system must be designed in such a way that it can be integrated to other ACSA Systems		
BR25	Satisfaction platform/ complaints mechanism	Current Process	Digitalization	Yes	No

		None	The new system should incorporate a module where End Users/Project Owners can rate “Buyers” based on criteria such as communication effectiveness, responsiveness etc. and this should also go into their performance contract.		
BR26	Requisition escalation	Current Process	Digitalization	Yes	No
		None	such as long processing times or specific approval thresholds not being met – again the SCM system should have automated notifications to alert stakeholders when a requisition is escalated.		

NB: Please note the following:

- The solution must be able to integrate with all the systems mentioned in the Scope of Work.
- Bidders must provide training sessions to business and all relevant stakeholders before rolling out the solution to Operations.

