



Provision, Installation and Maintenance of an Integrated, Automated End-To-End Supply Chain Management System **Non-Compulsory Briefing – 18 November 2024**

On 18 November 2024, merSETA held a non-compulsory briefing session to address the questions, enquiries and clarifications regarding the advertised tender of the above-mentioned.

The following are the questions raised during the briefing session with answers:

1. **With regards to cloud readiness of GP 2018 Microsoft Dynamics GP2018. You mentioned APIs will be cloud ready, I just want to confirm that your Microsoft Dynamics GP2018 is ready, that it is accessible from a cloud-based solution. Is that correct?**

Response:

Yes, it is currently running on Azure.

2. **You've mentioned 12 administrators, just want to confirm does 12 administrators mentioned in the briefing session is SCM administrators and not system administrators? Do you require any system administrators or user profile management or so that we need to include into the licensing costing?**

Response:

Yes, the 12 is the SCM administrators, but you can list any other ICT system administrators, maybe for configuring or setting up of workflow. You can include it there on the other additional costs.

3. **What is your requirements with regards to support by the estimation of hours per month?**

Response:

It's going to be dependent on the actual implementation itself.
We know that within the first year or the 1st 18 months because we are really implementing. The hours might be very high, so let's just use an estimate of 40 hours per month so that there's a ballpark figure that then can be utilized for maintenance and support. It might increase, it might decrease depending on which phase we are on, but we assume that maybe 40-40 hours a month might assist.

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***The document shall be revised at least 12 months before the next revision date or as per merSETA organisational and operational changes**

4. merSETA indicates that a project plan must be provided, what level of details must be provided on a project plan? Do you want a flight plan of the project indicating the time frames per phase? or do you want more detail to that?

Response:

Phased approach. for example, with each functionality you would say you estimate that inventory might start in Jan next year up until mid Feb. That's the level you don't want it at activity level at this point.

5. Do you require any automation on business-to-business supplier engagement on a portal platform? You've mentioned external bidders that pertaining to RFQ's and RFPs most likely, but registered supplies for RFQ's. Do you require support with upload quotations on to your solution?

Response:

Yes, it is part of one of the requirements.

6. In terms of the pricing schedule, there's a different costing per module indicated, but there's no position for indication for cloud hosting costs, where would you like us to indicate asking costs?

Response:

On other fees, we've made provision for such.

7. merSETA mentioned dashboards to be provided, do you have any preference in a business intelligence platform? Are you utilizing something like Microsoft Power BI or ClickView or anything like that that you prefer?

Response:

No preference at this point. We would obviously utilize what compatible with the solution proposed, so if your solution is more leaning towards open source as an example so you might lean to click, we are not technology specific. If you use Azure, it might be easier to Microsoft Power BI, what whatever is proposed for as long as it meets the requirements for a supply chain.

8. With the reference to the clause 10.9 the solution must be hosted within the borders of South Africa, does this mean that the data must also reside within the borders of South Africa??

Response:

For specific reasons, we do know that that that POPIA does obviously grant through engagement with the provider and client that if they want to obviously host their data outside the borders of South Africa, an agreement can be reached in terms of that, but for our own legal preferences, we will want the data to also reside within the borders of South Africa. In the case something happens, we don't want to be dealing with various restrictions of where the data might be hosted, hence the request to have the data residing within the borders of South Africa.

9. Is there an e-mail address that questions or enquires can be sent to?

Response:

Yes, the e-mail address, tenders@merseta.org.za

10. Relating to integration, do we approach it from a middleware point to point perspective and then in addition to that, will there be a technical team assisting the integration process or is the service provider expected to do the end-to-end development testing and implementation?

Response:

It would be point to point, so that we've got the direct exchange between the two processes, you would see that there's financials that sit on Great Plains, which is our ERP that will then need to obviously frequently update and we will have technical resources from our end in terms of opening up of ports and making sure that there's no issues on the firewall, but it would be the responsibility of the bidders to obviously create those integration points as it's also been requested that you have to cost for that

11. Does merSETA have an indication of any historical contracts that need to be migrated onto the new system in terms of volumes?

Response:

Sixty (60) contracts.

12. In terms of supplier master data maintenance, I'm assuming that the system needs to integrate to your financial system to mirror or sync the supplier master in terms of the business process, do you want the supplier on boarding to happen on the new system or is the supplier onboarding happening on the on your on your ERP system?

Response:

For various reasons, we would want to obviously keep the master data on our ERP because those records have already been vetted, but with the integration of course, if there's a new supply that does not exist, there will that information will be submitted to the ERP and where the ERP approval processes where you know the bank details and everything that comes through is then stored. But we would want the maintenance of the supply master data to still remain on the ERP.

13. The target audience in Section 6 mentions 112 employees basically, the licensing however mentions 500, I know because there's obviously going to be an increase at some point, but just in terms of training those end users should just concentrate on the 112 and not the full 500?

Response:

Yes, that would be correct, the 112 will be internal merSETA users. The 500 is obviously considering that we may have to license for the bidders updating their profiles and stuff like that.

14. Will the recording be shot to allow access to Q&A?

Response:

This won't be the shared, but the question and answers during this briefing session of this non-compulsory briefing session will be uploaded on the eTender portal and the merSETA website.

15. Is there any specific reason why merSETA has re-advertised the tender since it was previously advertised?

Response:

The terms of reference was reworked on so that's why the tender was re- advertised.

16. Are public cloud solutions hosted in USA and Europe allowed?

Response:

With section 10.9, the data or even the hosting to reside within the borders of South Africa.

