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# SCM Requirements Specification

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## 1. SCOPE OF THE DOCUMENT

### 1.1 Introduction

The Supply Chain Management (SCM) business unit is looking for a service provider to automate and implement the SCM procurement processes including the client facing (bidders) processes (end-to-end) thus:

- Tender Management Process,
- Request for Quotation (RFQ) Process,
- Request for Information (RFI) process.

### 1.2 Background

The Supply Chain Management Business Unit is in the process of phasing out the existing e-procurement solution with the aim to implement a more advanced, easy to use and integrate solution. The existing platform - e-procurement solution was implemented to cater for the tender management processes (advertisement, supplier management and evaluations) only, lacked the functionalities that enable the RFQ and RFI processes. The objective is to therefore have a new system that enables these processes to be carried out and completed.

The new solution therefore needs to include the following:

- Centralization of RFP, RFQ and RFI submissions,
- Tracking of statuses and activities across all processes,
- Audit trail and reporting capability,
- Real time Reporting in a dashboard and with the possibility to export in multiple formats I.E Excel, PDF, Word.

Currently the RFQ and RFI processes are manual and advertised on the SA Tourism official website “Southafrica.net” in conjunction with other National Treasury’s publication platforms i.e. e-portal etc.

Below are some of the risks and challenges the business unit is faced with:

- Lack of proper process in administration of bid closing and time due to manual submission,
- Loss of Documentation and Real Time Reporting,
- Time spent on processes,
- Cyber Attacks,
- Loss of SAT owned data and IP.

### 1.3 Purpose

The purpose of this project is to provide an overview of the automation requirements with the aim to improve operational efficiency and achieve the automation of the procurement processes.

### 1.4 Audience

The target audience for this document is the Project Owner and the Project Team and the target users are the external bidders and SAT Tourism employees, across all markets and regions SA Tourism operates in.

## 2. BUSINESS REQUIREMENTS

The purpose of the business/system requirements is to outline the requirements to guide the development and implementation of the new system.

### RFP Process:

Supply Chain Requirements	Bidders Requirements ( When responding to issued RFP/RFQ/RFI)
Issue/Advertise tenders,	Register Profile
Set tender submissions closing date,	Submit tender proposals before the closing date and time
Set up briefing sessions - Dates & Time	RSVP tender briefing dates
Postpone/Extend tender submission date,	Post queries and questions,
Cancel tenders,	Before Closing Date - Re-submit and Edit proposal,
The ability to add supporting notes/ information to the brief.	Register and Recording of briefing responses (details/names of suppliers)

Receive notification whenever questions are posted by the bidders before the closing date	
Respond to bidders queries and questions,	Post questions
View tender proposals,	Submit tender proposals
Extract of registered submitted tender proposals,	Accept/Decline briefing sessions
Draft letters (regret and award),	
Edit letters (regret and award),	
Update tender process statuses, <ul style="list-style-type: none"> <li>• Tender Open</li> <li>• Tender Closed</li> <li>• Tender Evaluation in progress</li> <li>• Tender Cancelled</li> <li>• Tender Awarded</li> </ul>	

#### Request for Quotation (RFQ) process:

Supply Chain Requirements	Bidders Requirements
Issue/Advertise RFQ's,	Register Profile
Set RFQ's submissions closing date and time (to accommodate various time zones)	Submit RFQ proposals
Set up briefing sessions - Dates & Time (Compulsory, non-compulsory or no briefing)	RSVP briefing
Postpone/Extend RFQ's submission date,	Post queries and questions,
Cancel RFQ's,	Before Closing Date - Re-submit and Edit proposal,
The ability to add supporting notes/information to the brief.	Register and Recording of briefing responses (details/names of suppliers)
Evaluate RFQ's,	Decline/Accept the briefing dates,
Respond to bidders queries and questions,	Register Profile
View RFQ's proposals,	Submit RFQ proposals
Register submitted RFQ's proposals,	
Set RFQ briefing dates,	

Draft letters (regret and award),	
Edit letters (regret and award),	
Update RFQ process statuses, <ul style="list-style-type: none"> <li>• RFQ Open</li> <li>• RFQ Closed</li> <li>• RFQ Evaluation in progress</li> <li>• RFQ Cancelled</li> <li>• RFQ Awarded</li> </ul>	

**Request for Information (RFI) Process:**

<b>Supply Chain Requirements</b>	<b>Bidders Requirements</b>
Issue/Advertise RFI's and time (to accommodate various time zones),	Register Profile
Set RFI's submissions closing date and time,	Submit RFI proposals
Postpone/Extend RFI's submission date and time,	Post queries and questions,
Cancel RFI's,	Before Closing Date - Re-submit and Edit proposal,
The ability to add supporting notes/information to the brief.	Register and Recording of briefing responses (details/names of suppliers)
Evaluate RFI's,	Decline/Accept RFI briefing dates and time
Respond to bidders queries and questions,	
View RFI proposals,	
Register submitted RFI proposals,	
Set RFI briefing dates and time,	
Update RFI process statuses, <ul style="list-style-type: none"> <li>• RFI Open</li> <li>• RFI Closed</li> <li>• RFI Evaluation in progress</li> <li>• RFI Cancelled</li> </ul>	

### 3. SYSTEMS REQUIREMENTS

In order to automate the above mentioned business processes, the new system must have the following functionalities.

- Set acceptable standard document size,
- Allow bidders to select country of submission,
- Align with Protection of Personal Information act (POPIA), General Data Protection Regulation (GDPR) and other data privacy policies applicable to the markets where SA Tourism operates in.
- Block submissions of proposals after closing date,
- Block RSVP after closing date,
- Generate regret letters to bidders,
- Generate award letters to bidders,
- Send automated reply,
- Conduct Online Briefing Sessions,
- Validate Bidder information - the system must now allow bidders to continue to the next section unless the following fields are completed.
  - Company name
  - CSD MAAA supplier number (Procurement within the borders of South Africa)
  - Company status EME/QSE/Large enterprise (Procurement within the borders of South Africa)
  - B-BBEE method of verification (Procurement within the borders of South Africa)
  - B-BBEE level of contribution (Procurement within the borders of South Africa)
  - Company Address
  - Contact Person
  - Positions held
  - Contact person email address
  - Contact person telephone number land line
  - Contact person telephone number cellphone.
- The system must have a centralized “Questions/Answers section for RFP, RFQs and RFIs processes and must be visible to all bidders.
- The system must split the submission section into part A, B and C FOR RFP.



- **Part A:** Legal and commercial information i.e. CSD number, Audited Financial Statements; CIPC, COIDA etc.
- **Part B:** This refers to actual bid document and duly completed accompanying annexures where bidders are also required to initial each page of the RFP to confirm that they have read and understood the terms, conditions and scope of work required under the bid.
- **Part C:** Bidder's proposal in respond to the Scope of work, referencing the pages as per the evaluation criteria.

The system must report on the following for all processes:

- RFP, RFQ & RFI register,
- Number of proposal submitted,
- Date and time of bid submission
- Number of awarded RFP, RFQ and RFI,
- Number of regretted letters sent.

#### **Integration Point**

The system must integrate with the Business Process Management (BPM) system -**the integration specification to be covered in the briefing session.**

## **4. REQUIREMENTS SPECIFICATION**

### **4.1 Functional Requirements**

Functional requirements define the priority level of the requirements and behaviour of the system.

**Priorities are broken into 3 sections.**

- Priority 1 - Highly Critical
- Priority 2 - Critical
- Priority 3 - Can wait

**Tender Process:**

Req.ID	Requirement	Prioritization
<b>Supply Chain functionalities</b>		
FR1	Issue Tender	1
FR2	Set tender submissions closing date,	1
FR3	Postpone/Extend tender submission date,	1
FR4	Update tender process statuses,	1
FR5	Cancel tenders,	1
FR6	Post supporting notes to issued tenders,	1
FR7	Evaluate tenders,	1
FR8	Respond to bidders queries and questions,	1
FR9	View tender proposals,	1
FR10	Register submitted tender proposals,	1
FR11	Set tender briefing dates,	1
FR12	Draft letters (regret and award),	1
FR13	Edit letters (regret and award),	1
<b>External Stakeholders Functionalities</b>		
FR14	Register Profile	1
FR15	Submit tender proposals	1
FR16	Post queries and questions,	1
FR17	Before Closing Date - Re-submit and Edit proposal,	1
FR18	RSVP tender briefing dates,	1
FR19	Decline tender briefing dates,	1
<b>Systems Functionalities</b>		
FR20	Set acceptable standard document size,	1
FR21	Block submissions of proposals after closing date,	1
FR22	Block RSVP after closing date,	1
FR23	Perform data validation (SCM to provide info)	1

**RFQ/RFI Processes:**

Req.ID	Requirement	Prioritization
<b>Supply Chain functionalities</b>		
FR1	Issue RFQ/RFI	1
FR2	Set RFQ/RFI submissions closing date,	1
FR3	Postpone/Extend RFQ/RFI submission date,	1
FR4	Update RFQ/RFI process statuses,	1
FR5	Cancel RFQ/RFI,	1
FR6	Post supporting notes to issued RFQ/RFI,	1
FR7	Evaluate RFQ/RFI,	1
FR8	Respond to bidders queries and questions,	1
FR9	View RFQ/RFI proposals,	1
FR10	Register submitted RFQ/RFI proposals,	1
FR11	Set RFQ/RFI briefing dates,	1
FR12	Draft letters (regret and award),	1
FR13	Edit letters (regret and award),	1
<b>External Stakeholders Functionalities</b>		
FR14	Register Profile	1
FR15	Submit RFQ/RFI proposals	1
FR16	Post queries and questions,	1
FR17	Before Closing Date - Re-submit and Edit proposal,	1
FR18	RSVP RFQ/RFI briefing dates,	1
FR19	Decline RFQ/RFI briefing dates,	1
<b>Systems Functionalities</b>		
FR20	Set acceptable standard document size,	1
FR21	Block submissions of proposals after closing date,	1
FR22	Block RSVP after closing date,	1

## 4.2 Informational Requirements

Informational requirements relate to the reports or information outputs that the system should perform.

Req.ID	Requirement	Priority
IFR1	Report on Tender/RFQ/RFI register,	1
IFR2	Report on Number of proposal submitted, date and time,	1
IFR2	Report on Number of awarded tenders,	1
IFR3	Report on Number of regretted letters sent,	1

## 4.3 Non-Functional Requirements

Non-functional requirements can be used to evaluate the quality properties of the system.

Req.ID	Requirement	Description
NFR1	Performance	Users must have real time response; system must respond fast to instructions by the user.
NFR2	Legal, Copyright and other notices	<b>The source code and data captured/recorded on the system will remain a property of the South African Tourism.</b>
NFR4	System Backup	Data backup must be processed weekly, every Friday 12am.
NFR6	Security	All users must have unique username and password

## 4.4 Transition Requirements

Transition Requirements are capabilities the solution must have to facilitate transition from the AS IS state of the enterprise to a desired future state.

Req.ID	Requirement	Description
TR1	System Integration	The system should Integrate easily to other systems
TR2	Training	Extensive training must be provided to the users and training manuals made available as a support.
TR3	Support and maintenance	Support and maintenance services must be readily set up before the system go live.


#### 4.5 Business Rules

- The system must not allow users to proceed to the next section unless mandatory fields are complete.
- Upon receiving the bidder's proposals, the system must generate an automated email acknowledging the submission.
- The system must not allow users to submit proposals after the closing date.

Dear Bidder,

Please note that your Tender Proposal is received by the Supply Chain.

For further enquiries, please do not hesitate to contact us on +27 11 895 3000.



Supply Chain

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Bojanala House, 90  
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Chislehurst,  
South Africa  
ICT

Telephone: (+27)11-895-3000  
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[Tenders@southafrica.net](mailto:Tenders@southafrica.net)  
Visit us  
at [www.southafrica.net](http://www.southafrica.net)

#### 4.6 Terms of Reference

- The spec document must be signed off before development and implementation,
- The project must be managed according to the project plan,
- The solution must meet the requirements as outlined in this document.

#### 4.7 Assumptions

The following assumption have been made:

- Internet browsers will be readily available/accessible to operate the system,
- Resources will be available for User Acceptance Testing (UAT),

#### **4.8 Constrains**

- Time constraint - refers to the project's schedule for completion, including the deadlines for each phase of the project, as well as the date for rollout of the final deliverable.
- Scope constraint - defines its specific goals, deliverables, features, and functions, in addition to the tasks required to complete the project.
- Cost constraint - comprises all of the financial resources needed to complete the project on time, in its predetermined scope.

#### **4.9 Dependencies**

The project is depended on the business accessibility and user's availability.

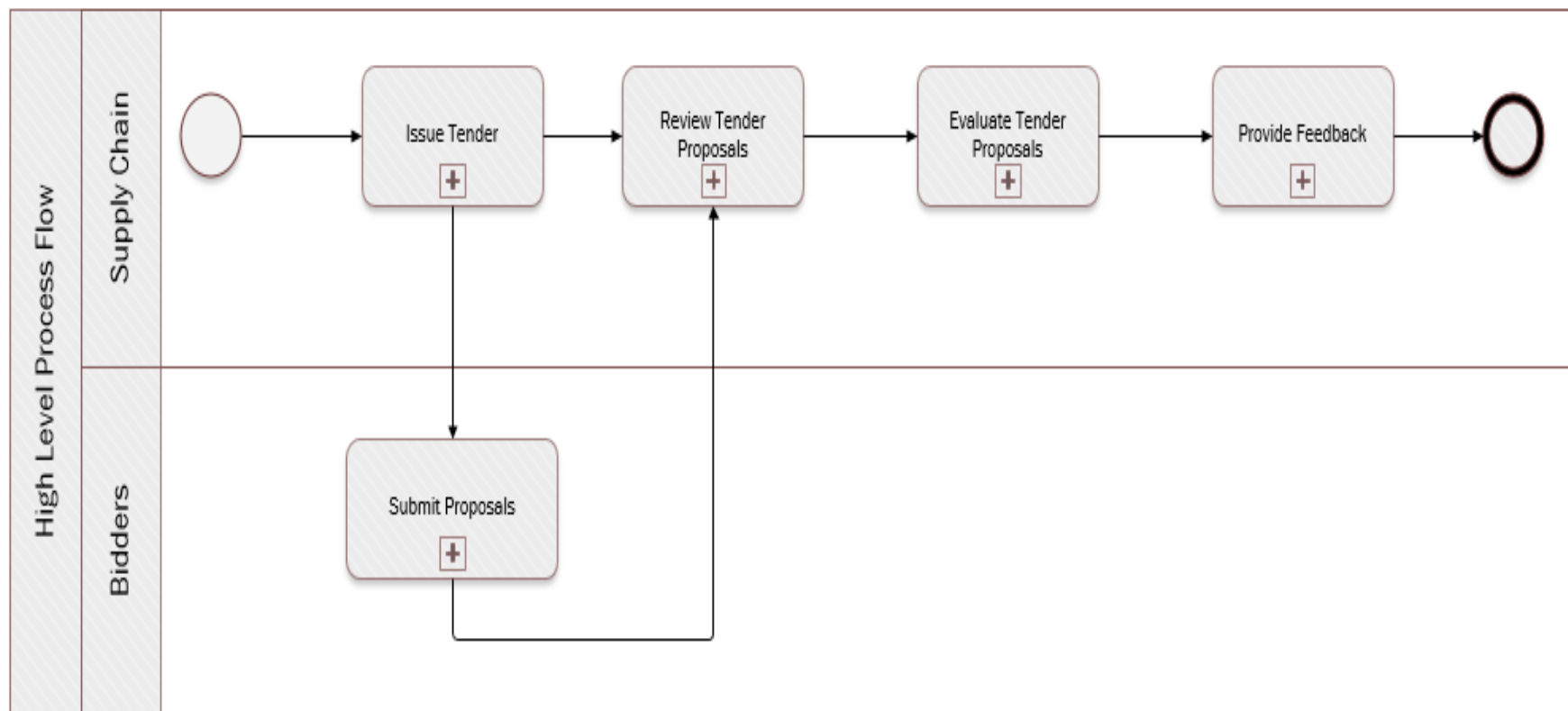
#### **4.10 Exclusions**

Any other item not listed/mentioned in the in Scope.

## 5. BUSINESS PROCESSES

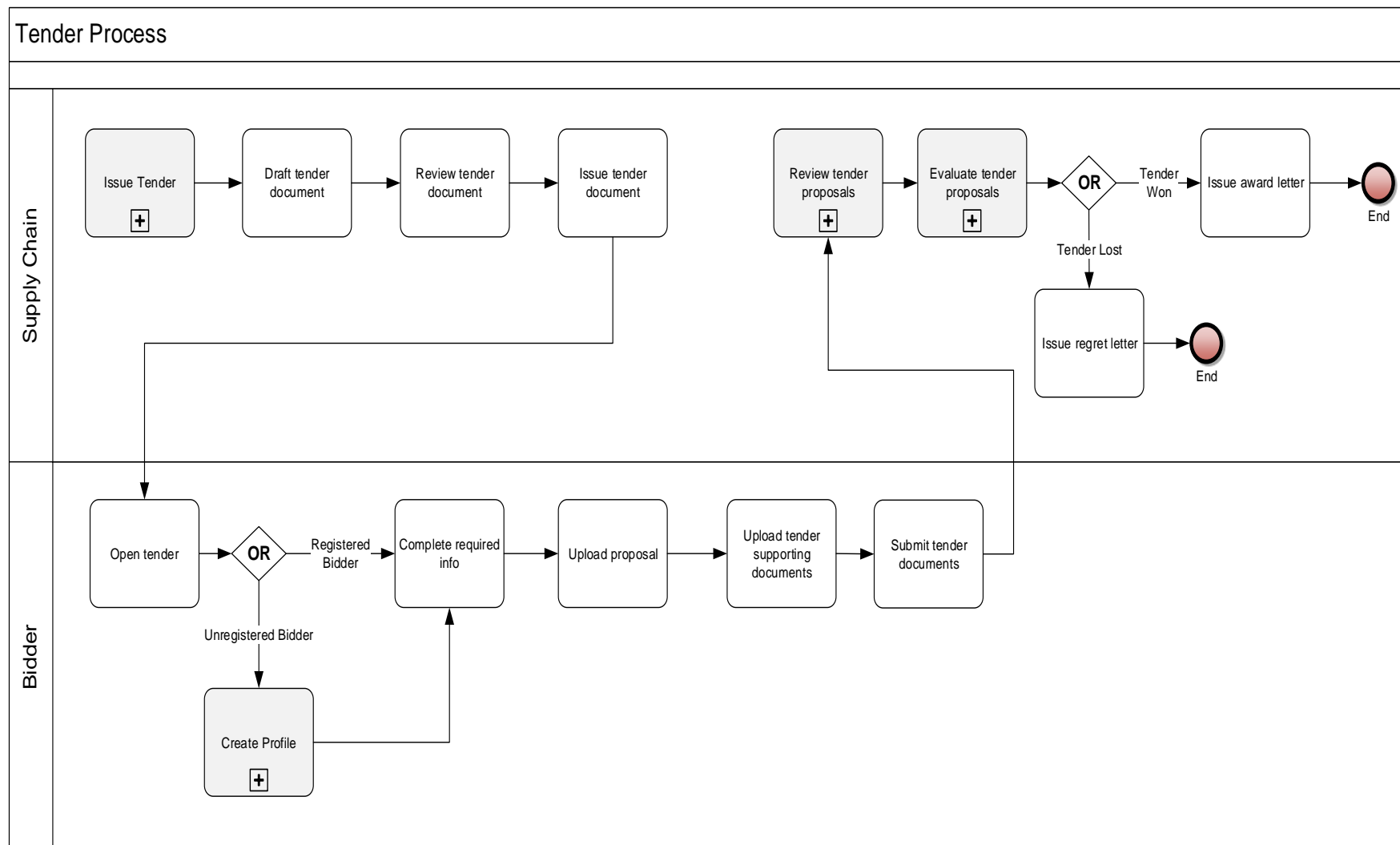
### 5.1 High Level Business Process - Tender Process

The following steps describe the high level business process on the diagram below:



## 5.2 Low Level Business Process

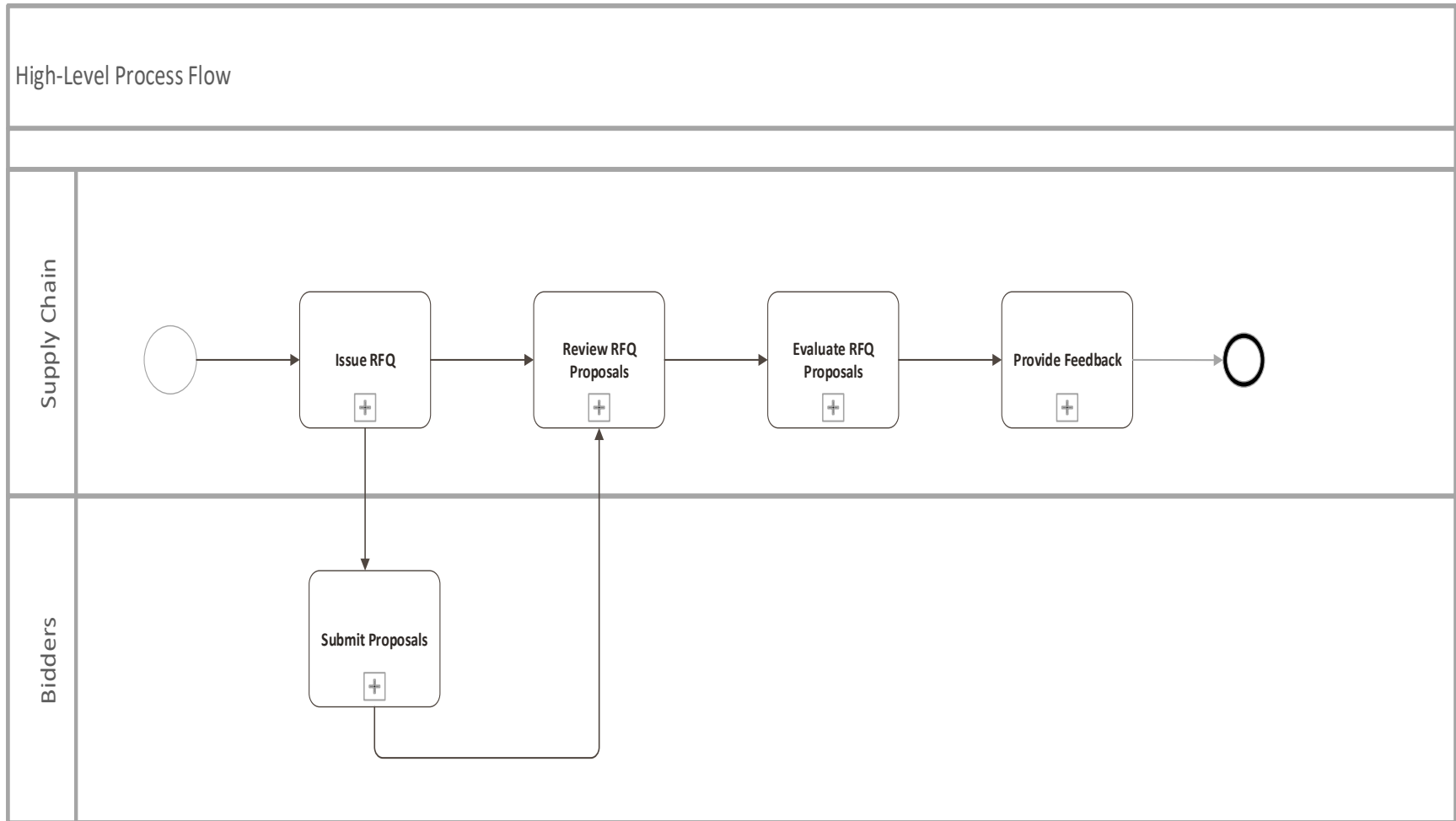
The following steps describe the low level business process on the diagram below:





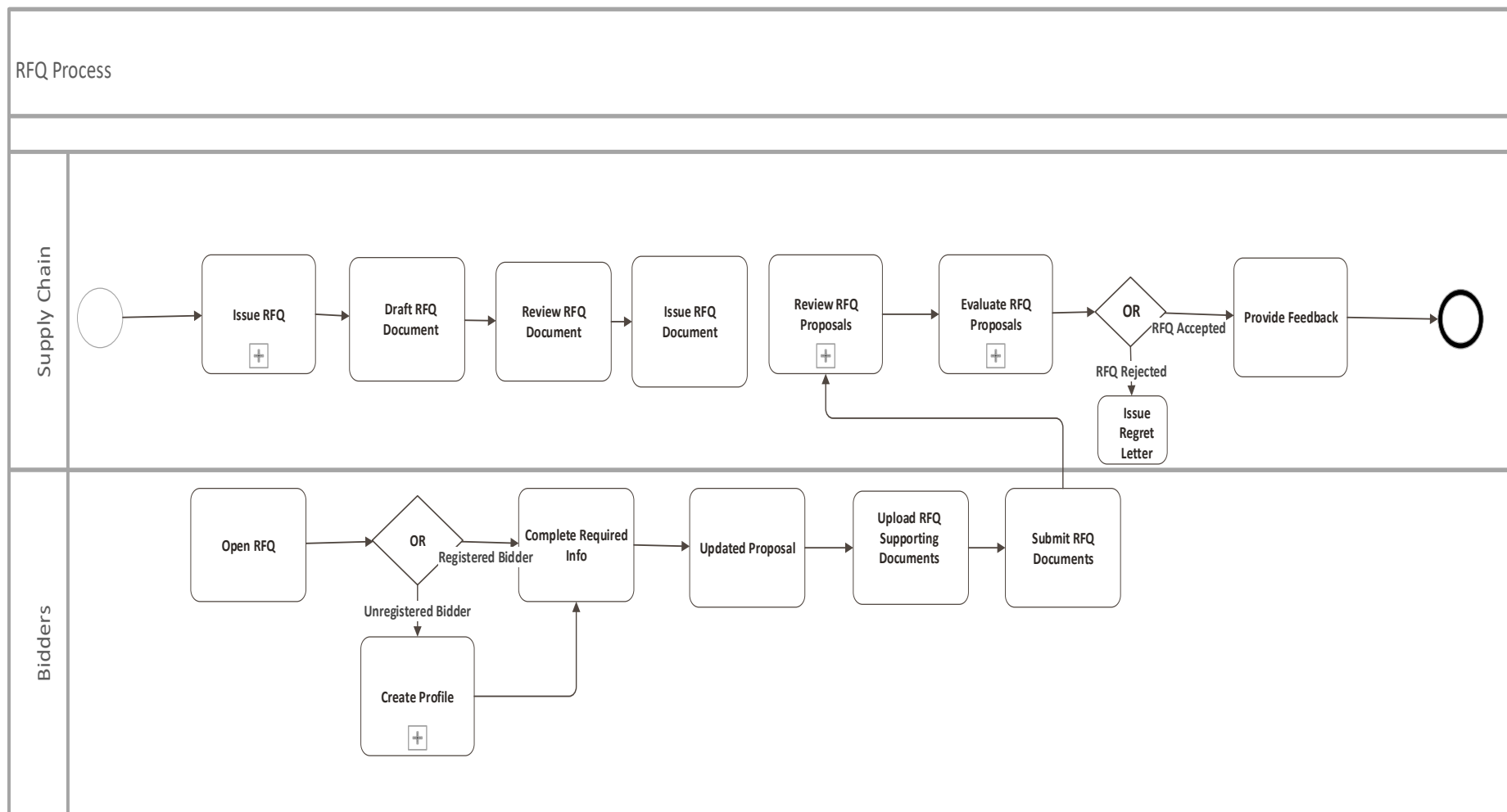
### 5.3 High Level Business Process - RFQ Process

The following steps describe the high level business process on the diagram below:



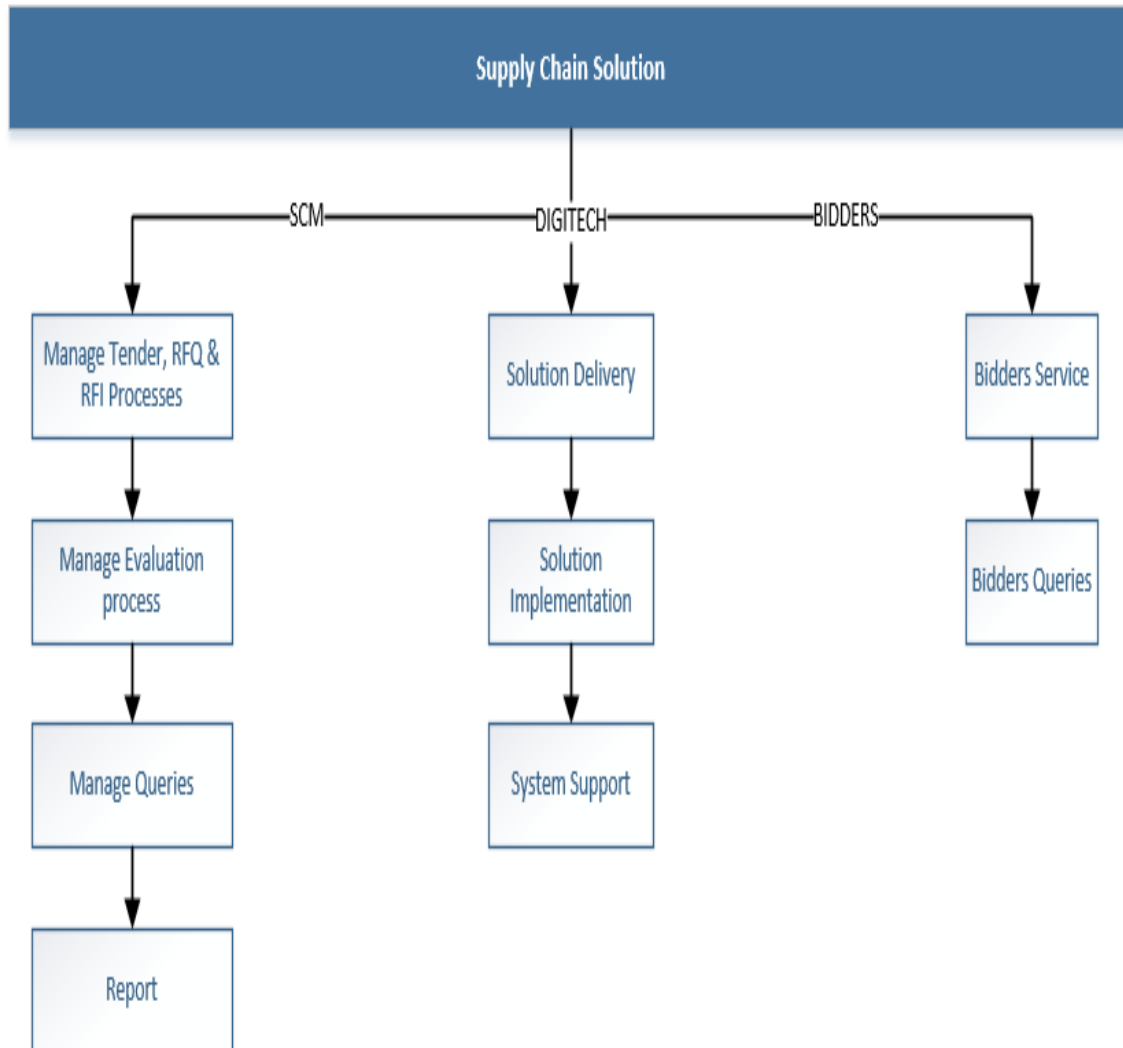
## 5.4 Low Level Business Process - RFQ Process

The following steps describe the low level business process on the diagram below:



## 5.1 Functional Decomposition

The functional decomposition outlines the system and operations interdependence.



## 5.2 Stakeholders Matrix

The stakeholder matrix outlines the interest of the stakeholders towards the project.

Stakeholder	Registered interest in the project	Matrix
Sponsor	<ul style="list-style-type: none"> <li>• Delivery of solution that meets business needs.</li> <li>• Accurate Reporting</li> </ul>	The system should meet all Functional, Non-Functional, Informational and Transactional Requirements.
EXCO	<ul style="list-style-type: none"> <li>• <b>Accurate Reporting,</b></li> <li>• Improved service delivery,</li> <li>• Delivery of a solution that meets business needs</li> </ul>	
Users	<ul style="list-style-type: none"> <li>• Improve operational efficiency through automation,</li> <li>• Accurate reporting and real-time data,</li> <li>• Improved communication with bidders,</li> <li>• System that is easy to use,</li> <li>• Training availability and training Manuals.</li> </ul>	
Suppliers	<ul style="list-style-type: none"> <li>• Efficient tender submission process</li> <li>• Improved communication,</li> <li>• Improved service delivery,</li> <li>• System that is easy to use,</li> </ul>	Register Profiles Submit tender proposals Post queries and questions, Before Closing Date - Re-submit and Edit proposal, Tender briefing dates, Decline tender briefing dates,

### 5.3 Requirements Responsibility Matrix

The RACI ties users to their responsibility towards the system.

- **Responsible:** These are the people who perform the task to get the work done.
- **Accountable:** These are the people that are accountable, have the responsibility to oversee that the work gets done.
- **Consulted:** These may be subject matter experts who need to be consulted at the time of an exception
- **Informed:** These people are kept informed about progress and with whom there is one-way communication. These are people that are affected by the outcome of the tasks so need to be kept up-to-date

Project Activity	Project Managers	Enterprise Analysis	Project Team	Users	Project Sponsor
Prep Work	A/R	-	-	C	C
Conduct Stakeholder Analysis	A/R	I	I	C	C
Determine Elicitation and Modeling Techniques	A/R	-	-	-	-
Communication Planning	A/R	-	-	-	-
Elicit Stakeholder Requirements	A/R	A	I	C	C
Requirements Prioritization	A/R	I	I	I	CA
Complete Analysis and Documentation	A/R	I	I	I	I
Deliver Draft Requirements Specification	A/R	I	I	I	I
QA Review and Resolution	I	I	I	A/R	A/R
Participate in team walkthrough of Requirements Specification	A/R	I	I	-	-
Finalize Requirements Specification	A/R	I	-	I	I
Project Meetings and Support	A/R	I	A/R	-	-
Participate in team walkthrough of Technical Specifications	A/R	A/R	A/R	-	-
User Acceptance Testing	A	I	I	A/R	I
Provide Business Sign-off to PM	A/R	A/R	I	I	A/R

## 6. DEVELOPMENT AND TESTING

Implementation Plan	Testing scenario	Go Live
Development must be completed before testing starts. UAT must be conducted and signed off by SCM Team. All feedback on testing will be forwarded to Digitech and appointed supplier. SCM & Digitech to provide sign off to Production.	Test scenarios must align to the requirements.	Solution to go live subject to the SCM team approval.

## 7. SPECIFICATION SIGN OFF

The Supply Chain representatives are required to sign/complete the sign off form; granting Digitech and Supplier permission to start with the development.

Representatives	Signatures	Date
Takalani Ramovha <b>Head: Supply Chain</b>		
Pulane Muligwa <b>Sourcing Manager</b>		
Candice Machado <b>Acting: Digitech Operations Manager</b>		