

Sasria SOC Limited

Human Capital Management system

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REQUEST FOR INFORMATION (RFI)

07 June 2024

To: Prospective Service Providers

Ref: **RFI- 2024/15**

Sasria SOC Limited hereby invites suitably qualified service providers to provide information with regard to the Human Capital Management system. Based on the responses to the questions and the requested requirements in the RFI document, Sasria SOC Ltd ("Sasria") will decide on the process going forward.

1. BACKGROUND

The People Management division in Sasria consists of Human Capital Operations, the Centre of Excellence, Facilities, and Corporate Social Investment. The functions, namely Human Capital Operations and the Center of Excellence currently face challenges due to manual processes and disintegrated systems, resulting in operational inefficiencies. To address these issues and better serve Sasria's growing workforce, the People Management division requires a digitalized System – Human Capital Management System that will be used by all 178 internal employees.

2. OBJECTIVE OF THIS REQUEST FOR INFORMATION (RFI)

In building the Human Capital Management System, we require the following information, but not limited to:

- Implementation Approach
- Cost and effort estimates
- Architecture of the solution
- Hosting options
- Infrastructure and hardware requirements
- Roadmap

3. THE CURRENT SITUATION

The processes within the People Management are performed using multiple systems (Neptune, Onboarder, Payspace, Microsoft D365 Finance and Operations and Sharepoint) and others are manually performed. There is a need for the Human Capital function to operate in an integrated and centralized manner to deliver optimal value to its end users - the employees. The decentralized, disintegrated, and manual interventions within the function have led to limited ability to generate comprehensive data-driven insights, essential to effective talent management processes, in particular with reference to employee development, deployment and performance. The effect of this inadequacy is the compromised provision of integrated and comprehensive services to the employees of the organization.

The below picture shows the processes and the activities performed on systems and manually. These also form part of the scope of this project.

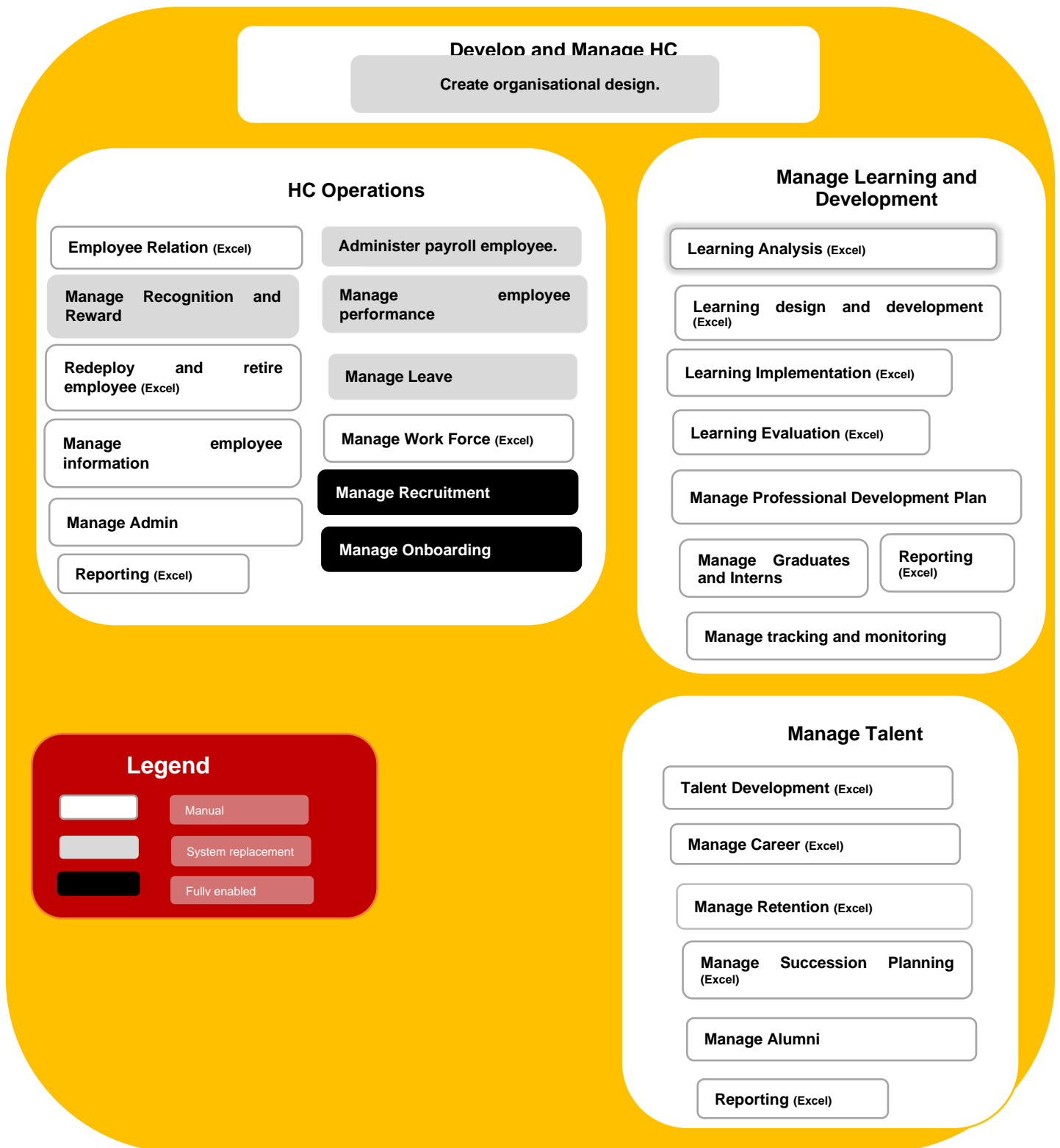


Figure 1 : Human Capital Processes

BUSINESS PROBLEMS

The following are the business problems identified in the above-mentioned functions and processes:

Fragmented document management

- Documents across the various functions are dispersed and stored in different places, employee information are stored in separate folders.
- Searching for a specific document is time-consuming.
- Maintaining document updates and versioning is also a challenge due to the decentralised storage.

Limited/ no data management capability

- Poor data management on various software resulting in inadequate insights to enable quality decision-making.
- Inadequate talent profiling due to dispersed information and lack of employee development history.
- Delays in generating timely compliance-related reports and compromised integrity of data provided.

Operational inefficiencies

- Key processes have too much human intervention, which poses a risk to the efficiency and the integrity of the data transmitted between various systems.
- Talent
 - Talent management relies (career planning, talent conversations, talent identification & plotting, tracking and development) on manual processes using Excel spreadsheets.
 - Manual talent plotting resulting in poor data analysis.
 - Ineffective career planning mechanisms.
- Learning and Development
 - The entire process is manual as the L&D specialist needs to consolidate and reconcile data from different systems. This is time-consuming and may result in human errors.
 - Current financial reconciliation is also manual and cumbersome.
 - Inefficient management of employee training requests and attendance.
 - Inability to measure employee training outcomes and reporting.
 - Inability to formulate an integrative employee and team development record
- Human Capital
 - The lack of integration between payroll and the leave systems, has led to manual interventions for monthly and yearly leave balance reconciliation.
 - The absence of a self-service capability limits employees and their managers to manage leave, learning, and performance on a single platform.
 - Performance management moderation process is manual with no clear audit trail

- Deficiencies in workforce management

BUSINESS OPPORTUNITIES

By implementing the Human Capital system, the organisation stands to benefit from the following:

- Reduce the risk of non-conformity with compliance regulatory matters, in particular, POPIA, Employment Equity Act, Skills Development Act, and the Skills Levies Act
- Human capital resources will gain capacity to focus on the unique operational and cultural issues.
- Users will centrally access learning and development, performance, and talent seamlessly, thus enhancing employee experience.
- Empower management with the facility and data to make timeous and informed talent decisions.
- Empower employees to monitor and manage their development in line with Sasria's talent and career development framework.
- Efficient and integrated systems.
- Enhanced monitoring and reporting.
- Accelerated decision-making resulting from available and structured data.

4. STRATEGIC OBJECTIVES

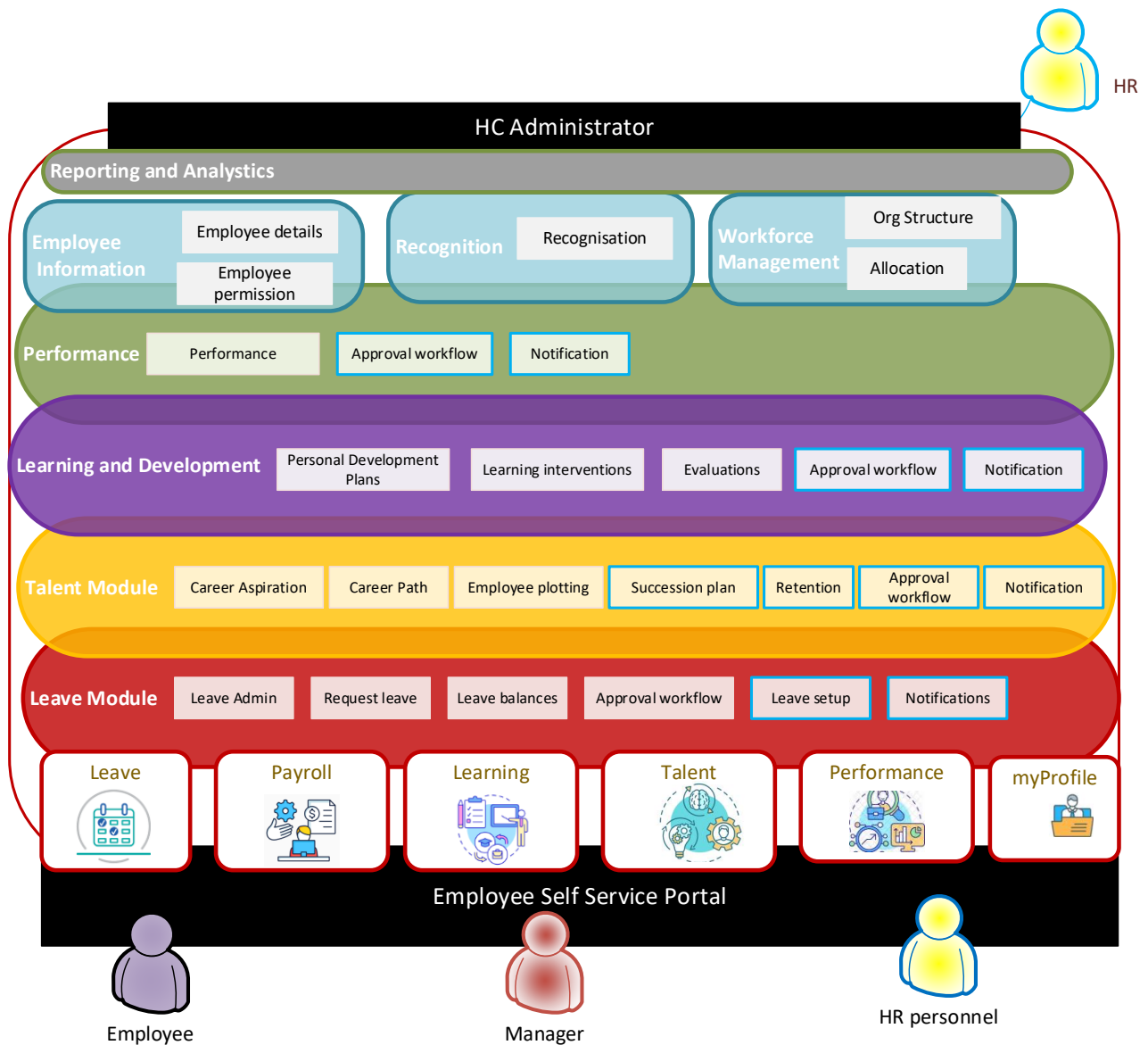
The objectives of the project are:

- Reduce manual processes by 75-85%
- Promote process and system integration across the functions.
- Improve overall business process efficiency.
- Increase data centralisation and management.
- Improve access to data for decision making purposes.
- Ensure customer-centricity.
- Reduce the complexity of multiple systems.

5. PROJECT JUSTIFICATION/REASONS

To effectively manage the growing and diverse workforce, the People Management division requires streamlined processes and integrated systems. This is essential for enhancing customer-centricity and catering to evolving business needs. To achieve this, the implementation of modern technology, self-service functionalities, integrated systems, automated processes, and business intelligence capabilities are required. This will foster the understanding of the employees and their needs, enabling the Human Capital to provide unique and comprehensive services to the employees of the organization.

6. BUSINESS REQUIREMENTS



Below are Sasria's requirements and bidders should indicate whether their system can comply or not comply with our requirements

| Requirements | | | |
|--------------|--|--------|---------------|
| No | Requirements | Comply | Do not comply |
| 1 | Does your system have the ability to manage organisational design? | | |
| 2 | Does your system have the ability to manage payroll? | | |
| 3 | Does your system have the ability to manage leave? | | |

| | | | |
|-----------|--|--|--|
| 4 | Does your system have the ability to manage employee performance cycle which includes goal setting, contracting, periodical reviews, and moderation? | | |
| 5 | Does your system have the ability to facilitate talent reviews and the succession planning process, including talent plotting, assignment to talent pools, development activities, and succession candidate readiness? | | |
| 6 | Does your system have the ability to manage career planning, conversations and development plans? | | |
| 7 | Does your system have the ability to manage workforce? | | |
| 8 | Does your system have the ability to manage learning and development, including PDP formulation and implementation? | | |
| 9 | Does your system have the ability to manage implementation of learning interventions aligned to the 70-20-10 learning model? | | |
| 10 | Does your system have the ability to manage retention of talent? | | |
| 11 | Does your system have the ability to manage a self-service portal? | | |

| | | | |
|-----------|--|--|--|
| 12 | Does your system have the ability to manage employee information? | | |
| 13 | Does your system have the the ability to manage documentation (uploading, storing and downloading)? | | |
| 14 | Does your system have the ability to generate reports and dashboards. Such performance metrics, PDP metrics, career development metrics etc? | | |
| 15 | Does your system have the data migration from old to new systems? | | |
| 16 | Does your system have the ability to integrate with other systems especially our current system listed above? | | |
| | Name of system | | |

NB: Please provide an indication of the costing of the system

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7. Method Delivery

The closing date and time for the submission of bids is 28 June 2024 at 12h00PM. Bidders should click on this link <https://procurement.sasria.co.za/> to be able to register on the Sasria' Online Tender Portal on or before the closing date and time in order to submit their proposals. Bidders should follow the system prompts and submit all schedules to the Online Tender Portal. All correspondence will be done via the Online Tender Portal. Should bidders not be able to register, they should send the email to Procurement@sasria.co.za for assistance. It is the bidder's responsibility to familiarise with our Online Tender Portal well before the tender

close.

It is the bidder's responsibility to ensure that the bid is submitted as directed above and that the submission is received by Sasria before the closing date and time. Therefore, bidders are advised to allow adequate time for submission of bids through Sasria Online Tender Portal to mitigate against any possible technical challenges, which may result in delays in submission of bid responses.

Please note that Sasria Online Tender Portal is configured to receive electronic documents of maximum size of 4MB per file and each Schedule is limited to 30MB. The bidder will not be able to submit a bid unless all four (4) Schedules are completed.

Sasria will not enter into any negotiations regarding bids that could not be submitted on time through the Sasria Online Tender Portal. Sasria will take no responsibility for failure by the bidder to submit their bid response on time due to technical challenges of any sort.

8. Correctness

While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, bidders must form their own conclusions about the Systems needed to meet the requirements set out in this RFI.

9. Contractual Commitment

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written agreement has been executed by or on behalf of Sasria. Any notification of preferred service provider status by Sasria shall not give rise to any enforceable rights by the service provider. Sasria may cancel this RFI any time prior to the formal written agreement being executed by or on behalf of Sasria.

Sasria reserves the right at its sole discretion, and at any time, to amend, deviate from, postpone, discontinue or terminate the transaction/procurement process without incurring any liability whatsoever to any other party.

10. Documentation Required

The request for information shall also include:

- To be registered on the National Treasury Centralized Supplier Database (CSD) - report.
- Company Profile of the bidder indicating how their system can meet Sasria's requirements above.
- Pricing Schedule – to allow Sasria to understand the costing elements of the system.

Failure to provide the above documentation will result in the company not to be invited to participate in the procurement process.

11. Submission Format

The Request for Information documentation and all written material and attachments must be submitted in English. All price values must be stated in South African Rand values (VAT Excl.).

12. Queries and Clarifications

Any additional information required which is not clarified in the specifications must be addressed in writing to (procurement@sasria.co.za), by **12:00** on **Friday 21 June 2024**. Additional information may be provided at Sasria's discretion, who reserves the right to provide the same information to all other interested parties, should this enhance the submission.

13. Proposal Costs

All costs and expenses incurred by the Service Provider relating to their participation in, and preparation of this request for information process shall be borne by the Service Provider exclusively.

IMPORTANT NOTES

- Please note that this enquiry is a **Request for Information** only and does not constitute a guarantee of business, or an agreement.
- This RFI is a stand-alone information gathering and market-testing exercise, intended only to inform and assist Sasria's further decisions.
- Sasria reserves the right not to proceed with any further engagement on the requirements presented.

We look forward to receipt of your response.

Yours Faithfully

Procurement Department