



16 April 2024

REF: CLARIFICATION NO: 1

RFB NO: 053/ 2023/EWSS/BPM/RFB

**APPOINTMENT OF SERVICE PROVIDERS FOR THE PROVISION BUSINESS PROCESS MANAGEMENT TOOL FOR A PERIOD OF 36 MONTHS**

Dear Bidder,

TCTA acknowledges receipt of the Requests for Clarification listed below. The applicable response to each request for clarification is provided in the attached table under each item.

#	Clarification	TCTA's response
1.	This is a very serious request but there seems to be only 2 users to be allocated the responsibility of working on this system, is this accurate?	Accurate. We seek 2 licenses for 2 users to utilise the BPM Tool.
2.	Please advise how many users will require access to the system in total, as our solution requires users to have licences to the front end of the solution to access and solution	We seek 2 licenses for 2 users to utilise the BPM Tool.

Yours faithfully

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**Azwianewi Nelwamondo**  
**Senior Manager: Supply Chain Management**