



#	Document	Section	Page	Clarification	Response
1	RFP GPAA 02/2026	Section 9 – Pricing (SBD 3.3)	10	Our understanding is that the contract will be on a Time and Material basis with monthly milestone for payments based on attendance. Please confirm this understanding.	Understanding is correct. To further clarify, the GPAA follow a SDLC process where a JIRA issue / CRQ are raised for each and every change that will be required, the timesheet and invoice alignment are then based on the delivery as required to avoid that attendance only is included for payment. As mentioned in the briefing session, there will also be project based deliverables that will be required and the service provider will be engaged on the actions and time lines.
2	RFP GPAA 02/2026	Section 3.2 – Required Skills and Expertise	7	Section 3.2 lists an extensive and diverse set of competencies — Java/Spring Boot, Angular, React Native, Flutter, Kotlin, Swift, Harmony OS and others — without specifying the number of resources required per skill, or how each skill maps to a distinct role. Could GPAA clarify: (a) Which technologies are specifically used for mobile development (e.g., React Native, Flutter, Kotlin/Swift) vs. web portal (e.g., Angular, MeteorJS); (b) Whether these competencies represent separate roles or a single “full stack” resource profile expected in one person. For e.g. a FSD (full stack dev) may have React Native + Java/SpringBoot, while another may have Flutter + Java/SpringBoot. Can clarity be provided on the types of Java full stack developers required? (c) The minimum number of resources (headcount) required at contract commencement, broken down per skill/role category; (d) Whether GPAA has a separate mobile developer and a separate web developer on the current team, or one combined resource.	a) The listed technologies are all used in the maintenance and support of both the app and web versions. The technologies are used together for the services developed to interact with other applications and the core pension administration solution. Please double check on page 7 as we did not mention Kotlin/Swift and we assume you are referencing as an example. b) Please refer to section 3 where we indicate senior full stack JAVA developers are required. c) 2 senior full stack JAVA developers. d) One combined resource.
3	RFP GPAA 02/2026	Section 3.1 – Core Responsibilities	6	The RFP references “maintenance and enhancement” but does not define a tiered support model or clarify the division between GPAA’s internal ICT team and the service provider. Could GPAA confirm the intended support tier model: (a) Which support tiers fall within the service provider’s scope: • L1 – Break-fix / first-line incident response • L2 – Configuration, functional fixes • L3 – Development / enhancement / new features (b) Whether GPAA’s internal ICT team will handle L1 and L2, with the service provider responsible for L3 only; (c) Whether the service provider is expected to act as first point of contact for end-user incidents on the Self-Service App.	a) L1 to L3 including change request management. b) No, GPAA do not have internal resources responsible for self-service. c) The GPAA has a Self-Service Support mailbox and resources that will redirect any incidents that will require resolution from the service provider.
4	RFP GPAA 02/2026	Section 2 – Introduction and Background	3-5	Section 2 references multiple systems in the GPAA technology landscape (CIVPEN, PEKWA/ECM, Tax Directive, CDR, Oracle IAM, BI/Data Warehouse, Call Centre, Self-Service App) but does not clearly define which systems are within scope for the winning bidder. Could GPAA provide a complete application inventory/catalogue listing all systems the service provider is expected to support, with: (a) Technology stack and current version for each system; (b) Hosting environment: on-premise / cloud / hybrid; (c) Current operational/support status (active, in transition, end-of-life); (d) A clear indication of which systems are OUT OF SCOPE for the incoming service provider.	Section 2 is for background purposes only. The RFP is for the maintenance and support of the self-service application and web version only. The solutions architect will assist with the integration that will be required to other solutions and we do have the design documents for reference.
5	RFP GPAA 02/2026	Section 3.1 – Core Responsibilities / Section 7 – SLA Table	6 / 9	To accurately size the effort required at contract commencement, bidders need visibility into the current state of the application. Could GPAA provide the approximate volume of the current outstanding backlog, broken down by priority/severity level: (a) L1 – Critical / Showstopper: number of items and average age; (b) L2 – High priority / functional defect: number of items and average age; (c) L3 – Enhancements and new feature requests: number of items; (d) Which items the incoming service provider will be expected to inherit and resolve at contract go-live; (e) Whether the existing backlog is tracked in Jira or another tool, and will access be provided at contract commencement.	There are no current backlog on the JIRA issues for finalisation. The prioritisation of logged changes and issues are managed on a monthly basis by the Release Management and project teams to communicate the deliverables to the service provider. The service provider will be included in the process to understand best effort, timelines and delivery.
6	RFP GPAA 02/2026	Section 7 – SLA Table / Section 5 – Location	8-9	The SLA table specifies 24/7 availability for the GEPF Self-Service Web Portal and “immediate action” for production/showstopper errors, but does not specify whether the service provider must provide 24/7 on-call support coverage. Could GPAA confirm: (a) Whether the service provider is required to provide 24/7 on-call support for P1/showstopper incidents outside standard business hours (before 08:00 and after 17:00, weekends and public holidays); (b) The defined response and resolution time targets per severity level (P1, P2, P3); (c) Whether standby allowances, after-hours call-out rates, or a dedicated on-call roster are required to be included in the bidder’s pricing; (d) What constitutes a “showstopper” vs. P2/P3 — is there a formal incident classification matrix?	Reporting of non-availability happens within business hours and can be attended to as such. However, there are situations that require the service provider to attend to system issues and failures outside business hours. In short, the service provider do not need to have support available 24/7.
7	RFP GPAA 02/2026	Section 7 – SLA Table	9	The SLA table specifies 24/7 availability and “immediate action” for production errors, but does not define specific recovery objectives or penalty regimes. Could GPAA provide the detailed SLA parameters to be incorporated into the contract: (a) Recovery Time Objective (RTO) per severity level; (b) Recovery Point Objective (RPO) for data; (c) Maximum permissible unplanned downtime per month (as a % or hours); (d) Service credit or penalty regime for SLA breaches; (e) Whether the current production environment has met the 24/7 availability target over the past 12 months — and if not, the actual baseline availability.	We do not have any specific RTO’s or RPO’s for the self-service solution. We do have DEVOPS and Infrastructure Support to attend to ensure services are up and running and interaction with the service provider to resolve any outages. We have a 97% service availability with our customers.
8	RFP GPAA 02/2026	Section 5 – Location	8	Section 5 requires services to be delivered onsite at GPAA Head Office in Arcadia, Pretoria, with alternative remote arrangements subject to written approval. For approved remote/hybrid work scenarios, could GPAA confirm: (a) The remote access method that will be provisioned (e.g., VPN, Remote Desktop Protocol / RDP, Citrix Virtual Apps, Microsoft Azure Virtual Desktop); (b) Whether remote access to Development, QA and Pre-Production environments will be available to the service provider’s resources; (c) Whether GPAA-issued equipment (laptops) will be provided, or whether the service provider must supply their own devices; (d) The formal approval process and conditions under which remote work can be authorised on a regular or ad-hoc basis.	a) VPN b) The access to the different environments will be granted as required including Production for support. c) Service provider must supply and the device must comply with the GPAA security standards and policies. d) The team lead determines the physical sessions and stand ups that will be required. The requirement was specifically included to manage non-delivery, time line issues, attending physical walkthrough sessions with testers and business.
9	RFP GPAA 02/2026	Section 2.1 – CIVPEN / Section 3.2 – Required Skills	4 / 7	Section 3.2 requires the ability to “develop and maintain secure HTTP-based integrations with mainframe backend systems.” Section 2.1 describes HTTP/Web services exposed by the CIVPEN mainframe. Could GPAA clarify the exact scope of the service provider’s mainframe-facing responsibilities: (a) Is the service provider expected to maintain and support the existing HTTP/Web service integrations between the Self-Service App and the CIVPEN mainframe (Natural/Adabas/Z/OS)? (b) For new integrations requiring changes on the mainframe side — will GPAA’s internal mainframe team develop the mainframe-side API endpoints, or is the bidder expected to deliver end-to-end including mainframe components? (c) Will the service provider have documented access to mainframe API specifications and interface documentation at contract commencement?	a) Only the service integration will be required, the CIVPEN team will attend to the Natural HTTP changes on the mainframe. b) Internal mainframe team or service provider. c) API specifications are available for the services.
10	RFP GPAA 02/2026	Section 3.1 – Core Responsibilities / Section 3.5 – Deliverables	6-7	Section 3.5 requires the mobile app to function on iOS, Android, and Harmony OS, and Section 3.1 requires compatibility with the latest OS versions across major browsers. Cross-device and cross-browser testing requires either physical devices or a cloud-based device farm. Could GPAA confirm: (a) Whether GPAA will provide a licensed subscription to a cross-platform testing tool such as BrowserStack, Sauce Labs, or equivalent; (b) Whether physical test devices (iOS, Android, Harmony OS) will be made available to the service provider’s resources; (c) If neither is provided, whether the cost of test tooling and device lab access must be included in the bidder’s pricing.	a) No, the GPAA do not utilise licensed subscriptions. We do use open source testing tools. b) The GPAA TestLab have access to the required devices. c) Do not include the cost in the pricing.

11	RFP GPAA 02/2026	Section 3.1 – Core Responsibilities / Section 3.5 – Deliverables	6–7	The scope includes new development and enhancements to both the mobile app and web portal. UX/UI design and screen specifications are typically required before development commences. Could GPAA confirm: (a) Whether GPAA has an internal UX/UI design capability that will produce approved wireframes, prototypes, or design specifications for all new screens before each development sprint commences; (b) If UX/UI design responsibility falls within the service provider's scope; (c) Whether a design system, style guide, or component library currently exists for the Self-Service App; (d) Who holds final approval authority for UI/UX designs before development work begins, and what the expected turnaround time is for design approvals.	a) The service provider will be required to supply the capability. b) Yes. c) Yes. d) GPAA ICT Applications Team and business approval for the designs, look and feel, ergonomics etc.
12	RFP GPAA 02/2026	Section 2.8 – Self-Service App / Section 3 – Scope of Work	4–6	Section 2.8 confirms the self-service app was built in-house. For an effective technical assessment and onboarding plan, the incoming service provider requires access to existing technical documentation. Could GPAA confirm what documentation currently exists and will be made available at contract commencement: (a) System architecture and high-level design documents; (b) API and integration specifications (REST / SOAP / HTTP-mainframe interfaces); (c) Database schema and data model documentation; (d) Existing test packs, test scripts, and test results; (e) Operational runbooks, deployment guides, and environment setup documentation. If documentation is incomplete or unavailable – will GPAA allow a funded knowledge transfer period at contract start?	a) Yes. b) Yes. c) Yes. d) The unit testing packs no, the QA and UAT test packs are available on JIRA. e) DEVOPS and architects are responsible for the deployments and environments.
13	RFP GPAA 02/2026	Section 6 – Project Management Methodology	8	Section 6 requires adherence to GPAA's approved Project Management Framework (PRINCE2/PMBOK-aligned), but does not define how project governance will be structured in practice. Could GPAA confirm: (a) Whether GPAA will assign a dedicated Project Manager or PMO resource to oversee, coordinate, and prioritise the programme on GPAA's behalf; (b) Who is responsible for creating and obtaining sign-off on project charters; (c) Whether the service provider is expected to provide its own Project Manager as part of the proposed team (and if so, whether this is in addition to the two Senior Java Developer CVs required for evaluation); (d) Who holds formal authority to approve change requests, scope additions, and milestone sign-offs.	a) Yes. The GPAA PMO will allocate project manager. b) GPAA PMO. c) No. d) The authority is determined by the project owner, sponsor and the gates within the SDLC.
14	RFP GPAA 02/2026	Section 6 – Project Management / Section 7 – Performance Outcomes	8–9	The RFP references multiple stakeholder groups — GPAA ICT, the architecture team, the SDLC process, and the service provider — but does not define the division of responsibilities and accountabilities for key activities. Could GPAA provide, or commit to developing at contract commencement, a formal RACI matrix (Responsible / Accountable / Consulted / Informed) covering: (a) Requirements gathering and sign-off; (b) UAT coordination and formal acceptance; (c) Performance and load testing; (d) Security and penetration testing; (e) Production deployments and rollbacks; (f) Incident management and escalation; (g) Change control and release management; (h) Reporting preparation and submission.	a) GPAA BA's and Architects. b) GPAA Release Management. c) Service provider. d) Service provider (we do have independent security testing via Internal Audit etc.). e) DEVOPS. f) GPAA ICT Service Management. g) GPAA Release Management. h) Reporting requirements included in the BR5, FR5, tech specs, the reporting are then scheduled and factored into the SLA, fund reporting.
15	RFP GPAA 02/2026	Section 2 – Introduction and Background	3	Could you provide the approximate size of the codebase, including the applications in scope, the number of modules or microservices? Additionally, are any licensed AI tools currently available for use?	10 services in total for maintenance and support (can increase as required). No AI tools yet, pending approval of AI framework.
16	RFP GPAA 02/2026	Section 2 – Introduction and Background	3	How many active registered users does the GEPP Self-Service Mobile App and Web Portal currently serve? What is the average daily and peak concurrent user load?	1.3 million active members and pensioners. The user load is seasonal and depends on the services required by the members and pensioners. The concurrent peak for savings pot claims (as an example) is normally around 80k daily.
17	RFP GPAA 02/2026	Section 2.1 – CIVPEN Mainframe Integration	4	The RFP references integration with the CIVPEN mainframe (IBM Z/OS, Natural/Adabas) via HTTP/Web services. Please provide (or make available during due diligence) the count & list of APIs and services that the Self-Service app currently consumes from the mainframe. Are WSDL, Swagger, or OpenAPI specifications/an API catalogue available for bidder review?	Refer to responses above.
18	RFP GPAA 02/2026	Section 2.9 – Oracle IAM vs Keycloak	5	The RFP describes Oracle IAM in Section 2.9, while Section 3.3 lists Keycloak as a required technical competency. Are both Oracle IAM and Keycloak in simultaneous use, or has Keycloak replaced Oracle IAM for the Self-Service Mobile App and Web Portal? Please clarify the end-to-end authentication and authorisation architecture for the Self-Service platform specifically.	Keycloak is used for self-service. The end-to-end authentication architecture is available and what we can disclose is that there is integration with AD.
19	RFP GPAA 02/2026	Section 2 – Introduction and Background	5	What is the current hosting/infrastructure environment for the GEPP Self-Service Mobile App and Web Portal? Is it hosted on-premises at GPAA data centres, in a Government cloud (GovCloud/STA cloud), or on a commercial cloud platform (Azure/AWS/GCP)? Are Kubernetes and Docker already operational in the production environment? Is the same hosting expected for the target state?	On-prem for now. Kubernetes and Docker operational. The target state will be cloud.
20	RFP GPAA 02/2026	Section 2.8 – Self-Service App Background	4	The RFP states the client self-service app 'was built in-house and is in the process of being expanded.' Please provide a list of features/modules already live on the app and portal (e.g., member balance enquiry, benefit claims submission, address updates, statement downloads) versus features still under development or planned for the new contract period.	The information will be shared at due diligence stage.
21	RFP GPAA 02/2026	Section 3.1 – Core Responsibilities	6	Please provide the current backlog of open defects, enhancement requests, and pending BAU tasks for the Self-Service Mobile App and Web Portal. This will allow bidders to accurately assess the required capacity, resource mix, and to price the service competitively.	Refer to responses above.
22	RFP GPAA 02/2026	Section 3.1 – Core Responsibilities	6	Is there a current/incumbent service provider responsible for the GEPP Self-Service Mobile App and Web Portal? If so: (a) Will there be a formal, funded knowledge transfer and handover period before the new contract commences? (b) What is the expected handover duration? (c) Will existing source code, technical documentation, and test artefacts be made available to the incoming service provider before Day 1?	a) The GPAA permanent staff will be responsible for the handing over. b) Will be determined based on the appointed service provider CV and alignment of skills. c) No.
23	RFP GPAA 02/2026	Section 3.2 – Required Skills (HarmonyOS)	6	Section 3.2 lists HarmonyOS alongside iOS and Android as a current platform requirement. Please clarify: (a) Has a HarmonyOS version of the GEPP Self-Service app already been developed and is live, or is this a greenfield build the incoming service provider must deliver? (b) What is the approximate current user base split across iOS, Android, and HarmonyOS?	a) Yes. b) 45% Android, 25% Harmony, 30% iOS.
24	RFP GPAA 02/2026	Section 3.3 – Technical Competencies	7	Please provide the specific versions of the following technologies currently in use on the GEPP Self-Service platform: Java (JDK), Spring Boot, Hibernate/JPA, Angular, Node.js, Oracle DB, Kubernetes, Docker, Keycloak, Jenkins, RabbitMQ, and Maven. Knowing current versions is necessary for bidders to assess upgrade risk, compatibility, and resource skill requirements.	Only Angular and JAVA are not on the latest versions that will require upgrades. The remainder are kept up to date by the current service provider.
25	RFP GPAA 02/2026	Section 3.3 – Technical Competencies (Git)	7	The RFP lists 'Git', 'GitHub/GitLab' as a technical competency but does not specify which platform GPAA uses. Please confirm: (a) Which specific Git repository platform (GitHub Enterprise, GitLab, Azure DevOps, Bitbucket) does GPAA currently use? (b) What branching/release strategy (e.g., GitFlow, trunk-based) is followed? (c) Will the service provider be granted full repository access - including commit history and all branches - from Day 1 of the contract?	a) Bitbucket. b) Gitflow. c) Yes.
26	RFP GPAA 02/2026	Section 3.3 – Technical Competencies (RabbitMQ)	7	RabbitMQ is listed as a required technical competency. Please define the service provider's expected scope of responsibility: Is this limited to application-level message production and consumption, or does it also include RabbitMQ broker administration, cluster monitoring, queue/exchange configuration, and capacity management?	Only messaging and queue/exchange.
27	RFP GPAA 02/2026	Section 3.3 – Technical Competencies (NEXUS/IntelliJ)	7	Regarding tooling: (a) Is the Sonatype NEXUS artifact repository already set up and managed by GPAA, or is the service provider expected to establish and manage it? (b) Are IntelliJ IDEA licences provided by GPAA, or must the service provider procure them for deployed resources?	a) Repository in progress and will be required to complete and manage. b) No, service provider to procure.

28	RFP GPAA 02/2026	Section 3.3 – Technical Competencies (Google Analytics)	7	Google Analytics is listed as a required technical competency. Please clarify: (a) Is Google Analytics already integrated into the current Self-Service platform, or is integration a deliverable of this contract? (b) Who owns and manages the GPAA Google Analytics account? (c) What is the expected reporting scope - standard dashboards or customised analytical reports?	a) Yes. b) GPAA DEVOPS. c) We have existing reports required as per the SLA with our customers. The reports will be available on day 1.
29	RFP GPAA 02/2026	Section 3.5 – Deliverables (SLA / High Availability)	7	The SLA table specifies '24/7 Availability' but does not define an uptime percentage target. Please confirm: (a) What is the minimum acceptable uptime percentage (e.g., 99.9%, 99.5%)? (b) What is the permissible planned maintenance window duration and required advance notice period? (c) How will uptime be measured and reported - by GPAA's own monitoring tools or by the service provider?	Refer to responses above. Uptime determined with existing report prepared for SLA and other reporting.
30	RFP GPAA 02/2026	Section 3.5 – Deliverables (Jira / Test Packs)	7	The deliverables require test packs to be compiled and uploaded to Jira. Please confirm: (a) Does GPAA own, host, and manage the Jira instance, or must the service provider procure it? (b) What Jira project(s)/boards are currently in use for the Self-Service platform? (c) What test management plugin/tool is expected alongside Jira (e.g., Zephyr Scale, Xray)?	a) GPAA host and manage. b) We have the JIRA dash board for the project. c) No tool expected.
31	RFP GPAA 02/2026	Section 3.5 – Deliverables (Jira / Test Packs)	7	Since the requirement is for Developers, will GPAA be providing its teams for product owners, business analysts, functional testing (SIT, UAT), Performance tests, Security Tests, UX design, Infrastructure Provisioning and PMO?	Yes, refer to MATRIX response.
32	RFP GPAA 02/2026	Section 3.5 – Deliverables (Knowledge Transfer)	7	Knowledge transfer to the internal GPAA team is listed as a deliverable. Please describe: (a) The current size and technical skill level of GPAA's internal team who will receive the knowledge transfer. (b) Whether formal training sessions, structured documentation, or both are expected. (c) Whether specific knowledge transfer milestones and a formal sign-off process are required, particularly at contract end.	a) Not established and in progress. b) Both. c) Yes, will be contractually confirmed.
33	RFP GPAA 02/2026	Section 4 – Duration (Early Termination / Convenience)	8	What would be the notice period provided by GPAA to the vendor in case of releasing a Developer who has been onboarded to the program?	Will be contractually determined.
34	RFP GPAA 02/2026	Section 6 – Project Management Methodology	8	Section 6 prescribes a waterfall methodology, yet Section 3.3 lists Jira as a required tool (typically used for Agile/Scrum). Please clarify: (a) Are BAU/maintenance activities managed via an Agile approach (Sprints or Kanban on Jira) while new project work follows a waterfall methodology? (b) What is the governance process for sprint planning, change request approval, and production release sign-off?	a) Waterfall methodology used for both. The Agile approach is used when we combine dev, QA and UAT efforts for small deployments. b) GPAA do have a CAB for the required planning and as mentioned above the prioritisation committee determines the deliverables.
35	RFP GPAA 02/2026	Section 6 – Project Management (GPAA BA/PM Involvement)	8	Will GPAA provide dedicated internal resources - such as a Project Manager and/or Business Analyst - to work alongside the service provider's team? What is GPAA's expected involvement in daily/weekly delivery activities, requirements gathering, testing sign-off, and change advisory board (CAB) decisions?	As per responses above.
36	RFP GPAA 02/2026	Section 7 – SLA (Incident Severity Definitions & MTTR)	8	The SLA table specifies 'immediate action' for production/showstopper errors but does not define severity levels or time-bound resolution targets. Please define: (a) What is the target Mean Time To Restore (MTTR) for P1/showstopper incidents? (b) What are the agreed response and resolution SLAs for P2 (major) and P3 (minor) incidents? (c) Is there a GPAA ITSM/ticketing tool (e.g., ServiceNow) the service provider must use for incident logging, tracking, and reporting?	The incident resolution is determined by the service management team and the impact on the production users. c) We utilise Remedy as hosted by SITA
37	RFP GPAA 02/2026	Section 7 – SLA (After-Hours On-Call)	8	The SLA requires 24/7 availability including weekends and public holidays. Does GPAA expect the service provider to maintain a formal on-call/standby roster for after-hours incident response? If so, will separate standby and call-out rates be accommodated in the pricing schedule (SBD 3.3)?	As per responses above. The additional rates will not be required.
38	RFP GPAA 02/2026	Section 7 – SLA (Penalties for Availability Breach)	8	GCC Clause 22 provides a general penalty mechanism (at prime interest rate) for delays in delivery. Please clarify whether specific financial penalties or service credits apply specifically for SLA availability breaches (e.g., downtime exceeding the agreed uptime threshold). If so: (a) What is the penalty calculation formula for availability SLA breaches? (b) What is the measurement period (monthly/quarterly) and breach threshold before penalties apply? (c) What are the grounds for contract termination due to repeated SLA failures?	Will be determined at contract phase.
39	RFP GPAA 02/2026	Section 7 – SLA (Penalties for Availability Breach)	8	Will the same developers be working on both maintenance and development/enhancements OR will they be part of different teams?	Same developers.
40	RFP GPAA 02/2026	Section 8 – Submission Instructions (Document Organisation)	9	Section 2.13.6 and Section 8.7 establish a two-envelope system (Technical Proposal and Financial/Pricing Proposal as separate uploads on the eTender portal). Please clarify: (a) Within the Technical Proposal envelope, should all required documents (SBD 1, SBD 4, SBD 6.1, CVs, reference letters, methodology, company experience template) be merged into one single PDF, or uploaded as individual files? (b) Are there file size limits or specific file format requirements on the eTender portal? (c) What file naming conventions does GPAA require?	The following document fields have been created on the eTender Portal for uploads: Company Profile Proposal – Description of Solution Pricing Schedule (including SBD 6.1) Proposal Phase 1 Proposal Phase 2
41	RFP GPAA 02/2026	Section 10.1 – Mandatory Criteria (SITA RFB 1183)	10	The mandatory criterion requires SITA RFB 1183 accreditation. Please confirm: (a) Must the accreditation be active and confirmed at the time of bid submission (06 July 2026), or will conditional compliance (e.g., application submitted, awaiting confirmation) be accepted? (b) For JV/Consortium bids, must all members hold SITA RFB 1183 accreditation, or is it sufficient for the lead partner only?	a) Yes. b) Lead partner only as we will have one service provider.
42	RFP GPAA 02/2026	Section 10.2 – Rated Criteria (Company Experience - Industry Sector)	11	Criterion 1 evaluates company experience in delivering self-service mobile app and web portal services. Does this require experience specifically within the pension fund or broader financial services sector, or will comparable self-service portal/app experience from other regulated industries (e.g., banking, insurance, utilities, telecommunications) also qualify for full points?	Any regulated industry.
43	RFP GPAA 02/2026	Section 10.2 – Rated Criteria (CV Submission - Post-Award Substitution)	13	Section 10.2 Criterion 3 states: 'Should the proposed CVs no longer be available at the time of award, the same calibre of CVs must be proposed for the bidder to remain acceptable.' Please clarify the post-award substitution process: (a) What notice period must the service provider give GPAA when a deployed resource becomes unavailable? (b) What approval process applies for GPAA to accept a replacement resource? (c) What constitutes 'the same calibre' - same years of experience, same technology stack, or a combination?	a) 30 days b) We follow a technical assessment and evaluation phase approach combination to ensure the RFP requirements are met. c) Same combination as required in the RFP.
44	RFP GPAA 02/2026	Section 10.2 – Rated Criteria (Reference Letters - Sector & Value)	14	Reference letters under Criterion 4 must relate to 'similar or related scope of work.' Please clarify: (a) Will reference letters from private sector clients (e.g., banking, insurance) for self-service portal/mobile app development be accepted, or are only public sector references considered? (b) Is there a minimum contract value threshold for a reference to qualify? (c) Must the referenced contract still be active, or will successfully completed contracts qualify?	a) Yes b) No contract values was specified in the RFP. c) Both active and completed will qualify.
45	RFP GPAA 02/2026	Section 11 / 12 – Due Diligence & Vetting	15	Sections 11 and 12 indicate that GPAA may conduct due diligence to verify capability, capacity, company history, financials, and directors. Please advise: (a) What specific documentation will be requested (e.g., audited financial statements for how many years, bank confirmation letters, tax clearance, insurance certificates)? (b) What is the timeline for due diligence relative to the evaluation and award process? (c) Will GPAA conduct a physical site visit to the bidder's offices?	The due diligence process, where deemed necessary, will be conducted at the discretion of GPAA to verify information submitted by bidders and to assess their ability and capacity to perform the contract. (a) The specific documentation that may be requested during due diligence will depend on the nature and scope of the verification required. GPAA reserves the right to request any information and supporting documentation it considers necessary to validate a bidder's submission. (b) The timing and extent of any due diligence activities will be determined by GPAA as part of the evaluation process and may be undertaken at any stage prior to the finalisation of the procurement process. (c) GPAA reserves the right to conduct site visits, interviews, reference checks, or any other verification activities it considers necessary. However, the nature and scope of such activities will be determined by GPAA based on the requirements of the evaluation process. Bidders should ensure that all information submitted is accurate, complete, and supported by appropriate evidence, as GPAA may verify any aspect of a bid submission during the procurement process.
46	RFP GPAA 02/2026	Annexure C – Special Conditions of Contract (SCC)	46	Please provide the complete, populated SCC as it is critical for bidders to understand and price contractual obligations and risks.	There are no Special Conditions of Contract (SCC) included in the published RFP. Any matters relating to the contract may be discussed and finalized during the contracting stage.
47	RFP GPAA 02/2026	GCC Clause 7 – Performance Security	51	GCC Clause 7.1 requires the successful bidder to furnish a performance security within 30 days of award, in 'the amount specified in the SCC.' As the SCC (Annexure C) is blank, please confirm: (a) What is the required performance security amount (e.g., a percentage of annual contract value)? (b) What acceptable form must it take - bank guarantee, insurance bond, or certified cheque? (c) For a 3+1+1-year contract, will the performance security be renewed annually or remain valid for the full initial term?	The provisions of GCC Clause 7.1 are not applicable to this RFP. While the General Conditions of Contract (GCC) make provision for a performance security where specified in the Special Conditions of Contract (SCC), GPAA has not included any SCC requirements relating to performance security in this bid. Accordingly: (a) No performance security amount has been prescribed for this RFP. (b) No form of performance security has been specified. (c) The requirement for renewal of performance security does not apply. Bidders should note that GPAA has elected not to include Special Conditions of Contract for this procurement, as the provisions contained in the GCC are considered adequate for the purposes of this RFP.

48	RFP GPAA 02/2026	GCC Clause 16 – Payment Terms & Invoice Triggers	53	GCC Clause 16.3 states payment shall be made within 30 days of invoice submission. Please clarify the invoicing mechanism for this service: (a) Will invoices be raised monthly in arrears on a fixed retainer basis, or linked to specific deliverable milestones/sign-offs? (b) What supporting documentation is required with each invoice (e.g., timesheets, progress reports, milestone sign-off)? (c) Are there payment dispute resolution procedures in the SCC?	This would be dependent on the service rendered and it will be in arrears for services rendered. The ICT business unit will assist with clarification on whether it is timesheets, progress reports, milestones of deliverables based on the requirements for business as usual (BAU) and project related work. The bottom line is that irrespective if it is work done for BAU or projects, a JIRA issue will be raised to be used in the SDLC management process and for billing when completed.
49	RFP GPAA 02/2026	General – POPIA Compliance & Security Vetting	6	The GEPP Self-Service Portal processes sensitive personal and financial data of approximately 1.85 million members. Please confirm: (a) What specific POPIA (Protection of Personal Information Act) compliance obligations will the service provider be contractually required to meet (e.g., data processing agreements, data breach notification timelines)? (b) Are personnel security clearances required for onsite resources? (c) Are penetration testing and vulnerability assessments (OWASP/SANS) part of the service scope? If so, at what frequency, and who bears the cost?	a) The resource will be vetted, the GPAA will be responsible for the reporting on the breach and the service provider to determine the impact in the unlikely event of a breach. b) Yes. c) No.
50	RFP GPAA 02/2026	General – Contract Commencement & Mobilisation	8	Please confirm the expected contract commencement date. Is a mobilisation/transition-in period anticipated before full service delivery begins? If so: (a) How long is the mobilisation period, and is it funded separately? (b) What activities does GPAA expect the service provider to complete during mobilisation (e.g., environment access, tool setup, knowledge transfer from incumbent)? (c) Will the service provider be paid during the mobilisation period?	Contract commencement date not available or confirmed and will be determined by the evaluation and award process. a) Month. b) Please include as known to service provider. c) Yes.
51	RFP GPAA 02/2026	Section 7 – Environment Landscape (DEV/QA/PRE/PRD)	8	Section 7 references QA, PRE (pre-production), and PRD (production) environments for deployment. Please clarify the full environment landscape: (a) Is there a dedicated DEV environment for development and unit testing? (b) Who manages and administers each environment (GPAA IT, a separate infrastructure team, or the service provider)? (c) Will the service provider have full access (including deployment rights) to all environments from Day 1, or will deployments above DEV require GPAA approval and be executed by GPAA's own team?	a) Yes. b) Infrastructure and DEVOPS resources. c) Deployment beyond DEV done by GPAA DEVOPS team.
52	RFP GPAA 02/2026	Section 3.3 – CI/CD Pipeline (Jenkins/Kubernetes/Docker)	7	Section 3.3 lists Jenkins, Kubernetes, Docker, and Maven as required competencies. Please clarify the current state of the CI/CD pipeline for the Self-Service platform: (a) Is a fully functional CI/CD pipeline already in place (including automated build, test, and deployment to all environments), or must the incoming service provider establish or significantly improve it? (b) Who is responsible for maintaining the CI/CD infrastructure - GPAA's own DevOps team or the service provider?	a) Not fully functional and improvements can be engaged on. b) GPAA DEVOPS.
53	RFP GPAA 02/2026	Section 6 – Change / Release Management Process	8	Please describe the change and release management process for the Self-Service platform: (a) Is there a formal Change Advisory Board (CAB) or equivalent governance body that must approve production deployments? (b) What is GPAA's expected turnaround time for approving a change request or technical design document? (c) Are there release blackout periods (e.g., month-end payroll runs, pension payment cycles) during which no changes may be deployed to production?	a) Yes. b) Will be determined by release management and or the project team. c) Yes.
54	RFP GPAA 02/2026	Section 3 – Business Requirements Provision	6	For new development tasks: (a) Does GPAA have internal Business Analysts who will provide fully specified Business Requirements Specifications (BRs) to the service provider, or is requirements gathering and analysis part of the service provider's scope? (b) Who is responsible for User Acceptance Testing (UAT) - GPAA's internal business users or the service provider's QA team? (c) Who provides final sign-off on completed user stories/features before they are deployed to production?	a) Yes. b) Internal business users. c) Release Management via the CAB.
55	RFP GPAA 02/2026	Section 7 – Disaster Recovery (RTO/RPO)	8	The SLA table mandates 24/7 availability for both platforms. Please clarify the Disaster Recovery requirements: (a) Is there an existing DR strategy and tested DR plan for the GEPP Self-Service Mobile App and Web Portal? (b) What are the defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO) targets? (c) Is the service provider expected to actively participate in DR testing/failover exercises, and if so, how frequently?	a) Yes, the updated BC strategy and aligned DRP are in progress. b) Not confirmed yet. c) Yes.
56	RFP GPAA 02/2026	Section 3.3 – Code Quality Standards & Security Scanning	7	Are there specific code quality standards, static analysis, or security scanning tools that the service provider must comply with? For example: (a) Is SonarQube or an equivalent static code analysis tool in use, and are there defined quality gate thresholds (e.g., zero critical vulnerabilities) that must be met before a build can be promoted? (b) Is OWASP dependency-check or a similar security scanning tool mandatory as part of the CI/CD pipeline? (c) Are there GPAA coding standards or style guides that developers must adhere to?	a) No. b) No. c) No.
57	RFP GPAA 02/2026	7. PROJECT PERFORMANCE OUTCOMES AND MEASURES	9	If there is a downtime due to other system being down (e.g. Infra hosting issue), will the SLA be owned by that team?	Yes
58	RFP GPAA 02/2026	10.2 Phase 2 - Rated Criteria	13	Kindly confirm the counts of the CVs required as a part of the proposal	Two (2)
59	RFP GPAA 02/2026	Section 3	6	What is the current size of team members supporting the applications currently and what are their skill sets?	Two (2) and skills sets as per RFP.
60	RFP GPAA 02/2026	Section 3.5 – Deliverables	7	Is Web Content Accessibility Guidelines (WCAG 2.1 AA or higher) compliance required for the Self-Service Web Portal, to accommodate government employees and pensioners with visual or physical disabilities?	Not yet
61	RFP GPAA 02/2026	Section 7 – Deliverables	8	If there is a delay review and approval of a deliverable (e.g., technical design sign-off, test pack review), does the project timeline adjust accordingly – or does the service provider remain bound by the original agreed deadline regardless of delays from dependency?	There is a delay review and engagement on delivery if any condition result in delays.
62	RFP GPAA 02/2026	GCC Clause 11 – Insurance	51	GCC Clause 11 requires the service provider to fully insure goods/services but defers to the SCC (Annexure C is blank). Please specify required insurance types and minimum cover amounts – e.g., Professional Indemnity, Public Liability, Cyber Liability, and Fidelity guarantee.	Will be contractually determined if required, the GPAA as a government department does not have insurance.
63	RFP GPAA 02/2026	Section 5 – Location	8	If the service provider is required to travel to GPAA regional offices beyond Pretoria Head Office for workshops, UAT sessions, or deployments, will GPAA reimburse travel, accommodation, and subsistence costs? If so, what is the approved subsistence rate?	No.
64	RFP GPAA 02/2026	Section 1.3.5 – Source Code Ownership	3	Section 1.3.5 confirms all source code is owned by GPAA. What is GPAA's policy on pre-existing frameworks, tools, or IP the service provider already owns and brings to the engagement? Must these be licensed to GPAA, avoided entirely, or is a licence carve-out permitted in the contract?	The custom built source code is owned by the GPAA, the remaining value add can be discussed and agreed upon.
65	RFP GPAA 02/2026	Section 3.3 – Technical Competencies	7	What is GPAA's policy on open-source library usage? Are copyleft licences (e.g., GPL v3, AGPL) restricted given they impose reciprocal obligations on GPAA's proprietary code? Is there an approved Open Source Software (OSS) register?	We allow for open source but does not have a register yet.
66	RFP GPAA 02/2026	General – Test Data / POPIA	6	Will development and test environments contain real member personal data, or must all test data be fully anonymised or synthetic? Who is responsible for data masking – GPAA or the service provider? This is a POPIA Section 19 obligation.	Real member personal data. GPAA responsible for masking when implemented.
67	RFP GPAA 02/2026	GCC Clause 15 – Warranty	53	Is there a warranty/defect liability period for delivered features after production acceptance sign-off? If a defect is found post-acceptance, is the fix at the service provider's cost, or does it attract a change order charge as BAU? Please specify the warranty duration.	Change order as BAU and complying with the variation / deviation process.
68	RFP GPAA 02/2026	Section 5 – Location	8	Section 5 requires onsite delivery in Pretoria. Can any portion of the development work be performed by offshore or remote resources based outside Gauteng or outside South Africa? If so, what percentage is permitted and for which activities? For remote workers what is preferred method of connectivity like VPN, VDI?	Please, no off shore resources.
69	RFP GPAA 02/2026	Section 3 – Scope of Work	6	Must all deployed resources be permanently employed by the service provider? Are contract/freelance independent contractors acceptable? If contractors are used, must they individually comply with SITA RFB 1183 accreditation or Gauteng physical presence requirements?	The supply of the resources is required from the service provider.
70	RFP GPAA 02/2026	Section 12 – Vetting	15	What is the security vetting and background clearance process for resources deployed onsite at GPAA Head Office? Who administers vetting (GPAA Security, SSA, or NIA)? What is the expected lead time, and who bears the vetting cost?	Vetting done by GPAA Security unit and cost for the GPAA.
71	RFP GPAA 02/2026	Section 9 – Pricing	10	If GPAA requires surge capacity – additional resources beyond the contracted team for a large project – will a pre-agreed rate schedule (day/hourly rates per resource category) apply, or must a new procurement process be initiated each time? how much lead time will be allowed for staffing new capacity?	A new process or project will be required.
72	RFP GPAA 02/2026	Section 3.5 – Deliverables	7	What monitoring and observability tools are currently deployed for the Self-Service platform? (e.g., Grafana, Prometheus, ELK/OpenSearch, Dynatrace, New Relic, Azure Monitor). Will the service provider be expected to use, maintain, configure, or replace these tools?	Grafana and Prometheus in development for deployment, maintenance and support by the GPAA DEVOPS.
73	RFP GPAA 02/2026	Section 3.1 – Core Responsibilities	6	Are there existing operational runbooks, incident response playbooks, and system administration procedures for the Self-Service platform that will be handed over? If none exist, will the service provider be required to create these as a formal deliverable? Is there a plan for transition period from existing team to new team?	Not at the moment, requirement is in progress.
74	RFP GPAA 02/2026	Section 3.2 – Required Skills	6	Beyond CVPEN, what other third-party APIs and external systems does the Self-Service App currently integrate with? (e.g., payment gateways, SMS/OTP providers, SARS API, Department of Home Affairs, bank verification services). A full integration map is required to assess scope complexity.	The self-service application uses existing API services for all interfaces for payments etc.
75	RFP GPAA 02/2026	Section 3.5 – Deliverables	7	Who currently manages the Apple App Store and Google Play Store developer accounts for the GEPP Self-Service App? Will the incoming service provider require admin access to submit app updates and manage app versions? Who holds the iOS distribution certificates and Android signing keys?	The GEPP manages it for the GPAA. Yes the admin access will be required. The certificates and keys held by the GEPP and supported by the current service provider.
76	RFP GPAA 02/2026	Section 7 – SLA	8	What is the GPAA-approved process for emergency hotfixes that must bypass the standard Change Advisory Board (CAB) process? Is there a pre-approved Emergency Change (EC) procedure with a defined approval authority and time limit (e.g., GPAA IT Manager approval within 30 minutes)?	Yes, the CAB do allow for emergencies and can be authorised by the CIO or the ICT Applications Director.
77	RFP GPAA 02/2026	Section 3.5 – Deliverables	7	Is there an existing automated test suite (unit, integration, regression) for the Self-Service platform? What is the current code test coverage percentage? Will the test suite and CI/CD automation be handed over to the incoming service provider at contract commencement?	No automation testing. The existing CI/CD components will be handed over.
78	RFP GPAA 02/2026	Section 7 – SLA	8	What performance and load testing benchmarks must the Self-Service platform meet? Please specify: maximum API response time under peak load, maximum concurrent users, and transactions per second (TPS) targets – especially around high-traffic events like pension payment days.	We do not have any existing documented and business approved benchmarks.

79	RFP GPAA 02/2026	Section 1.3.8 – Data Warehouse Integration	3	Section 1.3.8 requires "integration with the GPAA data warehouse and reporting solutions." Please clarify scope: (a) Is this limited to consuming existing data feeds from the Oracle BI Data Warehouse (Section 2.5)? (b) Or does it include building new ETL pipelines, data marts, or BI reports as part of this contract?	The GPAA BI team is responsible for the required integration and the maintenance of the warehouse and the central data repository.
80	RFP GPAA 02/2026	Section 4 – Duration	8	Section 4 states GPAA will determine which services are "retired, continued or integrated" when the replacement system deploys. Is the Self-Service App expected to be re-integrated with the new replacement system during this contract? If yes, is this refactoring within scope or a separate procurement?	At this point, the approach is not known pending modernised solution selection.
81	RFP GPAA 02/2026	Section 3.3 – Technical Competencies	7	Is there an existing enterprise API gateway (e.g., MuleSoft, Kong, Azure API Management, WSO2) through which all integrations between the Self-Service App and backend systems are routed? Or do integrations connect directly point-to-point to each backend?	The Self-Service Infrastructure Design and Server Specifications are available (the API gateway: Spring Boot API gateway + nginx).
82	RFP GPAA 02/2026	Section 2 – Background	4	Is GPAA planning any significant architectural changes during the 3-year contract period — such as cloud migration, containerisation of on-premises workloads, or introduction of a service mesh — that the Self-Service App team will need to align with and support?	Cloud migration is in planning phase with SITA with some difficulties we need to attend to. It will however happen within the next 3 years.
83	RFP GPAA 02/2026	Section 4 – Duration	8	What are the exit management obligations at contract end? Is the service provider required to: (a) Produce a formal Transition-Out Pack (full documentation, architecture diagrams, runbooks, credential handover schedule)? (b) Provide an active transition support period alongside the incoming provider — if so, for how long and at whose cost?	Will be contractually determined if required.
84	RFP GPAA 02/2026	GCC Clause 23 – Termination	55	GCC Clause 23 covers termination for default and Clause 26 for insolvency — but neither provides for mutual/convenience termination. What is the process and notice period if GPAA and the service provider agree to end the contract early outside of default or insolvency scenarios?	This can be addressed under special conditions of contract at the time of contract negotiation stage in consultation with our Legal Services BU
85	RFP GPAA 02/2026	Section 6 – Project Management	8	Is there a Steering Committee, Programme Board, or EXCO-level governance body that the service provider must present progress reports to? What is the meeting cadence, and what seniority of service provider representation is expected (e.g., Account Director, Delivery Manager)?	The GPAA has the GPAA permanent leads that will be responsible for the reporting into the different governance structures and committees.
86	RFP GPAA 02/2026	Section 7 – Performance Outcomes	8	Are there prescribed templates for weekly, monthly, and quarterly progress reports? If so, please share the templates. If not, will the service provider's own format be accepted, subject to GPAA approval at contract commencement?	Subject to contract commencement.

SBD 6.1 Must be uploaded with the pricing schedule