RESPONSES TO THE CLARITY SEEKING QUESTIONS

<u>TENDER NUMBER:</u> TCF 03: 2023/24

<u>TENDER DESCRIPTION:</u> APPOINTMENT OF A SERVICE PROVIDER FOR PROVISIONING OF COMPEASY (CLAIMS MANAGEMENT SYSTEM) DEVELOPMENT, MAINTENANCE AND SUPPORT AT THE COMPENSATION FUND FOR A PERIOD OF FIVE (5) YEARS.

<u>ENQUIRIES AND NON COMPULSORY BRIEFING SESSION DATE:</u> 14 AUGUST 2023 @: 10H00 A.M

<u>THE FOLLOWING QUESTIONS WERE ASKED:</u>

NO	QUESTIONS	RESPONSES
1.	Since this is a service contract are you going to evaluate the CVs on the submission of the Bid document	As per page 15, (bid document), paragraph 3 says the following: "The Service provider must provide a team with adequate qualifications, certifications and experience to complete the agreed deliverable within the agreed time and costs." Do not have to submit with the Bid documents, but will verify before entering into a contract with CF.
2.	How many copies are needed with submission of the Bid document?	**1 x Original Technical** and **1 x Original Pricing:** **4 x Copies** of each proposal. In total it will be 10 as it is a 2 envelope system. **5 x Technical proposal** **5 x Pricing Proposal.**

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3.	Are the CV's not required on submission of the bid?(	Yes, only on contract.
4.	As per page 31, If you going into a JV and one of the partners has a SAP accreditation letter with 45%. Is that acceptable?	The lead must be SAP accredited. If the lead is not SAP accredited, will be disqualified.
5.	Does the Fund require data resources? They are not listed the resource in requirements.	Listed under support components on the terms of reference
6.	In reference to the tender Joint Venture Agreement, It stipulates "that the JV must clearly set out the roles and responsibilities of the lead partner and the lead partner shall be given the power of attorney to bind the other party". In case where the joint venture is between two entities, does the lead party need to be the one that is SAP Certified on the Joint Venture agreement?	The lead bidder must be SAP certified
7.	1. The Conceptual Architecture diagram on page 5 of the technical specifications (pg. 11 of 66). Can we get a legible version please. 2. Which OpenText products/version is the Fund using? Is it xECM or xECM for Government or/and other? 3. Are there any known challenges on the currently implemented modules? 4. What are the volumes of calls to the "helpdesk" and categories of calls eg; claims, access, integration	1. S4i version 1709. 2. OpenText Document Pipeline 16.2, OpenText Archive Centre 16.2 and OpenText Enterprise Scan 10.2 3. Workflows and Functional Errors. 4. The volumes fluctuate, due to SITA network and Citrix connectivity issues, average 450 – 500 calls per month 5. 13 575 6.Yes

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	5.　　How many users does the Fund currently have? 6.　　Does the Fund have internal Change Managers?	
8.	In the tender document you requested for a copy of a valid certificate or letter from SAP, however SAP does not provide a certificate with a duration of validity. Will this suffice and comply to the requirement?	The bidder must provide a copy of the valid documentation. The Fund reserves the right to verify the information provided by the bidder.
9.	I hope this email finds you well. I am writing on behalf of Consnet(Pty)Ltd, regarding the tender TCF 03: 2023/24(Provisioning of COMPEASY(Claims Management System) Development, Maintenance and Support at the Compensation Fund). We have been diligently preparing our proposal to ensure that it accurately reflects our commitment to delivering a high-quality solution in alignment with the requirements outlined in the tender documents. However, due to unforeseen challenges and complexities that have arisen during our preparation process, we kindly request an extension of the tender submission deadline. We fully understand the significance of adhering to deadlines and the impact it has on the evaluation process. Therefore, we assure you that we will make optimal use of the extended time and submit our	Extension is considered

	proposal well before the proposed extended deadline.	
10.	To ensure that we submit a complete and adequate response addressing the requirements stipulated in the tender, we would like to kindly request a 2 week submission extension to ensure that we as BCX submit a quality response to the requirements stated. This will enable us to address all requirements adequately regarding the Tender.	Extension is considered
11.	1. Which SAP Modules are currently on Support and Maintenance 2. When we implement S/4HANA, what is the preferred option of Cloud solutions, Private cloud or Public cloud 3. We would like to have a clear picture of the current architecture of the Landscape	1. User registration and Authorisation, Claims registration, Medical claims, Orthotics and Rehabilitation, Finance and Reporting (IDM, SAP S4i HANA, SAP Solution Manager, SAP Fiori Front End, SAP BW, SAP PO/PI, SAP FI) 2. Fund has not implemented a cloud solution yet. 3. Provided below
12.	Sage Informatics (PTY) ltd would like to request for a two weeks extension on the above mentioned.	Extension is considered
13.	The table in section 7.1 'Declaration of compliance" on page 34 of 66 refers to requirements in "section 8 above". There is no section 8 in the document above that table. Note: page 34 as reported by Adobe, not as printed on the footer of each page. Please confirm which pages this refers to. I currently assume it refers to chapter 6 "Scope of Work and Deliverables" starting on page 12 of 66	This refers to TECHNICAL MANDATORY REQUIREMENTS

14.	Please confirm that the SAP service provider should include medical experts in the team	The bidder is required to have access to medical experts for advice i.e clinical codes among other medical requirements from the Fund
15.	Please could you advise if CV's are required in our bid submission.	The CVs will be required at the contracting phase
16.	The table in section 6.1 "SAP skills required" requires an SAP ABAPer who is also experienced with Orthotics and Vocational rehabilitation in the line item: Medical services system engagement (pre-authorization)	Vocational Rehabilitation (Case management and Re-integration) are business processes that the bidder will need to provide support and maintenance services and requires the utilization of the indicated SAP skills. In rendering the services, the same resources can combine Pre-authorizations, RR, Orthotics and Vocational rehabilitation.
17.	Technical Mandatory Requirements: • Is there a reason why The Fund does not require an S4 HANA authorized service provider? According to SAP's requirements we have to be S4 HANA authorised to work on S4 HANA client environments. Was this intentionally not specified or perhaps an oversight. • Can we please have a Clearer diagram of The Conceptual Architecture (Page 11 of 66). Or a list of Modules or Areas to be Supported. Can we have a view of what modules are on ECC 6.0 and S4HANA, the Architecture diagram seems to be depicting that but not clear. • Which business processes or functions run on Solution Manager/GRC?	The Fund is still due to upgrade from SAP ECC6 to S4 Hana in the near future. The requirement is to assess whether the partner is SAP certified to provide the support and maintenance services and will be rated against the SAP Partner Edge Framework. Thus, either certification is acceptance from the SAP ecosystem. This will be resource utilization in rendering the services. Solution Manager Functions:

• Response Time of System/ Module (page 31/66):More clarity required on how this measure is calculated, and the expected response times in units (eg seconds) of measure. • Availability Of Support Staff (page 31/66):More clarity required on how this measured and managed. • How many other systems are there to integrate to? – have the integrations been built or is that to be costed in this response as future enhancements?	• CHARM, ITSM, System Monitoring, Test Suite, Process Management, Early watch Alert. GRC Functions: • Org Structure, Workflows and Role Management - This is the system uptime statistics. The bidder is required to demonstrate that the system is monitored daily How many other systems are there to integrate to: • ROE, SAP ECC, CRM, ICD