

Foskor Mobile App

Scope of Work

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Function/Business Unit: Foskor PTY Ltd

Executive Summary

Foskor (Pty) Ltd is a proudly South African producer of phosphates and phosphoric acid with international exposure. Foskor is the only vertically integrated phosphate producer in South Africa. From phosphate bearing ores, the operations in Phalaborwa mine and Richards Bay Acid Division process phosphate rock concentrate, which is crucial for stimulating and raising crop yields. The Richards Bay plant manufactures sulphuric acid, phosphoric acid and phosphate based granular fertilisers (MAP and DAP) by using phosphate rock as a raw material. The corporate office is situated in Midrand.

Further information about Foskor can be found at www.Foskor.co.za

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1 Approval

Approval				
Name	Role	Signature	Date	
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2 Introduction / Project Background

The Foskor Group currently utilizes mostly desktop applications for CRS requests, workflows, Isometrix, and approvals for JDE orders. There's unavailability of a centralized platform that is quickly accessible for frequently performed activities. It is for this reason that Foskor seeks to implement a company mobile app to provide quicker access to ICT services with more frequently performed functions and activities.

3 Invitation to Tender and Purpose of SOW document

This Request for Proposal (the "RFP") is an invitation by Foskor (Pty) Ltd hereafter referred to as Foskor, to prospective Tenderers to submit proposals for the provision of Mobile App Services for the FoskorGroup. The locations or sites where this service is required include, Acid Division in Richards Bay, Mining Division in Phalaborwa, and head office in Midrand.

This Scope of work, amongst others, seeks to deliver a mobile app solution. The purpose of this document is to describe the work and solution required from the Vendor to produce, implement and support the mobile app solution. This will require integration with the existing solutions.

4 Business Information (Business Context of project)

4.1 Strategic Alignment

By addressing a specific problem or idea captured in this document there is alignment with the following business strategies and goals:

- Foskor is designed to optimize cost whilst at the same time enabling a high performance culture and enhancing Foskor's change image, every aspect of our operations, facilities and premises is geared towards delivering an exceptional experience and service comparable with global leading practice.
- This platform seeks to integrate frequently used ICT services into centralized solution to speed up safety management, operations activities, procurement approvals and as well as quick management analytics for running Foskor.

4.2 Current Foskor Mobile Application

FoskorGroup currently does not have a mobile app, this will be the first one implemented.

4.3 Target stakeholders and Environment

The actual mobile app capability will be utilised by all employees of Foskor across all facilities and operations.

This solution will firstly cater for safety and operations activities by integrating Isometrix and JDE activities. Secondly, it will cover for ordinary non technical users from employee relations perspective; this is through making available service like Workflow approval, documents signing, leave management and access to payslips.

4.4 Dependencies and Risks

- AD Authentication
- VPN
- Available on Foskor Domain
- Listed as services (table)

4.5 Business Requirements

Provide Mobile App functionality for facilities of the entire Foskor Group which includes Midrand Corporate Office, Phalaborwa Mining Division and Foskor Acid Division at Richards Bay.

The main requirement is the provisioning of a comprehensive Mobile App solution to enable convenient, fast, reliable and secure access to ICT services with more frequently performed functions and activities. This platform is an integration of existing services from different systems into a centralized solution, these services are enabled by mobile capabilities from each system accordingly, it is a key requirement to enable the availability of these services into a centralized integrated applications as shown in the table below:

	A	B	C	D	E	F	G	H	I	J
1	Section	Item	Service Owner	Description	Comment	Deployment Ready?	Features/Business Rules	Technical Information		
2	1	Isometrix	Chris	capture incidents and capture inspections	The Isometrix app is already in place to capture incidents. It's used by more than 500 users. It will be upgraded for mobile capabilities as well as saving images.	available already	The app should allow users to upload images when reporting incidents.	Isometrix V4, Microsoft Azure hosted on cloud		
3	2	Approvals								
		JDE Purchase Orders	Johan Fraser	Authorized Foskor users should be able to view and approve purchase orders from JDE via the app.	The App can start with approval processes first, Ensure that the approval for requests and orders send reminders or email to those who are supposed to approve.	JDE is designed to run on either desktop or mobile application. It has the capabilities of execution on all platforms.	App controllers should be able to show orders approved on the App.	JDE 9.2, OS/SQL Database 2019 hosted internally.		
4		JDE Sales Orders	Nomsa	Authorized Foskor users should be able to view and approve sales orders from JDE via the app.	Only approval feature for Sales Orders	JDE is designed to run on either desktop or mobile application. It has the capabilities of execution on all platforms.	App controllers should be able to show orders approved on the App.	JDE 9.2, OS/SQL Database 2019 hosted internally.		

5		JDE CAM orders	Molatelo	Authorized Foskor users should be able to view and approve CAM orders from JDE via the app.	They want to approve on the move, especially when they have back to back meetings. It will be most users including GM, Snr Managers, Engineers and Maintenance Supervisors.	JDE is designed to run on either desktop or mobile application. It has the capabilities of execution on all platforms.	App controllers should be able to show orders approved on the App.	JDE 9.2, OS/SQL Database 2019 hosted internally.		
6	3	PowerBI								
		Daily Production Figures	Khomotso	Foskor users especially management should be able to view the daily production figures in the app for quicker decision making and Realtime visibility to performance. User-Defined Microsoft Power BI reports - Foskor users may request reports with section-specific KPIs which may be created in Microsoft Power BI and embedded in the app.	About five dashboards published from PowerBI should be displayed on the app.	Reports are ready, read only from PowerBI.	Read-Only from the App	PowerBI, SQL Database 2019 hosted internally.		
7		User Defined Microsoft PowerBI reports	Khomotso	Foskor users may request reports with section-specific KPIs which may be created in Microsoft PowerBI and embedded in the app.	PowerBI dashboard for KPI's will be ideal to e on the mobile app.	It will be a matter of connecting to the report with a link	Read-Only from the App			

8	4		Impressions	Dharmesh		The App already exist	available already	Impressions should be able to reflect those documents signed on the app.	
9	5		Workflows - Flowcentric	Wentzel & Chris	users should be able to use these workflow services on the mobile app, Travel, ICT Assets, Project Finance Request, and Initiate Recruitment Request.	Workflow has an App already, no one is using it, it's web based. It was tested and working fine.	available already	Flowcentric should be able to reflect requests and approvals made on Flowcentric itself and on the App. Same applies for the App.	Workflow 2019.1.1,SQL Database 2019 hosted internally.
10	6	CRS	CRS ESS Leave Application Approvals	Wentzel & Chris	Authorized Foskor users should be able to approve leave applications from CRS Employee Self Service via the app.	There's already an app tested for CRS, it caters for all HR and Payroll processes. The App is called MyWorkDay. No demo on mobile app.	available already	CRS should be able to reflect leave approved on the CRS itself and on the App. Same applies for the App	CRS 5.4.0.5,SQL Database 2019 hosted internally.
11			CRS Reports	Wentzel & Chris	Foskor users should be able: To view and download their payslips, to view and download their Tax certificates – IRPS for personal tax returns, view leave balance and leave transactions, and to view employees on leave. This reduces work for employees providing this service and printing for non-computer using employees	There's already an app tested for CRS, it caters for all HR and Payroll processes. The App is called MyWorkDay. No demo on mobile app.	available already	Read-Only from the App	CRS 5.4.0.5,SQL Database 2019 hosted internally.
12			CRS Leave Applications	Wentzel & Chris	Foskor users should be able to apply for leave using CRS via the app.	an app tested for CRS, it caters for all HR and Payroll processes. The App is called MyWorkDay. No demo on mobile app.	available already	CRS should be able to reflect leave requested the CRS itself and on the App. Same applies for the App	CRS 5.4.0.5,SQL Database 2019 hosted internally.
13	7		Service Management	Dharmesh, Johan Pretorius	Users to log calls and for the team to see/check assigned calls	Users can have a form to fill in details to log calls. Users should also view updates on calls logged. Technicians should view and update logged calls. Technicians already have an app to view, update, close calls. The App is called Service Desk Plus. It's available and Johan is using it.	available already	Service Manager should be able to reflect calls logged and closed through the app.	ManageEngine ServiceDesk Plus 14.8 Build 14810,Microsoft Azure hosted on cloud.
14	8		Security Authentication	Dharmesh	The app should use multi factor Authentication on Initial logon. It must also authenticate with AD.	The App will use multi-factor authentication. It should also automatically lock if no interaction within a minute.	Authenticate on initial logon, and re authenticate if approving orders.		Confirm AD realated, 365, VPN

13								
14	8	Security Authentication	Dharmesh	The app should use multi factor Authentication on Initial logon. It must also authenticate with AD.	The App will use multi-factor authentication. It should also automatically lock if no interaction withing a minute.	Authenticate on initial logon, and re authenticate if approving orders.		Confirm AD realated, 365, VPN
15	9	Copier Problem LogBook	Sidney	App Send email for you and minimize time spent logging one call Locate correct serial number all the time by selecting the name of the Copier affected,(automatic populate). Eliminate typing errors in emails like sending to wrong email, sending wrong serial numbers. It logs calls to Minolta and Service Desk once a job is logged from the	The App already exist	available already	It logs calls to Minolta and Service Desk once a job is logged from the App.	PowerApp,Microsoft Azure hosted on cloud
16	10	App Login Banner	Mpho & Paul	The app should ahave a popup display communication/content/message coming from communications department. The popup should prompt the user to read and close proceed using the app.	Feature from the app itself.	Feature from the app itself.	Feature from the app itself.	

- The solution must provide JDE services in a mobile solution app.
- Solution must provide specified capabilities from the systems and services above through a mobile application.
- Provide monthly reports of the app, including the functionality, maintenance, and failures.
- Provide Mobile App analytics (App performance, user behavior, etc;) and dashboards (mostly used services)
- The solution should allow its administrators to grant suitable permissions to correct users accordingly.
- The solution should allow images and videos from the utilised mobile device to be uploaded in the desired services on the app accordingly.
- The solution should allow files and portable content from the utilised mobile device to be uploaded in the desired services on the app accordingly.

4.6 Primary Objectives

- Implement a reliable Mobile Application functionality for all role players daily activities and transactions.
- Provide a Mobile App solution with capabilities to enable users to approve JDE orders, log Isometrix incidents, CRS requests (Leave, travel, ICT assets).

5 Enterprise Architecture

5.1 Enterprise Architecture framework to be used

- The new solution will comply with internal governance and external laws and regulations and will be designed to maximize user efficiency.

Application standards:

A solution or application will need to meet to the following Foscoti integration standard

- Application integration is business process-based
- Real-time integration is preferred over batch integration

Integration standards and principles:

- The integration technology standard for Foscoti (strict standards for systems, API and ERP or any that is applicable)

Security standards:

- The solution should comply with information security standard such ISO 27001/2, Open Enterprise Security Architecture (O-ESA) or SABSA or any applicable.

6 Scope of work (*Mobile App Solution*)

- Design the solution (architecture)
- Customise the solution to meet the requirements
- Test the solution
- Quality assure the solution
- Train the users on using the solution
- Deploy the solution
- Support and maintenance of the software
- Support and maintenance of Foscoti hardware if the vendor is using Foscoti hardware. The vendor may have an alternative agreement with another vendor for Foscoti hardware. This means that though Foscoti owns the hardware, they will appoint one vendor for the entire service (software) and this vendor will support the Mobile App hardware or may contract another vendor to do so.
- Support and maintenance of vendors hardware if the vendor use their own hardware

6.1 General Scope

Requirement	Description
Functional Requirements	Complete a document/sheet to indicate the fit to all the functional requirements as detailed in section 4.5. Also state if the requirement is met with the standard out of the box functionality or if it requires customisation or extra effort. Provide as much information as to how your solution will fulfil the requirement as possible.
Price	Costing must detail the following: • Software application cost (detailed per use model) • Software license cost (detailed per use model) • Implementation cost • Migration cost (indicate time and material rates per hour) • Customisation cost (indicate time and material rates per hour) • Maintenance and support cost • Training cost (detail per training options available) • Include any costs related to deliverables that need to be submitted due to project governance – reference section 7.2. • Separate costs for hardware if the vendor will not use Foskor existing hardware • Separate Foskor hardware maintenance costs if the vendor will use Foskor hardware • Separate summary of costs
Software deployment and use model	Please provide information on available deployment and use models. Where available, please indicate if you are able to deliver the following options: • On-premise • Software as a service/cloud solution • Other Detail pricing as well as license models for each of the models, where available.
License models	Provide details on license models available, e.g. fixed/named licenses and/or floating or concurrent licenses.

	Provide costing for each of the license models.
Customisation	Provide details on how the solution can be customised to meet the client's requirements without compromising the upgrade path. Describe how you would deal with requirements that are not inherently catered for as 'out-of-the-box' functionality.
Implementation	Please provide an overview (including high level steps) of the intended project management approach that you would ideally like to apply to this implementation. Please provide the anticipated timeframe and sample project plan to implement the solution. Detail all assumptions that the timelines and implementation cost is based upon.
Maintenance and Support	Please describe the process that Foskor would follow to effect post implementation support with your organisation. Indicate the nature of your back-to-back agreement with the Original Equipment Manufacturer (OEM) if your organisation is not the OEM. Indicate what is included in the Maintenance and Support costs. Indicate if you have a local support organisation in RSA or whether you have a representative in RSA. Provide information on your standard Service Level Agreements (particularly response and resolution times).
Training	Please provide an overview of the training approach and material that can be used to equip Foskor with the required knowledge to use, administer and support your solution.
Technology Roadmap	Frequency – Please provide (in table format) a list of product releases (both major and minor) over the past 3 years. Include dates, release descriptions, version numbers and related additional functionality and benefits. Future – Please provide details of future releases, where available.

References	Please supply suitable references for similar implementations (International and local). Please include: • The company name • Overview of the solution(s) and service(s) provided to the company • How long have you served the company?
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6.2 Organisational and Geographic Scope

The solution will be utilised and owned from business by various departments and operationally used for approval of orders amongst others, for Foskor operations and facilities.

6.3 Functional Scope

The required functionality has been described in Section 4.5. The high level scope is essentially:

- Ease of use
- Enhanced reporting
- Customizable to fit requirements
- Ability to accommodate high level of usage

6.4 Technical Scope

The solution must:

- Have the ability to integrate with Microsoft technologies, such as AD, SharePoint, existing Foskor or 3rd-party Applications and hardware if the vendor propose to utilise them.
- Work on standard mobile devices as well as Apple Mac devices
- Cloud solution is mostly preferred.

6.4.1 Availability, Accessibility and Support

The mobile app solution should be available 24/7 at Foskor. The administrator part of the solution should be available during business hours for all the Foskor employees whom are logged into the Foskor network with a valid Foskor network username. For administrators or superusers, the user must be a valid user within the application, with access rights based on his/her role. Response and resolution times must be negotiable with Foskor., and fixed during the front end loading of the project.

6.4.2 Information Security Aspects

The application and/or service provider must provide for the protection, privacy and confidentiality of Foskor's data:

- Protected – The information system and user's information and access privileges should be protected against abuse by other users or intruders. Refer to the Foskor Application Security Configuration framework for more details:
 - The application must allow for integration with Foskor's identity and access management processes and technologies.
 - The application must make use of Role Based Access Control to regulate and control user's access to the application and data.
 - The application must utilise multi-factor authentication for all remote access connections, cloud-based applications as well as internet facing applications.
 - The application must use encryption to implement key exchange and authenticate endpoints prior to establishing internal and external communication channels for key exchange.
 - Ensure that the new systems and/or upgraded systems have the latest malware protection installed and signature database, or it is a defined service for a Software As A Service (SaaS) solution.
 - Complete a security scan of the system and correct all significant vulnerabilities discovered before the system is delivered to the FoskorGroup and before applications are accepted and the solution is put into production.
- Accessible - users must be able to access information at all times.
 - The application must use encryption to implement key exchange and authenticate endpoints prior to establishing internal and external communication channels for key exchange. It provides integrity, authentication and confidentiality.
 - The application must be configured to make use of secure communication protocols when communicating via internal and external networks.
- Accurate – Information system must have the latest & updated information.
 - Have a change/configuration management system in place that governs the integrity of its systems and software delivered to the Foskor Group
- Authenticated – all users must be authenticated to a central system.
 - The application must allow for integration with Foskor's identity and access management processes and technologies.
 - The application must make use of Role Based Access Control to regulate and control user's access to the application and data.

- Account Management – Foskop manages information system accounts, including establishing, activating, modifying, reviewing, disabling, and removing accounts.
 - Obtain certifications or assurance that the systems is securely designed and configured prior to taking delivery for hosted solutions or cloud based solutions.
- Recoverable – resources are put back in their initial states, as running before.
 - Consideration to be given to ensure that adequate recovery procedures are in place to ensure integrity and confidentiality of Foskop information, and that Foskop data and systems configurations are backed up to Foskop's dedicated tapes/drives
- Confidential – The Confidentiality of Foskop information should be protected in accordance with the Foskop information security policy. Unauthorized disclosure should be prevented.
 - Foskop data must be stored in a separate system or database instance from data belonging to or accessed by other companies.
- Duty segregated – System admins should not be allowed to process Foskop application data and have admin access at the same time. Additionally Business app users should not be allowed access to change application system configurations.
 - The application must be configured to prevent general users from performing admin or privileged user functionality.
 - The Application's service accounts must not be implemented with more privileges than necessary for proper operation.
- Regulatory and Legislative – Ensure that consideration is given to the various legislations for cross border communications as well as Protection of Personal Information.
 - The solution must meet the relevant legislations for transferring information between the varying regions that Foskop may operate within.
- Access Enforcement – The information system enforces assigned authorizations for controlling access to the system in accordance with applicable policy
 - There will be adequate monitoring and controls to prevent external networks or systems from interfering with the operation of the service.
 - Any third party gateway between the Foskop network and external systems will be adequately secured by the use of Foskop firewalls and IPsec tunnels.
- Auditing & Logging activity & transactions – Enable Audits and Logs based on Foskop policies and standards.
 - Ensure that there are adequate provisions for the logging of events on the service to record as a minimum:

- Application audit and monitoring must be implemented.
- The application must be configured to protect audit and log information from unauthorised access, modification or deletion.
- The application must be configured to log critical application events.
- The application must automatically log critical user activity.
- All authentication actions on the application (i.e. the process of authenticating) and events must be logged, including authentication failures.

Please further refer to annexure A of the document which covers the Foskor framework.

Reliability

The solution is required to be reliable and stable to allow users to gain confidence in the application. This will facilitate continuous use of the solution.

6.4.3 Performance

The application performance must be adequate for the viewing of real-time updating of data with a concurrent user base of ± 80 users, from different geographical locations. This implies that, apart from network or severe capacity constraints that may exist, the user should be able to work on the solution and experience similar response times as is the case with all other web based solutions within his/her environment.

6.4.4 Maintenance and Support

The Vendor in supporting the service shall with regards to maintenance and support activities render as a minimum to Foskor the following:

- Implement industry standard best practices to ensure that all software and hardware is correctly configured and installed. In cases where there is more than one way to configure the service the Vendor will choose the configuration it determines to be most appropriate.
- Updating the Quality Assurance checklist in reference to Foskor governance and best practices and obtain approval from the Foskor ICT.
- Perform QA of application per installation.
- Repair and reload application after critical hardware or software failure.
- Manage licenses used and ensure Foskor is within legal license usage.
- Optimise license usage and advise Foskor of opportunities to reduce license costs.

- Create and maintain appropriate documentation for the service including, but not limited, to architecture diagrams, service diagrams, procedures, operational guides, policies, ITSC plans, configuration settings, etc.
- Provide 1st, 2nd and 3rd level end user support for the service, where possible.
- Prioritise and investigate user escalation calls.
- Plan, implement and test backups for this service.

6.4.5 Monitoring

The Vendor shall monitor the services in real time to immediately identify incidents or pending incidents (both service outages and performance) with auto call logging and notification to Foskor. The intention is to be aware of high impacting outages and performance issues before user escalation of the incident.

6.4.6 Physical Security Management

The Vendor shall perform at a minimum the following security activities:

- Define and update operational physical security policies.
- Implement operational physical security policies.
- Audit operational physical security implementations as per policy.
- Perform Security Audits on infrastructure that forms part of this service.
- Identify physical security incidents via Incident Management.

6.4.7 ITSCM Activities

The Vendor shall perform at a minimum the following ITSCM activities:

- Conduct ITSCM tests where applicable.
- Partake in Foskor's ITSCM forums as required.
- Develop ITSCM Procedures and Plans for the solution.
- Maintain existing ITSCM plans where applicable.
- Recommend and configure the technical architecture required to support Foskor's ITSCM requirements.
- Implement technical changes required to support Foskor's ITSCM requirements.

6.4.8 IMACD

The Vendor provides IMACD (Installation, Moves, Add, Change and Dispose) services as part of an inclusive in the cost of the Service.

The Vendor shall install, move, add to or change the configuration of the service at the request of Foskor at no additional cost to Foskor subject to the following clarification:

- A Foskor request for the installation or upgrade of third party software or infrastructure that is not within the agreed scope of the service may attract a cost, and the Vendor may provide Foskor with a quotation for such cost for Foskor's prior approval.

6.5 Training Scope

The Vendor is accountable for creating training content. The content may be used by the Foskor to create electronic training material, if relevant.

The Vendor is accountable for the training of five train-the trainers, training of the end users of the solution, training for super users and administrators, and where necessary, training of technical support individuals.

The following training programs (Documentation) have been identified as being required:

- Training in the use/ functionality of each software solution
- Training in the use/functionality of Control interface
- Training in configuration of all software and interfaces if available
- Training in the use of each software solution, operational
- Training documents to be packaged
- 1st and 2nd line support documents to be supplied
- Knowledge transfer to the Service teams

All the above courses will contribute to the understanding of the integration capabilities.

6.6 Change Management Scope

The Vendor is accountable to give input into the change management approach and plan. The Vendor may accountable for specific activities as per change management plan.

6.7 Project Management scope

The Foskor project manager works closely with relevant stakeholder and the vendors project manager to ensure that the relevant deliverables are identified and met. for each phase of the project. Where applicable, the Vendor's project team will interact and report into the Foskor project manager. The Foskor project manager reports to the relevant Foskor structures in Foskor.

6.8 Out of scope

When solution is on-premise, Foskor will provide the infrastructure (servers, network, security). Specifications to be provided by the Vendor. It must be understood that a cloud based solution is highly preferred.

7 Project build approach

The delivery must align to Foskor software methodology.

The project deliverables will be defined after the selection of the solution, as this is dependent on the size and complexity of the solution implementation.

7.1 Project Management & Administrative

Foskor will appoint a Project Manager to manage the project. Foskor's project manager will work with vendor's project manager or lead. Project manager will be Accountable for:

- Time keeping, output management; completion of time sheets;
- Project scoping, planning and resourcing;
- Project scheduling;
- Engineering and Business Track meetings.
- Risk and Issue assessment and tracking
- Lessons learned
- Risk assessment
- Deliverables
- Laise with vendor and Foskor Project Management Team in order to align and comply with Project governance
- Accountable for the overall success of the project

7.2 Documentation Deliverables for this Scope of Work

The delivery must align to the Foskor methodology. The key additional consideration is the solutions document and quality requirements. These include, but are not limited to, Technical design, detailed functional and technical design, architecture, UAT, data validation, process validation, business sign off and acceptance. The delivery considerations are:

All required documents as per ICT governance.

RACI:

R - Responsible

A – Accountable

C – Consult

I – Inform

We can review below:

Phase	Deliverable/Activity	Foskor	Vendor
Feasibility	Enterprise Architecture Assessment	R	C
Feasibility	Conceptual Design	C	R
Feasibility	Project Charter Draft (Pending size and complexity of project)	R	C
Feasibility	Risk Context	R	C
Feasibility	Change Management / Communication Approach	R	C
Feasibility	Milestone Project Plan (Flight Plan)	R	C
Basic Development	Update Project Charter (Finalised)	R	C
Basic Development	Functional Design Specification	C	R
Basic Development	Technical Design Specification	C	R
Basic Development	Testing Approach Definition (Unit, Integration, Regression, UAT's, Negative)	C	R
Basic Development	Service Take On	C	R
Basic Development	Disaster Recovery Plan (if applicable)	C	R
Basic Development	Detailed Project Plan (baselined)	R	C
Basic Development	Create and maintain Risk Register	R	C
Basic Development	Create and maintain Issue Register	R	C
Basic Development	Create and maintain Deliverables Register	R	C

Basic Development	Create and maintain Decision Register (if applicable)	R	C
Basic Development	Create and maintain Scope Change Register (if applicable)	R	C
Basic Development	Change Management / Communication Plan	R	C
Basic Development	Training Strategy and Approach	C	R
Execution	Testing Plans(Unit, Stress, Integration, Regression, UAT's, Negative)	C	R
Execution	Functional Design Specification (final)	C	R
Execution	Technical Design Specification (final)	C	R
Execution	Cutover/Deployment Plan	R	C
Execution	Testing Execution (Unit, Stress, Integration, Regression, Negative, UAT)	C	R
Execution	Training Plan	C	R
Execution	Training Material	C	R
Execution	Change Management / Communication Plan (finalised)	R	C
Start-Up	Testing Execution	C	R
Start-Up	Service Take On	R	C
Start-Up	Service Catalogue update	R	C
Start-Up	Project Close Out Report	R	C
Start-Up	Finalise and Close Out Decision Register	PM	PM
Start-Up	Intensive Care after Go-live concluded	R	C

Table 1: RACI ICT Governance

8 Vendors Project proposal content

The vendor's response must be provided with the minimum items as follows:

- Section 1: Detailed design showing the architecture of the solution
- Section 2: Detailed project schedule showing project duration, start date, critical dates and milestones
- Section 3: Detailed project approach
- Section 4: Fit to business/functional requirements
- Section 5: Costing
- Section 6: Service and Maintenance overview

8.1 Detailed delivery guidelines for this proposal

The pricing proposal should be structured as per below:

Project Phase				Cost (ZAR) Excl. VAT
Phase 1 - Project Planning and Initiation				
Phase 2 – Analysis & Design				
	Module			
Phase 3 - Development	JDE	Isometrix PowerBI Impressions Workflow Managengine Comms Banner	CRS	
	R	R	R	Item Total: R
Phase 4 - Internal System Test				
Phase 5 - Prepare Training Material and train				
Phase 6 - User Acceptance Testing				
Phase 7 - Cut Over and Go Live				
Phase 8 - Post Go Live Support				
Support/SLA (12 months)				
License and subscription (12 months)				
Other (specify)				
Total				

Table 2 : Pricing Proposal

Pricing for development and testing of modules should be separated as specified in the above table. All other phases may be combined.

8.2 Project plan

The Proposal must include a project plan showing the deliverables and major milestone.

This must include lead time for equipment, services, project commencement etc.

8.3 Solution pricing

The proposal is based on a fixed price Turnkey project.

The Vendors are to base their pricing structure on:

on boarding

design

build and go-live preparation

Go-live

Support and project closure.

In order to perform an effective comparison, costs should be quoted for both on-site and hosted solutions (including any operational costs); should the vendor have more than one offering.

Proposal price must contain the following sections

- Project once off costs
 - Software costs
 - Licence costs (including licensing model)
 - Resources costs / implementation costs
 - Rate per hour
 - Training costs
 - Documentation deliverables (as specified in Section 7.2)
 - Any other costs that are deemed necessary to complete the project successfully
 - Access control equipment and hardware if the vendor will not utilize existing hardware. Equipment and hardware in this scope of work exclude servers as servers are strictly offered by Foskor.
 - Support and maintenance of Foskor hardware if the vendor will utilize Foskor owned hardware
- Ongoing cost for 2 to 3 years
 - Licence fee
 - Support costs
 - Other costs

8.4 Resource Allocation-Vendor

The associated resources to be provided by the vendor together with the time/financial implication must be incorporated in the proposal.

8.5 Resource required from Foskor

The delivery would include the resources commitment required from Foskor. This would include resource skills level, time commitments and pre-requisites.

This includes hardware, software and other requirements that Foskop will need to deliver to make this project a success.

8.6 Project Methodology

The proposal must include the overall approach and unpacking thereof, inclusive of measurable milestones. This methodology need to be aligned with the Foskop software methodology or as decided by steering committee.

8.7 Quality Plan

The design and implementation must include the following considerations to maintain the quality of the project and the required deliverables:

- Review Summaries per deliverable.
- Copies of approved documents, upon review completion.
- Non-conformance reports and corresponding corrective action summaries, as required.
- The Quality plan for project is to be developed as part of the proposal.

N.B: The vendor must provide the acceptance criteria for all deliverables that they are provide to Foskop.

8.8 Training Summary Requirements

Reference Section 6.8 and the requirements detailed within the Business Requirements section of this document.

8.9 Foskop Accountabilities

The Vendor needs to specify what the Foskop retained responsibilities are to ensure a successful project delivery.

9 Document Rules and Administration

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10 Annexure A

11 Annexure B

12 Annexure C

13 Abbreviations

Abbreviation	Description
BRS	Business Requirement Statement
SLA	Service Level Agreement
UAT	User Acceptance Testing
ITSCM	IT Service Continuity Management
QA	Quality Assurance
AD	Active Directory