



**BID FOR THE PROCUREMENT OF A CUSTOMER BUSINESS MANAGEMENT
SYSTEM FOR DPWI AS PER SPECIFICATION FOR A PERIOD OF FIVE(5)
(SCMU5-25/26 - 0050)**

No.	Questions	Responses
1.	What are the existing departmental systems and databases that we need to integrate with? Are APIs available for those?	Please note the department also has systems that are still going to be rolled out .Thus ,our references are not exhausted ;however ,we can name a few of the systems already stated in the project documentation. Logica, Unified Communication System. IPMS(Integrated Portfolio Management Systems) For other systems that require integration, API endpoints will be provided to facilitate interaction.
2.	What versions of these applications are implemented?	The system will also need to integrate with existing Microsoft platform based departmental systems and databases for example Logica is on Microsoft suite.net and database is on Microsoft SQL database.
3.	How many agents require backup wifi/3g routers (Section 6)	5 Agents
4.	What specific offline functionality is required in the mobile app — should it cache job card data, sync updates automatically, or queue actions?	The mobile application should allow full offline data capture capability and automatic background sync when connectivity is established. Ensuring that data is not lost in the process.
5.	Do you have any security compliance requirements (e.g., ISO 27001, POPIA, GDPR) we must account for during development?	<ul style="list-style-type: none">• The system must comply with all relevant government, industry and DPSA security standards.• It should be designed with robust security measures to mitigate vulnerabilities and withstand potential cyberattacks, ensuring full adhere this will enable us to price nce to compliance with required regulations.• The system should also keep detailed log files of critical activities.
6.	What are the expected user load and concurrency requirements — especially during peak hours like mornings or emergencies?	<i>Is the question related to the number of users who will be logging calls or is it related the call centre agents? Adding is it a license related question</i>



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7.	How dynamic should feature configuration be — will admins need GUI-driven tools for changing workflows, forms, or user roles?	<ul style="list-style-type: none">The system should be highly dynamic, allowing developers to easily make changes, additions and updates to features and functionalities. Additionally, administrators should easily be able to modify workflows, forms, reports, user roles and the ability to manage user accounts without special intervention.
8.	Multifactor authentication: What methods are expected? (Section 7)	<ul style="list-style-type: none">SMS or Application
9.	What choice of languages are expected?	<ul style="list-style-type: none">SesothoAfrikaansEnglishXhosa
10.	Will you need Incorporation of omnichannel softphone support as well ?	Yes
11.	Are there any requirements for the support team to provide ongoing support within the 5 years? Nothing of the support team requirements are mentioned in the required roles. Just a follow up...Normally a support team are different from the project team . So does it mean that the project resources mentioned are required to be available over the full 5 year period	As stated in the tender document, the resources are required for the entire duration of the project. This means that they must be available throughout the entire project period. For instance, if the department needs to implement a change in the second or third year, the necessary resources must be available to perform the required tasks
12.	Will there be historical data migration from Q-Contact and Concept Evolution, and if so, can sample data structures be provided?	Sample excel data structure attached

Signature: 

Date: 15 July 2025

Initials T.S

Category	Discipline	Level of Completion	Status
HS-Electrical	Electrical		ASSIGNED
HS-Building Fabric	Chief Quantity Surveyor	0.5. First Reported	ASSIGNED
HS-Plumbing Services	General Plumbing	0.5. First Reported	ASSIGNED
HS-HVAC	Air Conditioning	0.5. First Reported	ASSIGNED

Building Code Building		Building Address	Location	Floor
211225	1. Ministerial Complex	1. Ministerial Complex, Independence avenue, Bisho ERF 21	Perimeter Wall	L000
ECDPW078	Coral Beach Estate	10 Ocean View Terrace, Coral Beach Estate	Bedroom	L000
ECDPW078	Coral Beach Estate	10 Ocean View Terrace, Coral Beach Estate	Study	L000
211219	11. Ministerial Complex	11. Ministerial Complex, Independence avenue, Bisho. ERF 15	Patio	L000