

**SECTION 2.1 SPECIFICATIONS**

**2.1.1 Specifications**

The Hessequa Municipality requires:

	Comply YES/NO	Page to Reference
2.1.1 The Information Management System that is proposed should be able to provide the following functionality:		
2.1.1.1 The proposed solution should be modular and be able to be procured as a scalable, integrated group of solutions.		
2.1.1.2 The service should clearly identify any inter-dependencies between modules that exist based upon functionality, if needed.		
2.1.1.3 Duration period of the proposed contract will be <b>01 July 2024 – 30 June 2027</b> .		

The information requested from bidders in this tender has been identified by the Municipality as necessary so that the commitment, capability, suitability and capacity of the bidders can be evaluated.

**Bidders will comply with the following requirements:**

**2.1.2 The solution must be able to include the following information flow functionality as part of the proposed solution (summary of component details) with A being the principal requirement and B as optional evaluated: (20 Points)**

	Comply YES/NO	Page to Reference
<p>A Municipal Performance Management Information System</p> <ol style="list-style-type: none"> <li>1. Organisational Performance (inclusive of Municipal SDBIP Information for compliance with basic financial and non-financial reporting requirements in Local Government)</li> <li>2. Individual Performance Information that can be captured from Job Descriptions / general database of generic tasks (<i>Optional – Please provide pricing accordingly if not included in principal component/module</i>)</li> <li>3. Detailed Reporting &amp; Reminders Functionality</li> <li>4. Reports should be able to summarise performance information over periods (Quarterly, mid-year, annual) to reflect various calculation methods, as configured in performance indicator setup, to sum / average / highest value / last value / separate, etc.</li> <li>5. Ability to capture information (Actuals, performance comments) via user input, inclusive of document attachments.</li> <li>6. Standard functionality to manage user access based on timeframes / set due dates – Auto closure / cut-off date controls</li> <li>7. Automated status quo reports at set intervals</li> </ol>		

B	Municipal Legislation Monitoring/Reporting System (Optional) <ol style="list-style-type: none"> <li>1. Functionality to monitor compliance with Municipal Financial Management Act, Municipal Systems Act and applicable regulations as a minimum</li> <li>2. MFMA Circular 88 Reporting functionality</li> <li>3. Audit Actions Functionality (Document attachments / Portfolio of Evidence / etc.)</li> <li>4. Detailed Reporting &amp; Reminders Functionality</li> <li>5. Ability to capture information via user input, inclusive of document attachments</li> </ol>		
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**2.1.3 General specifications required, applicable to complete solution proposed:**

User Access Control with security measures to reflect best practice in terms of:		Comply YES/NO	Page to Reference
1A	User administration and rights control		
1B	Password strength, minimum 8 characters, Upper/Lowercase, Special Characters, Alpha-numeric		
1C	Password Frequency: (Hessequa policy requires 30days)		
1D	Full user activity audit logs		
Information security and Disaster recovery:		Comply YES/NO	Page to Reference
2A	Identify if solution is locally hosted / cloud(internet) based		
2B	In any event of system failure be able to be restore information from a scheduled backup routine		
2C	Solution proposal should provide full detail of backup and recovery information in the form of backup cycles and recovery timeframes in the event of solution failure.		

**2.1.4 The service provider should, as attachment/annexure to the bid, include a proposed Service Level Agreement that contains at least:**

		Comply YES/NO	Page to Reference
A	Support timeframes provided by the solution provider with support response of at least 48hours		

Initials of Service Provider's Authority: .....

B	Procedures for reporting of support requests		
C	Billing procedures		
D	Dispute resolution procedures		

**2.1.5 Company experience and mSCOA integration**

<u>Schedule</u>	COMPLY YES/NO	Page to Reference
a) Experience of company in providing services to local government management relating to Compliance, Performance, Risk and Internal Audit functions (5 points)		
b) Existing application of provided solution in local government (5 points)		
c) Experience of integrating proposed solution with other municipal solutions relating to mSCOA. Specific references to existing Solar financial systems integration will be considered as priority (5 points)		

**2.1.6 Protection of Personal Information Act (POPI) Acknowledgment – Comply Yes/No**

<u>Schedule</u>	COMPLY YES/NO	Page to Reference
<p>All bidders must indicate as part of their submission recognise the implications of the POPI Act as applicable to the nature of the tender. The following components are to be recognised:</p> <ul style="list-style-type: none"> <li>• Ownership of Data</li> <li>• Sole discretion for access to data from service provider employees and/or third parties</li> <li>• “Hand-over” procedure and media of data/information after the contract has expired</li> </ul>		