



REQUEST FOR INFORMATION

RFI NO: RFI/IT/2025/4

RFI TITLE: Request for Information for the replacement resources planning tool

RFI OBJECTIVE:

This RFI calls for request for information regarding replacement of resource planning tool, as well as to see what software is available in the market that will help broadcasters manage and optimize their resources, including personnel, equipment, and costing and to create efficient and effective schedules and quotations.

RFI documents are obtainable from **29 May 2025** from the following websites:

- Government E-Portal <http://www.etenders.gov.za>
- SABC Website <http://www.sabc.co.za/sabc/tenders>

Closing Date: 18 June 2025 at 12H00

For enquiries: E-mail: tenderqueries@sabc.co.za



SOUTH AFRICAN BROADCASTING SABC SOC LIMITED
("The SABC")

REQUEST FOR INFORMATION (RFI)

RFI NUMBER	: RFI/IT/2025/4
RFI TITLE	: Request for Information for Replacement resources planning tool

EXPECTED TIME FRAME

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	29 May 2025
RFI Available from	Government E-Portal http://www.etenders.gov.za SABC Website http://www.sabc.co.za/sabc/tenders
Briefing Session	No Briefing session
RFI Closing Date and Time	18 June 2025 at 12H00
Contact details for queries or questions	tenderqueries@sabc.co.za

The SABC retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to RFPSubmissions@sabc.co.za, please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.

Submissions are to be made electronically at the above-mentioned address.

PDF Documents will be available on the SABC Website.

Please note that this is a Request For Information and not a Request For Proposal. No award will be made from this request.

REQUEST FOR INFORMATION:

1. DEFINITIONS

- 1.1 **“RFI”** - a request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 1.2 **“RFI response”** - a written response in a prescribed form in response to an RFI.
- 1.3 **“Hosting Partners”** - companies who entered into an agreement with SABC LOC in the areas of application management; application hosting, application service provision, and marketplace hosting are incorporated in this category.
- 1.4 **“Respondent”** – any person (natural or juristic) who forwards an acceptable RFI in response to this RFI with the intention of being the main contractor should the RFI be awarded to him.

2. CONFIDENTIALITY

All information related to this request for information both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the SABC, written approval to divulge such information will have to be obtained from SABC.

The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI. Respondents must ensure that: access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This RFI remains at all times the property of the SABC. No rights other than as provided in this RFI and in respect of the confidential information are granted or conveyed to bidder/s

NAME _____ OF _____ Respondent:

PHYSICAL ADDRESS: _____

Respondent's contact person: Name : _____

Telephone : _____

Mobile : _____

Fax.: _____

E-mail address: _____

3. The manner of submission of the RFI

- 3.1** Respondent shall submit RFI response in accordance with the prescribed manner of submissions as specified below.
- 3.2** Respondent shall submit one (1) electronic copy. Electronic copies may be e-mailed to: RFPSubmissions@sabc.co.za and tenderqueries@sabc.co.za
- 3.3** All additions to the information documents i.e. appendices, supporting documentation, photographs, technical specifications and other support documentation covering suggested solutions etc. shall be neatly bound as part of the schedule concerned.
- 3.4** A briefing session will be held only on majority request.

4. BACKGROUND

The core business of the South African Broadcasting Corporation (SABC) is to deliver a variety of high-quality programmes and services on television, radio and online with a mandate to Inform, Educate and Entertain, and to Support the public at large.

The SABC Technology division has clients that are requesting internal and external facilities and services of the Television Outside Broadcasting (TVOB), Radio and Regional Technology Operations (RRTO), TV and OB Technology Operations (TOTO), Radio OB's, Radio Studios, TV Studios, postproduction and graphics department. These services need to be booked and also quotations be created to send to the client so that they be aware of the cost involved in the production that they wish to have. The current tool that is used for bookings is ScheduAll, this tool has been used for over 20 years within SABC.

5. Scope

The scope of this RFI encompasses of:

1. Bookings
2. Billing and Reporting
3. Self-Service Capabilities
4. High-Level Workflows
5. Rights Management
6. General User Requirements
7. Cancellations
8. Reporting Requirements

5.1 BOOKINGS(BR.1)

The Bookings need to have the following functionality:

- The system must have its own database of all resources (human capital, equipment, facilities and stock including the rate each of them goes by). Include varied rates (studio per hour vs studio per day).
- The system must allow for creation of projects/productions. Each production must have a unique number.
- The system must create bookings (in production), thus allowing users be able to select the resources needed for a production.
- The system must allow for checking of availability of resources. When there is a clash in terms of a resource having another booking, it should alert the person who is doing the booking.
- The system must allow for reminders of events that happen annually or regularly; to show the planners the event is overdue for planning. (Forecast planning).
- The system must be able to accommodate the build in of the quotation template. Rates over weekends or public holidays vs straight hours. (Consider flat rate).

- The system must allow for the creation of quotations with the resources booked (Resources required for production);
- The system must allow for attachment of documents to a production/project or workorder (including but not limited to signed quotations from the clients). (Workorder: Presentation of a certain time or day. Project/production is a collection of work orders within it. These are all interlinked within a production).
- The system must be able to produce a utilization report so that planners can see how many bookings does a resource (human) have;
- The system must be able to integrate with ERP systems (i.e. SAP) to show when a resource is on leave.
- The system must be able to pick up when there is a booking conflict, especially when the same resources are required.
- The system must allow for cancellation of events and free up resources that were initially booked.
- The system must allow Links for the facilities team to load equipment. ((1) this is not going to be given to everyone but restricted to specific people. (2) The minimum information can be set up to ensure that the information needed is captured).
- The system must have an inventory of all the equipment.
- The system must show the stores, team the equipment booked for production and which equipment is not booked;
- The team must be able to filter entries of equipment, facilities and people that is booked and taken for production on the system (thus ensuring duplicate equipment is marked unavailable for production of the same time/duration).
- The quote must not be affected when the resources are being amended (Pricing manipulation: Resources must have a listed price and unit of measure (UOM). When booking the resource, the listed price must be displayed, and the extended price (adapted price) must be shown next to the listed price. Varied UOMs should be able to be selected in the works order. The security of the user profile must be able to prohibit the change of the extended pricing in Personnel, Equipment, Facilities and stock or limit the max amount of discount).
- The system must have automation of workflows, including workorders that will be routed to the manager for approval (Including but not limited to discount approvals).

5.2 BILLING AND REPORTING (BR.4)

The Billing and Reporting must have the following capabilities:

- The system must have reminders the project coordinators of uncompleted tasks (automated).
- Automation of the Billing workflow (Integration with SAP ERP system finance modules);
- The system must allow for easier reconciliation of the Resource Management tool records and ERP system records. (Integration with SAP ERP system finance modules). Business rules of all correct information needed, needs to be completed.
- Allow for revenue reporting by period, e.g. monthly, quarterly and yearly.

- Ability to report on revenue generated for any of the facilities and services booked. Ability to see total revenue and internal vs external revenue.
- Ability to update figures when refunds are applied for revenue reporting.

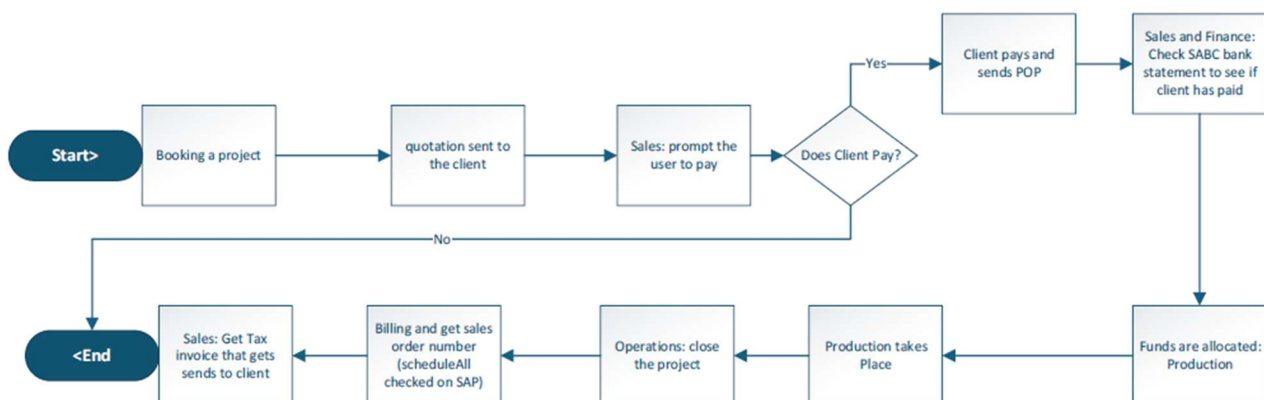
5.3 SELF-SERVICE CAPABILITIES (BR.6)

Client facing (web version via SABC corporate website):

- Registration process
- Allow viewing of available goods and equipment together with the associated cost. Present client with quotation subject to SABC approval
- Allow for internal workflows for approval
- Automated workflow notifications to the client (no-reply)
- (NB: We are not taking away the current manual process, this is just improvement to the process, different ways of doing the same thing.)

5.4 HIGH-LEVEL WORKFLOWS (BR.7)

Below is the AS IS for the Revenue Workflow, this needs to be automated in the resource management tool:



5.5 USER RIGHTS MANAGEMENT (BR.8)

The system must allow for different user groups and different levels within the user groups;

The system must allow certain users to have superior rights to perform certain functions.

5.6 GENERAL REQUIREMENTS (BR.9)

- The system must allow for the scalability of the database of resources (human capital, equipment, etc). Allow for amendments of rates by authorized people as per their annual rate increment.
- The system must allow for capturing and storing of human capital details such as full names, addresses, contact details, personnel number, number of years' experience and

pictures (head and shoulder) (Not limited to these fields). (40 extra user fields that can be customized and renamed);

- The system must allow for extraction of lists of selected people if a production they are selected for requires accreditation.
- The system must have the ability to have a built-in quotation template that can be populated as the planner's book resources.
- A more modern system that will allow for dragging and dropping, with commands that are modern.
- The system must allow for more than one person to work on a project and allow for team's collaboration on a project. (For RFI purposes, to revisit upon Bid Specification)
- Audit trail on the changes made by administrator activities and user activities (username, type of action, changed from which value to which value, date and time, not limited to these). (Business rule: Changes made to personnel rates as this could be deemed as private to be accessible to only authorized people);
- The system must allow for amendments of personnel such as personal information (Maintaining of information such as contact details, address, etc);
- The system must be able to produce an attendance register of a production/shift that can be signed off by project coordinators.
- The system must have notifications (it must be controlled as to who can receive the notifications). (if yes, what types of notifications: For RFI purposes).
- The system must allow for automated workflows (in accordance with business rules).
- The system must allow for the production of timesheets for human resources (with names, personnel number and name of production, start and end time of the shifts);
- The system must allow project coordinators to send Notifications to other internal facility owners or similar functionality (M1 studio, postproduction, etc).
- The system must have resource forecasting capabilities to see which resources are likely to be booked for future productions (i.e.: Elections occur every 2 to 3 years and resources that have been used in the previous or similar productions can be flagged for future elections). (RFI purposes).
- The system must allow for automation of timesheets (with the relevant reporting structures). The system must also have the flexibility to change structures where applicable). (RFI) Integration mentions the integration with the SAP ERP system finance module.
- The system must be able to show the resources capacity (To ensure that the same resources are not overburdened). (Only applicable to people (perm staff));
- The system should have a Project Management functionality designed to group individual bookings into a single project for billing and tracking purposes.
- The system should have Contract Management capabilities allowing the Contract Managers to create and manage contracts that are usually associated with one client and one or more work orders. Clients may have several contracts in the system. A contract can be linked to one client or can be made available to multiple clients. Each contract should have an effective (beginning) and expiration (ending) date.
- The SABC departments need the ability or facility to log tickets regarding production related problem (incidents, problems with personnel or equipment, production errors

and break in broadcast, etc.) encountered on the system; This is like a production report with a fault logging system all in one. It must be associated to the works order or project.

- The system should have billing and receivables (including payments, credits and debits);
- The system should have multi-Company functionality which will enable the user to set up an unlimited number of companies within the system. The enterprise can then share some or all resources among different companies.
- Display and Navigation features allow users to view information and make changes using the graphical interface.
- Flexible Environment options allow administrators and users to customize the application in various ways to suit specific business needs.
- Security and Permissions settings prevent unauthorized access to specific features or areas within the application.
- Basic Elements describes basic concepts and definitions that are central to the system in the user manual.
- Scheduling Calendar Overview describes the different areas of the scheduling calendar.
- The ability for resources to be marked as unavailable due to maintenance, etc;
- Integration with the clocking system (biometric), to capture the in (shift start time) and out (Shift end time) times of personnel. (Module or integration).
- Solution to have inbox similar type tool for all requests submitted for user to process
- Allow for status change of the request
- Email notification to the client on status change.
- The system must allow for amendments after booking has been made. (Supervisor and/or superuser role). (Amendments can happen but not after accepting reconciliation (depending on profile).
- A system must allow for scheduling of resources for shift workers, normal shift, emergency shifts, etc. Allow for calculations of total hours as times from the clocking system. It must show people on leave and people on training.
- The system must have a capability of a clocking module to allow personnel to indicate their clock in and clock out time which need to collate with claiming and processing of payments. (Add more information).
- The system must have automated mails to Management and clients to approve the quotes to streamline the process;
- The system must have alerts to management to approve changes/amendments on the quotes after the production has concluded;
- The system must have alerts to PC when there are errors detected on the quote, e.g. Incorrect Tax applied.
- Below is an example of a form that is filled out when a resource(personnel) is added to the Resource Management Tool.

Information required creating Resources:

Type of Contract

(Indicate with a Yes)

Permanent Employee:

Fixed Term Contractor:

Independent Contractor (Freelancer):

Intern/Trainee:

Business Unit Information

SABC Business Unit:

Department:

Cost Centre:

Personnel Information

Title: (Mr./Miss./Mrs./Ms.)

Full Names (all names as per ID and in the same order as the ID):

Name Known By:

Surname:

RSA ID Number:

Date of Birth:

Personnel No.:

Artist No.:

Job Description:

SARS Tax Reference No. (PAYE):

Gender Race:

Contact Information

Cell Phone:

Home:

Work:

E-Mail Address (work):

E-Mail Address (home):

Address

Residential:

Postal:

Next Of Kin/Family Contact

Name and Surname:

Relation:

Contact Number:

5.7 CANCELLATIONS (BR.10)

Solution needs to apply & conform to SABC cancellation policy rules depending on parameters sets (as seen below, as copied from the latest SOP):

No compensation or credit will be considered for productions from external clients cancelled outside of the 1 week (7 Days)

In the event that the client wishes to cancel, the following conditions apply. Any bookings cancelled or postponed within 48 hours - no charge is levied. 48 - 24 hours before the start of the booking - 50% of the booked time and less than 24 hours notice - 100% charge is levied of the booked time.

The client will be liable for payment of ICs confirmed for productions if these deadlines are not met.

5.8 REPORTING REQUIREMENTS (BR.11)

The system must be able to produce the following reports (These can be defined further):

- Client Reports.
- Production Reports.

- Usage of facilities reports.
- General Stats (Utilization of human resources, equipment, etc.).
- Resources Reports: The system must allow for different visualization of information, also provide dashboards;
- Report of all requests logged and processed over period
- The system should allow for accurate revenue management reporting. Also including the historic spending of clients so forecasting can be enabled, e.g. new business, dropped/decreased spending, lost business, and current business.
- The system must be able to produce a customized report that will be made available on the system (This is to allow overtime can be processed. Extracting of report with personnel. Submission to the relevant people for sign off. (automated approvals)) System must be able to do customized reports.

F: DETAILED NON-FUNCTIONAL REQUIREMENTS

1. ACCESSIBILITY (NFR.1)

The system must offer web-based and allow for accessibility on mobile devices.

2. COMPATIBILITY (NFR.2)

The system should be compatible with the current landscape of systems. (see Integration nonfunctional requirements below)

3. INTEGRATION (NFR.3)

Identified Integration points:

- Integration with SAP ERP system (To see when resources are on leave);
- Integration with Fixed Assets system (As equipment is written off/disabled/stolen/retired etc status field and added to be updated to the resource management tool);
- Integration with Active Directory (For management of User Rights and notifications).

4. BUSINESS CONTINUITY (NFR.4)

The system should offer maximum (99%) up time. Backup times should be arranged with SABC's internal teams. The Disaster Recovery site should be arranged to ensure zero-to-minimal impact and the quickest possible recovery in the event of an unforeseen incident.

Resilience guaranteed:

- No Single point of failure.
- Loss-less Content "no loss" guaranteed.
- System recovery.

5. USABILITY (NFR.5)

The system should offer ease of use to its users (i.e: Simplified menus).

6. SECURITY (NFR.6)

The system should have sufficient security levels to prevent any unauthorized entry or intrusion. All the basic security components should be addressed. (Confidentiality, Integrity and Availability).

- User rights (Privileged user access/ restrictions);

The system must comply with the SABC security policies.

7. SCALABILITY (NFR.7)

The system must be fully scalable to meet the needs of the business. (i.e.: Reports, Workflows; onboarding new business areas)

8. LOGGING AND AUDITING (NFR.8)

The system should have an audit log content entries for tracking and audit trails of content. This should meet SABC IT audit requirements in order to keep track of who is adding and/or deleting what etc.

8.1 Audit trials / reporting

- Have an administration report on audit trials.
 - Provide the ability to compile reports on statistical information on activities.
- 8.2 Auditing requirement

- User who logged and processed the request.
- System date/time of all transactions.
- Old and new value.
- Type of change applied.

9. ERROR & EXCEPTION HANDLING (NFR.9)

The system should have exception handling and be built with customized messages/Alerts when there is any sort challenges.

10. PERFORMANCE (NFR.10)

The system should be built in such a way that it allows fast response times; the total throughput time at full load (Full concurrent system use) should be less than the average and should also allow for concurrent use with no delays, bottlenecks and impact on the overall page responses.

For RFI Purposes (specify minimum requirements: network (SABC has regions across South Africa, server, etc.)

11. DATA MIGRATION (NFR.11)

There must be seamless data migration from the current system to the new system. There must be no negative business impact that will affect operations (SABC is using a system that makes use SQL database).

12. MAINTENANCE, SUPPORT AND TRAINING (NFR.12)

Training is important in the implementation of the Resource Management Tool. The following should be in place.

- Business to identify the training that will be required.
- Training/User Manuals must be supplied.

Technical Support is another critical aspect: (SLA)

- 1st line support to train the SABC's technical teams.
- 2nd line support by the vendor or service provider selected.
- Documentation of the support must be given to SABC. (For RFI Purposes: Specify what kind of documentation that will be made available).

Maintenance:

- Warrantee period with the necessary support for the first year embedded within the project delivery;
- Service Level Agreement that includes annual operational advice and technical support, software upgrades as below.
- The first-line technical support - SABC staff.
- Operational and technical support directly with the OEM (Original Equipment Manufacturer). Locally via phone or email. Working hrs;
- Future upgrades of software with working hours operation and technical accessibility, Recommended procedures or test platforms with new software or Windows patch roll- outs.
- System Software links to the "Knowledge Base" and "User Groups"; to assist the knowledge of the operational and technical staff.

6. GENERAL INFORMATION

Contact Persons for Queries

Enquiries in respect of this RFI should be addressed to the tender office at e-mail: tenderqueries@sabc.co.za

7. RFI SUBMISSION INFORMATION

SUBMISSION DETAILS:

RFI responses should be submitted to the below address.

Electronic copies may be emailed to RFPSubmissions@sabc.co.za and tenderqueries@sabc.co.za

END OF THE REQUEST FOR INFORMATION DOCUMENT