REQUEST FOR INFORMATION

RFI NO: RFI/IT/2023/5

RFI TITLE: Request for Information on how to manage the broadcasting resources for the SABC.

RFI OBJECTIVE: This RFI calls for request for information to determine whether a product exists in the market that perform the procedures, processes / workflows and tasks currently processed and managed by the current Resource Management Software system in the organization.

This project will enable the SABC to determine, plan and budget for the replacement of the current infrastructure. The main goal for this project is to ensure that all resource allocation and management within the organisation is structured, centralized and properly managed.

RFI documents are obtainable from **02nd of August 2023** from the following websites:

- **Government E-Portal http://www.etenders.gov.za**
- **SABC Website http://www.sabc.co.za/sabc/tenders**

Closing Date: 30th of August 2023 at 12H00

For enquiries: E-mail: tenderqueries@sabc.co.za

SOUTH AFRICAN BROADCASTING SABC SOC LIMITED

("The SABC")

REQUEST FOR INFORMATION (RFI)

RFI NUMBER: RFI/IT/2023/5	
RFI TITLE: Request for Information on how to manage the broadcasting resources for the SABC	

EXPECTED TIME FRAME

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	**02nd of August 2023**
RFI Available from	**Government E-Portal http://www.etenders.gov.za** **SABC Website http://www.sabc.co.za/sabc/tenders**
Briefing Session	**N/A**
RFI Closing Date and Time	**30th of August 2023 at 12H00**
Contact details for any questions or queries	**Nombulelo Ntozini NtoziniN@sabc.co.za**

The SABC retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

PHYSICAL SUBMISSIONS: SABC's Tender Box
SABC Office
Radio park
Henley Road; Auckland Park
Johannesburg

OR

Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to RFPSubmissions@sabc.co.za, please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.

Submissions can also be made physically to the tender box at the above-mentioned address.

PDF Documents will be available on the SABC Website and Government e-portal.

Please note that this is a Request For Information and not a Request For Proposal. No award will be made from this request.

REQUEST FOR INFORMATION:

1. DEFINITIONS

1.1 “**RFI**” - a request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.

1.2 “**RFI response**” - a written response in a prescribed form in response to an RFI.

1.3 “**Hosting Partners**” - companies who entered into an agreement with SABC LOC in the areas of application management; application hosting, application service provision, and marketplace hosting are incorporated in this category.

1.4 “**Respondent**” – any person (natural or juristic) who forwards an acceptable RFI in response to this RFI with the intention of being the main contractor should the RFI be awarded to him.

2. CONFIDENTIALITY

All information related to this request for information both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the SABC, written approval to divulge such information will have to be obtained from SABC.

The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI. Respondents must ensure that: access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This RFI remains at all times the property of the SABC. No rights other than as provided in this RFI and in respect of the confidential information are granted or conveyed to bidder/s

NAME OF Respondent: ____

PHYSICAL ADDRESS: ____

____

Respondent's contact person:

Name : ___________________________________

Telephone : ______________________________

Mobile : _________________________________

Fax.: ___________________________________

E-mail address: ___________________________

3. THE MANNER OF SUBMISSION OF THE RFI

3.1 Respondent shall submit RFI response in accordance with the prescribed manner of submissions as specified below.

3.2 Respondent shall submit one (1) electronic copy. Electronic copies may be e-mailed to: RFPSubmissions@sabc.co.za and tenderqueries@sabc.co.za

3.3 All additions to the information documents i.e. appendices, supporting documentation, photographs, technical specifications and other support documentation covering suggested solutions etc. shall be neatly bound as part of the schedule concerned.

3.4 A briefing session will NOT be held, unless requested for.

4. BACKGROUND

The SABC is using a Resource Management System that has been with the organisation since 2007 The SABC owns the software and licenses and is currently paying for support of maintenance of the system. As the SABC is a public institution governed by the PFMA, it is required that the organisation tests the market to find other resource management systems that are available out there and get a cost estimation on implementing what is available.

5. SCOPE

The scope of this RFI encompasses of receiving the following information:

1. Feature requirements

The SABC Information Technology (IT) requires a Resource Management Software System to assist with resource management across all SABC departments.

The system should offer a wide range of features and capabilities, as described in the following:

a) *Display and Navigation* features allow users to view information and make changes using the graphical interface.
b) *Conflict Checking and Resolution* features warn users of double-bookings and other restricted activities.
c) *Flexible Environment* options allow administrators and users to customize the application in various ways to suit specific needs.
d) *Security and Permissions* settings prevent unauthorized access to specific features or areas within the application.
e) *Basic Elements* describes basic concepts and definitions that are central to the system.
f) *Scheduling Calendar Overview* describes the different areas of the scheduling calendar.
g) Display and Navigation

1. The systems' Scheduling calendar should show at a glance:
   i. what resources are booked,
   ii. the status of existing work orders, and
   iii. what time slots and resources are available for new work orders.

2. Multiple users share calendar information in real time. The system should use:
   i. status,
   ii. associated client, and
   iii. resource settings to color-code booking blocks on the scheduling calendar, and
   iv. show or hide booking blocks based on user-selected filters.
3. The calendar system should be designed for quick and easy navigation.
4. The calendar time scale is adjustable on the fly, from minutes to weeks.

5. A pop-up calendar allows a user to quickly display a different date or range of dates.
6. Resource groups divide the full resource catalog into subsets of related items, while browser columns show or hide resources dynamically based on the user's category and type selections.
7. The scheduling calendar allows drag-and-drop operations to create, modify, move, or copy work orders and activities.
8. Users can create multiple copies of a work order or propose one or more alternative dates and times for a single work order.

    i. Search features allow a user to automatically locate an available time-period for a specified combination of resources. Search features also allow a user to find an existing work order using several different methods, such as by client or job name.

h) Selecting List Items

The system should allow the user the ability to remove resources from a work order. The user selects an item in the Resource list and click Remove.

i) Conflict Checking and Resolution

The system should perform real-time conflict checking for unlimited resources to avoid double-booking a resource and warns the scheduler when an attempted operation creates a resource conflict. The system should also generate warnings for other conflicts, such as when a scheduler attempts to do any of the following:

i. Book a resource into a room where that resource is not permitted.
ii. Promote the status of a work order past a certain level when that work order has an open resource.
iii. requirement.
iv. Assign a paid vacation or sick day to a personnel resource that has exceeded the specified vacation.
v. or sick time limits.
vi. Conflict warnings are repeated any time major changes are performed on a work order. In addition,
vii. The check conflicts button on the toolbar allows a user to select one or more work orders and check for conflicts at any time. Conflict reports list the unresolved conflicts and can be tailored to specific time frames or resources.
viii. Conflict warning dialogs often present alternatives to resolve conflicts, such as the ability to swap.
ix. resources or replace a resource with an open requirement. Users with the appropriate permissions
x. can also override conflict warnings.

j) Flexible Environment

i. The system should be flexible enough to meet the specialized needs of the industry.
ii. Data structures should be geared towards customization to allow administrators to tailor the application to meet specific facility and business needs.

iii. User profiles should allow administrators to tailor the application environment to the specific needs of users and user groups.

iv. User preferences should allow users or administrators to tailor their own display and working properties.

2. Scheduling

1.1 Calendar Board

The Scheduling screen should:

a) be the main interface for the Scheduling module. The Scheduling screen can be divided into several main areas,

1. **Title Bar**	The Title Bar should list the application name, version, and current login name. The title bar also displays "C/S" if the system is running in Client/Server mode, and "(Sample Data)" if the system is using sample data files.
2. **Menu Bar**	The Menu Bar should display the File, Edit, Desktops, Window, and Help menus, as well as any menus appropriate to the currently displayed module.
3. **Toolbar**	The Toolbar should display buttons for commonly used commands and tasks.
4. Select [Resource]Group	The Select Group list should allow the user to select the resource group used to populate the Category and Type browsers. The resource group, category, and type selections determine which resources are displayed on the main calendar.
5. Category and Type Browsers	The Category browser should allow the user to select the resource categories used to populate the Type browser. The resource group, category, and type selections determine which resources are displayed on the main calendar. The Type browser should allow the user to select the resource types displayed on the main scheduling calendar. The resource group, category, and type selections determine which resources are displayed on the main calendar.
6. Navigation Bar	The Navigation Bar should allow the user to move the calendar display forward or backward by one-week, one-day, or four-hour intervals.
7. Time Scale	The time scale should display the date or dates displayed on the main scheduling calendar, and the timeline of hours and minutes for the main scheduling calendar.

8. Scheduling Calendar	The Scheduling Calendar should display the work orders and activities scheduled for the specified time-period and resources. Blocks display the client name, work order number, job name, start time, and end time by default. Also, by default, work order blocks should be color coded by status, and activity blocks should be color coded by default color.

b) Display Only Resources Related to a Room Booking

c) Display Only Selected Resources

d) Determine Availability

e) Estimate Availability

f) Have the ability to change the Displayed Date and Time

g) Navigate with the Scheduling Menu and Toolbar Buttons

h) Pop-up or Floating Calendar capability to allow the user to select dates or date ranges.

i) Calendar board offering many ways to display the information needed/required:

1. ***Resource Groups***	Use to display a subset of associated resources.
2. Hide the ***Category and Type Browsers***	To display more of the calendar board.
3. Add ***Bookmarks***	on dates to which you will need to return
4. Use ***Display Views***	To display essential information on booking blocks and in the screen tips(or fly-over) text.
5. Create multiple ***Desktops***	To be able to re-display various screen setups.

2.2 Creating Work Orders

The System should have the flexibility to switch between the following Calendar board settings.

1. Use Extended Work Order Form	Displays the standard Work Order form (disabled) or the Extended Work Order form (enabled).
2. Toggle Conflict Warnings	Ignores (disabled) or generates (enabled) conflict warnings for Work Orders, activities, and resource bookings in the future.
3. **Snap to Time**	Ignores (disabled) or observes (enabled) the mouse “snap” time increment set in User Preferences (disabled). When enabled, the mouse pointer snaps” to the time increment when plotting a new booking on the calendar board.
4. **Auto Select**	Selects one booking block (disabled) or all related booking blocks (enabled) in a Work Order when anyone booking block in the Work Order is selected.
5. **Auto Apply**	Assigns (enabled) or ignores (disabled) selected resources to a new booking. When enabled, resources selected on the calendar board are

	automatically added to a Work Order booked on the calendar board using a drag and drop operation.
6. **Ripple**	Ignores (disabled) or automatically applies (enabled) a resource swap to all proposals attached to the main work order.

a) The System should allow the user to:

i. Book a New Order.

ii. Match Resource Booking Times in the following:

i. Lead, Ready, Bumper, and Clean-up times are periods of time before and after the work order during which resources are not booked.

ii. Meals and Breaks are periods within the work order, during which work is generally not performed.

iii. Overtime Indicator - A resource booking block for a personnel resource displays a bar graph when the resource is in an overtime differential, as defined by the Pay Category assigned to the resource.

iii. View Booking Block System Visual Flags and Icons

iv. Run Resource Availability Queries

v. Create Available Blocks

vi. Search / Find Bookings by

a. Commands / Key Words

b. Status (Within Time Period)

c. Status (With Reminder)

d. Work Order Query

vii. Make Changes to Bookings through the following:

a. Changing Booking Duration

b. Moving a Booking to a new slot or new room.

c. Pencil in possible alternative time slots for bookings (Proposals)

d. Copying a Booking to another date or range of dates.

e. Making a change to multiple bookings in one action (Extended Operations)

viii. Book and Fulfil Requirements - flexible placeholders that identify that a resource is needed, but do not identify the exact resource to be used. A requirement specifies the category, type, and quantity of a resource that is required for a job and allows the user to select the exact resource later, either through manual selection or through auto-assignment. A requirement holds the spot until the specific resource is identified.

ix. Schedule Resource Activities - *Activities* are events other than work orders.

Schedule resource activities for events such as shifts and vacations for personnel, maintenance time for equipment, and out of service days for rooms.

x. Record Client Activities - to create reminders to pop up on the screen on a user-defined date, or to write comments about client activity.

a. The Client Activity Log should document client-related business activities, such as conference calls or business meetings.

b. There are two activity types:

1. Comments are additional information about contact with the client (such as a phone conference), and do not trigger reminders.

2. Activities are events associated with the client (such as a new product launch event), and display pop-up reminders.

xi. Manage Resource Conflicts - generates warnings when an attempted operation will create a *conflict*. Situations that cause conflicts include:

a. Overlapping booking times

b. Resource is marked as “not available” or “Shift Required” in resource setup

c. Overtime situation (such as differentials defined in Pay Categories, including but not limited to Night, Weekend, Short Turn-Around, Days Worked / Period, and Time Differentials.)

xii. Alternate Schedule (Day based)

A Day-based schedule displays bookings in a simplified stacked orientation, with no timeline. Like the standard scheduling calendar, each row displays the work orders for a particular resource, and each column displays one day.

The Alternate Schedule should allow most standard scheduling tasks, such as Quick Move, Extended Move, Quick Copy, and Extended Copy.

The Alternate Schedule:

a. displays each booking block at the full column width, rather than proportionally based on time, with earlier work orders on top,

b. does not display graphical indicators for Lead, Bumper, or Clean-up time, and does not graphically indicate any meals or breaks,

c. does not allow the user to change the start time or end time, or move a work order within a day, using drag-and-drop operations.

xiii. Provide Menus and Toolbars:

a. Scheduling - while any scheduling-oriented dialog is displayed, including the Scheduling Screen, Alternate Day-Based Schedule, and Production Manager dialogs.

b. View - while any scheduling-oriented dialog is displayed, including the Scheduling Screen, Alternate Day-Based Schedule, and Operations Manager dialog.

c. Edit menu for most screens, including the Scheduling Screen.

3. Reports

The system should provide a variety of report formats to generate printed schedules.

The system also allows a user to send certain reports as e-mail messages using an external server or Microsoft Office 365 tools available. The reports should also be customizable.

The reports are not specific or limited to the following:

Standard Scheduling Reports	• Work Orders & Billing Authorizations • Schedules by Work Order and Resource • Other Project, Work Order, and Resource Based Reports • Resources Schedule Conflicts Reports
Visual Scheduling Reports	• Time-Based Visual Schedules (printouts of the visual calendar board) • Daily, Weekly, and Monthly Visual Schedules
Email Reports	• E-mail to Clients, Operators, Producers, and Account Executives. • Vendor Notifications by Resource and Vendor Notifications by Vendor
Production Reports	Production reports are related to activity, revenue, and utilization. The system should provide the following production reports from the File menu: • By Room • By Resource • By Client • Utilization Reports
Miscellaneous Reports	Miscellaneous reports are not related to the scheduling calendar. The system should provide the following production reports from the File menu: • By Client • By Resource • Other
Reports within Optional Modules	The system should offer reports and report functionality related to those functions. • External Costs Manager

4. Project management

The system should have a Project Management functionality designed to group individual bookings into a single project for billing and tracking purposes.

When the bookings are combined into a project, a user can:

1. Track all the individual bookings as a single project.
2. Bill the project as a package, instead of billing for each individual booking within the project.

3. Display summary information for multiple work orders using several grouping methods.
4. Discount or override the standard pricing.
5. Distribute costs proportionally or non-proportionally to individual items.
6. Exclude selected items from the package price.

The system should allow the Project Manager/ users to:

1. create and modify projects,
2. assign and release work orders, and
3. view detailed summaries of project information.

5. Production workflow management

The system should have the Production Workflow Management to add a specialized type of project, called a Production, to the system.

1. Productions add a level of organization called Phases. Each production can contain one or more phases, which allows the production supervisor to divide a production into broad types of activities, such as Materials Review, Quality Control, Ingest, and Editing. Each phase generally contains one or more Work Orders.
2. Production Workflow Manager should also add the ability to create Master Projects, and offers a specialized display interface called Production Timeline, which provides a structured view of one or more master projects and productions, along with the associated phases and work orders.

6. Billing and receivables

The general billing and accounting process in the system should consists of the following steps:

a) Billing is performed by generating invoices, which are sent to the client.
b) Receivables including payments, credits, and debits, are processed against existing transactions.
c) Accounting Reviews verify that all work has been invoiced, identify items that are past due, and close the accounting period. At the end of each accounting period (normally each month), it is necessary to close the books for the period by performing a set of routines. This process makes sure that all work has been billed and all received monies have been posted.

7. Media management

The system should have the Media Management functionality designed to manage a library of physical or digital media, such as video tapes, audio recordings, and film, generally referred to as *media assets* or simply *assets*. The Media Management should eliminate paperwork associated with library management and provides a comprehensive set of tools that can be customized to fit user requirements.

Features of the Media Management should include:

1. Extended Query features which allow a user to search the database using multiple fields, wildcards, and logical statements
2. Asset Hierarchy features which allow a user to define which assets are used as sources to make additional copies or alternate versions.
3. Report features which allow a user to view and print reports of library content summaries, content details, and traffic activity.
4. Label features which allow a user to print labels, including barcodes, using predefined standard label formats and layouts. Users can "touch up" label output without changing the library entries.
5. Barcode Scanner Interface features enable the system to interact with hardware barcode scanners to perform simplified media asset check in and check out.

8. Multi company management

The system should have multi-company functionality which will:

1. Enable the user to set up an unlimited number of companies within the system. The enterprise can then share some or all resources among different companies, in one of two ways:
    a. **Scenario One:** Rooms are *company-specific*; other resources are shared.
    b. **Scenario Two:** All resources AND rooms are shared.
2. Assigns company-specific counters for work orders and invoices, and also allows users to generate enterprise-wide and company-specific reports.
3. Enable The enterprise to bill separately for work performed by different companies, or for the entire enterprise.
4. Enable different users to generate invoices for different companies at the same time.

9. Personnel management

The system should:

1. Provide the control necessary to successfully manage facility staffing needs, staff availability, and labour costs. The Personnel Manager should be able to allow a Facility Manager to define shift rotations, pay categories, overtime conditions, and personnel availability.
2. Have conflict-checking functions to eliminate guesswork by informing users of possible problems when personnel resources are scheduled for work.
3. Alert the user to overtime and penalty situations before the costs are incurred.

4. The Personnel Management features should enable the following:

a. Create daily, weekly, monthly, and yearly schedules.

b. Set standard and customized rotations and patterns.

c. Create and track shifts, vacations, sabbaticals, and other events.

d. Schedule shifts that include meals and breaks.

e. Create templates for meal and break times and assign templates to shifts.

f. Add further detail to Shifts using Sub-Activities.

g. Set up automatic warnings for overtime and differentials.

h. Minimize overtime and freelance charges.

i. See monthly views of individuals and groups.

j. Print calendars, reports, and recaps.

k. Assign the "best" person to any task.

10. Quotes management

1. The system should have the Quotes Management capabilities which generates and manages quotes and bids for work. In the system, a "quote" should be an estimate that provides the ability to quickly supply a client with a preview of the prices of selected services and resources.

2. The Quotes Management should use existing data in the system such as resources and services; to create line-item listings within a quote. Prices for these listings may come from established rate cards, configured client specific prices, or prices unique to the quote.

3. Quotes Management should allow the user to insert line items (such as services or resources) or entire sections, which are pre-configured blocks of line items, to build a quote.

4. When integrated with Scheduling, the Quotes Management user should be able to:

a. Quickly create client bids and estimates,

b. Establish flat rate pricing,

c. Analyze ongoing and future quotes,

d. Show true rates received after discounting,

e. Give instant responses/status to clients.

5. When used with Project Management, the Quotes Management user should be able to:

a. Consolidate viewing of multiple work orders,

b. Distribute money to profit centers,

c. Show completion status of complex quotes,

d. Simplify billing process for large quotes,

e. Manipulate General Ledger distributions.

11. External costs management

The system should have an External Cost Management capability to track all the *external* costs associated with providing goods and services to a client.

External costs include:

1. Shipping (UPS®, FedEx®, postage, or trucking expenses)
2. Rental of equipment, facilities, and buildings
3. Fees for talent, free-lancers, and consultants
4. Catering and meals
5. Travel expenses such as airline tickets and rental cars
6. Entertainment and miscellaneous expenses

The integrated functions of the External Costs Management expand the functionality of the Scheduling and Project Management modules by tracking, calculating, and displaying the costs associated with resources or services that must be acquired from outside sources.

The module should also supplement the functionality of the Rental module by tracking, calculating, and displaying the costs associated with renting equipment from outside vendors using outside services.

12. Rental

The System should have a Rental Module for Operations to take inventory of the SABCs current video and audio equipment, as well as accessories and specialty items. With the Rental module, the user should be able to:

1. Track, maintain, and manage equipment inventory,
2. Track and schedule both barcoded and non-barcoded items,
3. Check equipment availability quickly and accurately,
4. Schedule equipment rental orders,
5. Process and bill rentals with a single invoice or use the progress billing feature for quicker revenue results,
6. Track costs and equipment usage,
7. Check items in and out quickly while checking for usage conflicts,
8. Add additional on-the-spot items with ease,
9. View and print reports, including Outstanding Items List, Check-out Forms, Check-in Forms, and individual job information reports with pricing and/or costs.

13. Duplication

The system should have a Duplication Module for Operations. With the Duplication module, the system should enable the user to:

a) Track, maintain, and manage duplication projects,
b) Have all necessary information at your fingertips to start, follow up, and complete your duplication jobs,
c) Improve turnaround times,
d) Handle multiple jobs and meet deadlines,
e) Check stock and machine availability quickly and accurately,
f) Schedule duplication work orders,
g) Achieve flexibility in processing and billing your dub orders,
h) Track costs and stock usage,
i) Plan resource usage,
j) Add additional on-the-spot items with ease,
k) View and print reports related to dub orders, open job listings, and usage,

14. Time capture

The system should allow personnel resources to validate their work schedules by tracking the time spent on work orders and activities.

The Time Capture interface should:

a) Display activities and work orders assigned to a single (personnel) resource for a specified period of time.
b) Provide additional graphical display features, drag-and drop activity modification, and
c) Provide a confirmation status review system for validating employee hours.

15. Contract

The system should have Contract Management capabilities allowing the Contract Managers to create and manage contracts that are usually associated with one client and one or more work orders. Clients may have several contracts in the system. A contract can be linked to one client or can be made available to multiple clients. Each contract should have an effective (beginning) and expiration (ending) date. Pricing of resources can be assigned at the contract level.

The system should allow a User/Contract Manager to:

a) Create filters and queries to locate existing contracts.
b) Add new contracts to the system.
c) Enforce specific contract level pricing for specific periods of time.
d) Edit existing contracts.
e) Delete contracts.
f) Create new contracts by copying existing contracts and modifying them.

16. Trouble tickets

The SABC departments needs the ability or facility to log queries regarding errors (User and System) encountered on the system: A service Level Agreement with Support and Maintenance with stipulated and negotiated deliverables / milestones and workflows will be required.

17. Training & support

Training is crucial in the implementation of the Resource Management Software System; the following training and support requirements is identified:

a) General usage of the System and
b) Technical support documentation crucial to assist the SABC first line support teams.

18. Audit trail

The Resource Management software should:

Enable auditing for all primary processes and activities (create, update, delete) throughout the solution, with date/time stamp and record of user who performed the action, including old value and new value.

19. Segregation of duties

The Resource Management software should have:

a) Sufficient levels of segregation of duties, i.e different levels of approvals, status changes, late changes and implement DAF. All these rules must be configurable to allow business to be agile enough and implement changes as and when required and approved.
b) Allow higher authority to over-write certain processes. Errors where these have been breached to be cleared.

20. System integration

The Resource Management software should: Seamlessly integrate and conform to the current internal SABC systems in place via either API, webservice and/or xml formats file share/transfer.

21. Accessibility - online & offline environment

The Resource Management software should:

a) Allow users to remotely access the system regardless of their geographical location.
b) Enable users to access the system in both online and offline environment and automatically synchronize when online.

22. Security

The Digital Library:

a) Should have sufficient security levels to prevent unauthorised entry or intrusion. All basic security components should be addressed. (Confidentiality, Integrity and Availability).
b) Must comply with all SABC Security policies.

23. Non-functional requirements

The following non-functional requirements must be implemented:

a) System must be available 99% of the time.
b) System must be available over weekends.
c) Response times of the system must be in accordance with SABC standards.

6. GENERAL INFORMATION

Contact Persons for questions and queries.

Enquiries in respect of this RFI should be addressed to:

SCM Division

E-mail: tenderqueries@sabc.co.za and NtoziniN@sabc.co.za

All queries to be e-mailed.

7. RFI SUBMISSION INFORMATION

SUBMISSION DETAILS:

RFI responses should be submitted to the below address at the tender box situated at the reception clearly market.

Tender office

SCM Division

Radio Park Office Block

Cnr Artillery and Henley Road

Auckland Park, Johannesburg

South Africa

OR

Electronic copies may be emailed to RFPSubmissions@sabc.co.za and tenderqueries@sabc.co.za

END OF THE REQUEST FOR INFORMATION DOCUMENT