

## Bid Addendum

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|------------|---|---|
| Attention  | : | All Prospective Bidders   |
| From       | : | Supply Chain Management   |
| Date       | : | 15 February 2023  |
| Issue      | : | First (1 <sup>st</sup> ) Issue  |
| Bid Number | : | RFB 18/22   |
| Bid Title  | : | APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE A SOLUTION FOR A LOAN APPLICATION SYSTEM FOR A PERIOD UP TO 36 MONTHS. |

### 1. ISSUE ADDENDA

Supply Chain Management policy states... *"When any additions, deletions or changes are made to any part of the original bid documentation, all potential vendors, which collected a bid document, must be notified of these changes. It should be noted that amendments must allow bidders enough time to adjust their offers before submitting the bid to ITHALA. Any additions, deletions or changes must be done in writing and records should be maintained in the relevant file; and Bidders must acknowledge receipt of the amendments"*

### 2. YOU ARE HEREBY ADVISED OF THE FOLLOWING OMISSION

Questions raised by bidders before the closing date:

1. How many internal users will be using the system? **Circa 200**
  - a. How many branches do you have, and how many people per branch are required to use the application?  
**About 40 ( 4 per branch & already include on 200)**
2. How many external users will be using the system? **External users (Bond Originators and Car Dealerships) will only be information transfer through switching companies**
3. Are you open to a cloud-based solution? **Yes**
  - a. If a cloud-based solution is an option for you, would you like us as the service provider to host, manage and run the cloud-based solution for you for a monthly fee?  
**Both alternatives will be considered, spec for both**
4. Do you have any other cloud-based solutions, if yes, what are they? **No, but we are in the process of implementing Microsoft Azure.**
5. Do all internal users have O365 accounts? **No. The Office 365 and AD migration project is in progress with final implementation date 31 May 2023.**
6. What Microsoft license type do you have? E3 or E5? **E5**
7. Do you have a document generation tool that can be used? If yes, what is implemented currently? **No**
8. Do you have PowerBI licenses? **Yes**
  - a. What is your reporting platform? **IBM Iseries, QlikSense, Showcase**
  - b. When will your data warehouse be replaced by QlikSense? **End April 2023**
9. Under the scope requirements, section 3.3 you refer to:
  - a. Provide a sanitised example of what the report for each queried record will look like.
    - i. bullet 6, you refer to the report, which report are you referring to, which example would you like to have? **A typical standard report that comes with your Application System.**
  - b. Provide an example data file that will be used where bulk services are requested.
    - i. Please clarify this bullet point. **Bulk services are reference to data extracts for 3rd party services e.g. Statements, Marketing campaigns, Compliance Feeds etc.**
    - ii. Usually, bulk services refer to matters of sewerage, waste, water etc? **Not for this Application**
    - iii. There is no reference to bulk services other than this bullet point. **Yes**

10. Confirm if the Service Provider is a member of a designated regulatory body for example The Professional Body of the Contact Centre Industry in South Africa.
  - a. Please clarify? **Are you affiliated to any Professional Institution or a member of such**
  - b. Do you want us to declare our partner status with our relevant partners? For example, our partner status with Nintex and Microsoft? **This would assist in evaluating your response.**
11. Your requirement around a mobile app for online loan applications
  - a. Do you currently have a mobile app? **No**
  - b. Do you have a platform preference? **No, but integration to Back End Systems need to be considered.**
  - c. Or do you require a native mobile app, or would you require a responsive website for online applications that can be viewed on a mobile device? **A native mobile app that can integrate to Core Banking Systems**
12. Online application form
  - a. Would want the online application process to be through the Ithala website? **Yes**
  - b. Would you require applicants to pre-register to begin an application or not? **Yes**
13. What version of JDE are you running, and is this on prem or on cloud? **Oracle JDE 11G. On prem**
14. Do you currently use a 3rd party for any API integration requirements? **No**
15. Which Credit Bureaus do you use, and do you currently have any integration points in place with these credit bureaus? **We mostly use Transunion, but contract to most.**
16. Do you currently have your own Azure Ithala tenant? **Currently implementing**
17. How is user access and accounts current managed and controlled? Is this using active directory on prem or use Azure Active Directory? **We have a combination of AD and the Application e.g. Core Banking**
18. Do you have a need for digital signatures on your generated documents? **Yes**
19. Would you disclose your requirements in respect of the SLA? **The requirements will be disclosed to the awarded service provider**
20. Would you give an indication of the volumes/number of applications to be processed in Year 2 & 3 and your expected success ratios? This has a direct bearing of the costing of our SAAS LOS. **The success rate is currently 25.5% and projected at circa 45% in year 3. Forecast volumes for year 2 and 3 are 11,227 and 16,280, respectively.**

**NB:** Cover quoting sometimes referred to as “*shadow quoting*” or “*bid rigging*” is an offense which represents both corruption and acquisition of fraud. It undermines the fair determination of a supplier, corruptly eliminating free and open competition. Therefore, it is not allowed.