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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY RESPONSES TO QUESTIONS FROM BIDDERS FOR TENDER NO SAQA 0003/21 EO –  
BUSINESS PROCESS AUTOMATION**

| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | SAQA's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | <p>Dear SAQA,</p> <p>Below is a list of questions I would like to ask and hope for answers that will help us respond to your tender, reference number SAQA0003/21 EO titled "Design, Develop, Configure, Implement, Maintain and Support a Business Process Automation System for SAQA".</p> <ol style="list-style-type: none"><li>1. Does the tender call for replacement of the ACCPAC system as well? Is SAQA looking at getting a new ERP system as part of this tender?</li><li>2. What version of ACCPAC is currently implemented in SAQA and who is providing Support and Maintenance on it? Is it SAGE or an accredited service provider?</li><li>3. Is your PAYROLL run from ACCPAC or another system?</li><li>4. What Microsoft licensing agreement do you have and what products are included in the agreement?</li></ol> | <ol style="list-style-type: none"><li>1. Yes, SAQA needs to replace the SAGE ERP (ACCPAC) system with an ERP system.</li><li>2. The current SAGE ERP 300 2018 version is in use and service provider (TMP consulting) is supporting the ACCPAC.</li><li>3. Yes, PAYROLL run from the SAGE people.</li><li>4. SAQA use Microsoft 365 A3 faculty and educational Microsoft licenses (Windows 10 pro, Office Professional Plus 2016, Windows server 2016 Standard, SQL 2016 Standard, Project standard 2016, and Visio 2016), and NLRD uses Oracle 12c software.</li></ol> |

**SAQA'S MISSION**

***"To ensure the development and implementation of a National Qualifications Framework which contributes to the full development of each learner and to the social and economic development of the nation at large"***

| No              | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                             | SAQA's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------|---------|-----------------|-------|----|---------------|-------|----|---------|----|---|------|------|---|--------------|------|---|----------------|------|---|--------|------|---|--------|----|---|---------------|-------|----|
|                 | <p>5. Do you use MS Active Directory for authentication?</p> <p>6. Your requirement includes digital and electronic signatures. Are you looking at Advanced Electronic Signatures (AES - Level 4) as defined by the ECT Act or is any level acceptable as long as it offers secure signing?</p> <p>7. If you need AES how many users will use AES?</p> <p>8. What is the size of data to be migrated into the new system and for which existing systems and repositories?</p> | <p>5. Yes, MS Active Directory is used for authentication.</p> <p>6. Preferably AES-level 4 or any secure digital and electronic signature may be proposed that complies with the ECT Act.</p> <p>7. 85 users are envisaged to use the AES.</p> <p>8. The table below describe the systems and average data size's:</p> <table border="1"> <thead> <tr> <th>NAME</th><th>Size_MBs</th><th>Size_GB</th></tr> </thead> <tbody> <tr> <td>BankServ_ZA_CIT</td><td>45056</td><td>44</td></tr> <tr> <td>DFQEAS_Online</td><td>27352</td><td>26</td></tr> <tr> <td>DNQFIMS</td><td>23</td><td>0</td></tr> <tr> <td>Eque</td><td>5036</td><td>4</td></tr> <tr> <td>Eque30092021</td><td>5000</td><td>4</td></tr> <tr> <td>HemisUnaudited</td><td>3869</td><td>3</td></tr> <tr> <td>HEQCIS</td><td>8047</td><td>7</td></tr> <tr> <td>NQFIMS</td><td>14</td><td>0</td></tr> <tr> <td>Verifications</td><td>71006</td><td>58</td></tr> </tbody> </table> <p>9. For Document and Records Management requirement is the any imaging / scanning of current records expected as part of this tender? If so how many records and pages to be scanned?</p> | NAME | Size_MBs | Size_GB | BankServ_ZA_CIT | 45056 | 44 | DFQEAS_Online | 27352 | 26 | DNQFIMS | 23 | 0 | Eque | 5036 | 4 | Eque30092021 | 5000 | 4 | HemisUnaudited | 3869 | 3 | HEQCIS | 8047 | 7 | NQFIMS | 14 | 0 | Verifications | 71006 | 58 |
| NAME            | Size_MBs                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Size_GB                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |
| BankServ_ZA_CIT | 45056                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 44                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |
| DFQEAS_Online   | 27352                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 26                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |
| DNQFIMS         | 23                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |
| Eque            | 5036                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |
| Eque30092021    | 5000                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |
| HemisUnaudited  | 3869                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |
| HEQCIS          | 8047                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |
| NQFIMS          | 14                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |
| Verifications   | 71006                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 58                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |
|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p>9. We estimate over 500 000 records to be scanned.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |      |          |         |                 |       |    |               |       |    |         |    |   |      |      |   |              |      |   |                |      |   |        |      |   |        |    |   |               |       |    |

#### SAQA'S MISSION

***“To ensure the development and implementation of a National Qualifications Framework which contributes to the full development of each learner and to the social and economic development of the nation at large”***

| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                             | SAQA's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>10. Does SAQA currently have a Payment Gateway into the National Payment System? Do you currently process Bulk Electronic Funds Transfers via your bank? What is the level of integration with your current bank if any beyond your online banking platform?</p>                                                                                                                                                           | <p>10. SAQA uses Bankserv payment gateway.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2  | <p>Good day,</p> <p>Could you please assist us with the below questions from CrossStream team for the above mentioned RFB.</p> <p>1. <a href="#">Current applications as listed in section 2.3 (SAQA's current infrastructure and processes)</a></p> <p>a. Which of these applications will be replaced in the new system?</p> <p>b. Which of these applications were custom developed versus off-the-shelf applications?</p> | <p>1.</p> <p>a ACCPAC, SAGE VIP, Risk tool, recruitment tool and foreign evaluations system (online workflow and admin module) needs replacement. The National Learner Record Database (NLRD- Oracles xxx) system must be upgraded to the latest software platform. ALL other system systems must fully integrate with the NLRD, or built as NLRD modules (Verifications, Registration and recognitions, Foreign Evaluations, Registers for Misrepresentation and Fraudulent qualifications). Revenue collection for Authentication services and fees collection for Registration and Recognition must be fully integrated with the ERP finance system.</p> <p>1.b NLRD, DFQEAS (online workflow tool and admin), Verifications database, SAQA website, recruitment</p> |

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| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | SAQA's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>c. What functionality is included in the Online workflow tracking system (2.3.7)?</p> <p>d. What functionality is included in the Risk Tool (2.3.8)?</p> <p>e. What licenses do you have which could be reused in the new system?</p> <p>f. Is the Risk tool (2.3.8) (currently in development) envisaged to be a module within the Governance, Risk and Compliance Functional Area?</p> <p>g. Do you have any system currently that performs:</p> <ul style="list-style-type: none"> <li>i. Service Orchestration?</li> <li>ii. Workflow management?</li> <li>iii. Document &amp; Records Management?</li> <li>iv. Access Management?</li> <li>v. Integration – Existing Enterprise Service Bus?</li> <li>vi. Integration – API toolset?</li> <li>vii. Application-to-person messaging services</li> </ul> | <p>website, Risk management tool, data validation tool (edu.dex ) online workflow tracking system and VeriSearch are custom developed. eSCoE, ACCPAC, SAGE VIP ARE off-the-shelf applications. Refer to Annexure A for more details.</p> <p>1.c The online workflow includes the client registration and application module and online documents uploading functionality.</p> <p>1.d The risk management tool is used to register risks, rate, prioritise, track progress and reporting.</p> <p>1.e Refer to annexure A.</p> <p>1.f The risk tool isn't in-use and should be built as Governance, Risk and Compliance system.</p> <p>1.G refer to Annexure B.</p> |

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| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | SAQA's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>viii. Gateway communication tool?</p> <p>ix. ChatBOT service?</p> <p>x. Data Quality Management tool?</p> <p>xi. Electronic signing tool?</p> <p>xii. What content repository do you use / prefer / desire?</p> <p>2. ACCPAC and Verification Database (section 3.3 (Project Deliverables)</p> <p>a. What is ACCPAC used for at SAQA?</p> <p>b. ACCPAC (now called Sage 300) is an accounting software. Will this not suffice for the Finance Management requirements as specified in the Scope of Services Required?</p> <p>c. What is the Verification Database?</p> <p>d. Is there any application logic around the Verification Database?</p> <p>e. Is this the same as 2.3.3 (Verification System for the verification of national qualifications (MS Database))?</p> <p>3. Duration of Contract (Page 18) compared to Scope of Implementation (section 3.1 on Page 6))</p> <p>a. The timelines in the duration of the contract are broken down into Year 1, Year 2 and Year 3. These timelines do not indicate delivery of the following Functional/Process Area:</p> <p>i. Research</p> <p>ii. Governance, Risk and Compliance (GRC)</p> <p>iii. Strategy and Performance Management</p> <p>iv. Stakeholder Management</p> | <p>2 Refer to Annexure A. ACCPAC must be evaluated to meet the full integration requirements or be replace with suitable off-the-self solution.</p> <p>2. c &amp; d The Verification database is used to verify national qualifications and there is no application logic.</p> <p>2.e yes.</p> <p>3. All these systems (Research, Governance, Risk and Compliance (GRC), Strategy and Performance Management and Stakeholder Management) must be developed in year three (3).</p> |

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| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | SAQA's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>Is the intention to develop these modules after year 3?</p> <p>4. Number of Users per functional/Process area:<br/>To accurately price the solution, the number of users is required. Please provide this for the following Functional/Process</p> <ol style="list-style-type: none"> <li>Registration and Recognition</li> <li>Authentication Services</li> <li>Research</li> <li>Governance, Risk and Compliance</li> <li>Strategy and Performance Management</li> <li>Stakeholder Management</li> <li>Supply Chain Management</li> <li>Finance Management</li> <li>People Management</li> <li>ICT &amp; MIS</li> </ol> <p>5. Architectural Principles to be followed:</p> <ol style="list-style-type: none"> <li>Does SAQA prefer open source or proprietary?</li> <li>Are you looking for best of breed, bespoke, or an ERP/ Process automation platform?</li> <li>Is hybrid cloud relevant? (i.e. Should any systems be on prem) or all cloud?</li> </ol> | <p>4 Number of Users per functional/Process area:</p> <ol style="list-style-type: none"> <li>Registration and Recognition – 20 users</li> <li>Authentication Services – 20 users</li> <li>Research- 5 users</li> <li>Governance, Risk and Compliance – 5 users</li> <li>Strategy and Performance Management -</li> <li>Stakeholder Management -2</li> <li>Supply Chain Management - 5</li> <li>Finance Management - 5</li> <li>People Management - 5</li> <li>ICT &amp; MIS -12</li> </ol> <p>5. Architectural Principles to be followed:</p> <ol style="list-style-type: none"> <li>Propriety is preferred but not compulsory</li> <li>Bespoke to SAQA's requirements as outlined in the specification</li> <li>Hybrid cloud will be considered, all cloud is preferred due to uptime and reduced maintenance</li> </ol> |

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| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | SAQA's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>d. For Cloud, does SAQA prefer AWS or Azure or other?</p> <p>e. For Cloud, does SAQA have a tenancy agreement with any of the service providers (AWS/Azure) so the hosting fees may be paid directly by SAQA? This is important as this price element cannot be budgeted for by the service provider.</p> <p>f. In the event of an on-premise solution, the hardware environment will need to be commissioned by SAQA. Will this be ready by commencement of the project?</p> <p>g. Please provide SAQA's infrastructure standards with respect to the following:</p> <ul style="list-style-type: none"> <li>i. Hardware standards</li> <li>ii. Operating Systems standards</li> <li>iii. Data Base standards</li> <li>iv. Security Standards</li> <li>v. High-Availability requirements</li> <li>vi. Load Balancing requirements</li> <li>vii. DR requirements</li> <li>viii. Monitoring requirements</li> <li>ix. Geographical requirements (in terms of your Data Centre location)</li> </ul> | <p>d. Bidders must recommend and motivate why they have chosen a particular cloud provider</p> <p>e. SAQA subscribe to Microsoft azure tenant and SAQA will carry the cost of hosting services.</p> <p>f. Yes it will be, any other further hardware requirements will need to go through SAQA's internal procurement processes</p> <p>g.</p> <ul style="list-style-type: none"> <li>i. Hardware standards – To be furnished in SLA between SAQA and appointed bidder</li> <li>ii. Operating Systems standards – To be furnished in SLA between SAQA and appointed bidder</li> <li>iii. Data Base standards – To be furnished in SLA between SAQA and appointed bidder</li> </ul> |

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| No | Bidder's Question                                                                                                                                          | SAQA's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>x. Development standards (eg Microsoft.Net as the Qualification and Part-Qualification which is in development or PHP as in the Risk tool or other)</p> | <p>iv. Security Standards – To be furnished in SLA between SAQA and appointed bidder</p> <p>v. High-Availability requirements – To be furnished in SLA between SAQA and appointed bidder</p> <p>vi. Load Balancing requirements – To be furnished in SLA between SAQA and appointed bidder</p> <p>vii. DR requirements – To be furnished in SLA between SAQA and appointed bidder</p> <p>viii. Monitoring requirements – To be furnished in SLA between SAQA and appointed bidder</p> <p>ix. Geographical requirements (in terms of your Data Centre location) – within South African Borders</p> <p>x. Development standards (eg Microsoft.Net as the Qualification and Part-Qualification which is in development or PHP as in the Risk tool or other) – This is for the bidder to decide which development standard they use, as long as it can integrate with existing systems</p> |

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| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | SAQA's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>6. Business Processes</p> <ul style="list-style-type: none"> <li>a. Please list the major business processes by Functional Area.</li> <li>b. Please indicate the complexity level of the business process by functional area on a scale from Simple, Medium, Complex, Very Complex.</li> <li>c. We would like to get insight into your TO-BE processes: <ul style="list-style-type: none"> <li>i. Please provide us with the number of processes that you want automated.</li> <li>ii. Number of Activities (Steps in each process)</li> <li>iii. Indication of size of each Activity (using Small &lt; 6 fields / Med &lt; 12 / Large &lt; 20 / X-Large &gt; 20)</li> <li>iv. Type of integration expected in the processes (systems that will be linked together)</li> </ul> </li> </ul> | <p>6. Business Processes</p> <ul style="list-style-type: none"> <li>a. Listed in Section 3 of the specification</li> <li>b. As mentioned in the briefing, SAQA has conducted detailed process analysis and will share Business Process Maps with appointed bidder, this document will cover process complexity. At this stage, bidders must work on the processes as they have been listed in the specification and propose a solution that will fulfil SAQA's requirements.</li> <li>c. The requirements and processes listed in Section 3 – Scope of Work of the Specification are the TO-BE Processes and SAQA's requirements of how the "New SAQA" should operate <ul style="list-style-type: none"> <li>i. Please provide us with the number of processes that you want automated.- The processes are listed in the specification</li> <li>ii. Number of Activities (Steps in each process) - The processes are listed in the specification</li> <li>iii. Indication of size of each Activity (using Small &lt; 6 fields / Med &lt; 12 / Large &lt; 20 / X-Large &gt; 20)-The processes are listed in the specification</li> <li>iv. Type of integration expected in the processes (systems that will be</li> </ul> </li> </ul> |

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| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | SAQA's Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>v. What process mapping tool has been used to document the processes?</p> <p>7. Reporting:<br/>Please can you share details of the reports, exceptions, views, and dashboards required from the new system:</p> <p>a. How many of the current outputs (reports, etc.) needs to be delivered from this system?</p> <p>b. How are the current reports delivered (via Qlikview, PowerBI etc)?</p> <p>c. How many of the above reports would you classify as Simple, Medium, Complex, Very Complex?</p> <p>d. How many dashboards are expected to be delivered from this tool?</p> <p>e. What is the complexity level (Simple, Medium, Complex, Very Complex) of each dashboard?</p> | <p>linked together) - Based on the challenges defined in the specification, the requirement of integration comes from SAQA not wanting to work in silos. It is up to the bidder to identify areas of integration which will eliminate those silos and enable Management to make informed decisions due to improved data management and MI Reporting</p> <p>v. MS Visio</p> <p>7. Reporting:</p> <p>a. This is not a fixed number as new requests from Management or the Executive may arise as and when, for instance, the recent COVID19 Pandemic has opened up an entire range of key performance indicators we have had to monitor in our reporting</p> <p>b. Manually using Microsoft Access and Excel</p> <p>c. Majority of our reports are Complex</p> <p>d. This is not a fixed number as new requests from Management or the Executive may arise as and when</p> <p>e. Complex</p> |

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| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | SAQA's Response                                                                                                                                                                                                                                                                                      |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>f. How many queries are expected to be delivered from this tool?</p> <p>g. What is the complexity level (Simple, Medium, Complex, Very Complex) of the queries?</p> <p>h. Does SAQA have a standard on reporting tools (eg PowerBI, Qlikview)?</p> <p>8. Support Questions</p> <p>a. Do you currently have a help desk/service desk where users can log incidents?</p> <p>b. If you do have a service desk:</p> <p>    i. What are the hours of operation?</p> <p>    ii. Will your service desk be utilised to log calls for the new Data Analytics tool?</p> <p>c. Would the SAQA provide normal level 1 and level 2 support, or must the successful bidder offer this?</p> <p>d. Level 3 support is expected from the successful bidder?</p> <p>e. What kinds of Priority levels are assigned to incidents?</p> | <p>f. This is not a fixed number as new requests from Management or the Executive may arise as and when</p> <p>g. Very Complex</p> <p>h. No</p> <p>8. Support Questions</p> <p>a. Yes</p> <p>b.</p> <p>    i. 7:30 to 16h30</p> <p>    ii. Yes</p> <p>c. yes</p> <p>d. yes</p> <p>e. 1, 2, and 3</p> |

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| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | SAQA's Response                                                                                                                                                                                                                                                                                                                                        |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>f. What are the hours of support expected from the successful bidder:</p> <ul style="list-style-type: none"> <li>i. Normal business hours (08h00 to 17h00)</li> <li>ii. 24-hours support, 365 days a week?</li> <li>iii. Other? Please specify.</li> </ul> <p>g. What is the expected:</p> <ul style="list-style-type: none"> <li>i. Mean Time to Respond (MTTR)?</li> <li>ii. Mean-Time-To-Repair per priority level?</li> </ul> <p>h. Is there an IT Team to support and maintain after/ within 3 years or will systems be supported and maintained by non-developers?</p> <p>i. How many IT personnel will need to be trained to maintain and support the system post-the contract period?</p> | <p>f.</p> <ul style="list-style-type: none"> <li>i. Normal business hours (08h00 to 17h00) yes</li> <li>ii. 24-hours support, 365 days a week? Year or week!!</li> <li>iii. Other? Please specify. During office hours</li> </ul> <p>g.</p> <ul style="list-style-type: none"> <li>i. 2hours</li> <li>ii. 4 hours</li> </ul> <p>h. Yes</p> <p>i. 6</p> |
|    | <p>9. Training Questions</p> <ul style="list-style-type: none"> <li>a. How many staff would require training by each functional process?</li> <li>b. What training approach is preferred by the SAQA: <ul style="list-style-type: none"> <li>i. All training to be done by the successful bidder?</li> <li>ii. The successful bidder would only train a selection of SAQA users (to Power User Status) who would then roll-out the training to the rest of the SAQA user base (Train the trainer approach)?</li> <li>iii. Other</li> </ul> </li> </ul>                                                                                                                                               | <p>9. Training Questions</p> <ul style="list-style-type: none"> <li>a. Refer to SAQA response item 4 above.</li> <li>b. End-user training <ul style="list-style-type: none"> <li>i. Yes, either face to face or online</li> <li>ii. All users must be trained</li> <li>iii. Other</li> </ul> </li> </ul>                                               |

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| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | SAQA's Response                                                                                                                                                                                                    |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>c. Does SAQA prefer Face-to-face (F2F), or in-class training programmes or would remote training via Zoom/MS Teams etc suffice?</p> <p>d. In the case of F2F training, which locations in South Africa would the training be required?</p> <p>10. Data Migration Volumes (Section 3.2.8 Data Management)</p> <p>a. What is the volume of data (in terms of TerraBytes) to be migrated from the legacy systems into the new data store as a once-off take-on?</p> <p>b. What is the expected duration over which this take-on data would be migrated?</p> <p>c. What is the data format of the legacy data?</p> <ol style="list-style-type: none"> <li>Database files</li> <li>Delimited text files</li> <li>Fixed length text files</li> <li>Report/ print files</li> <li>Excel files</li> <li>Adobe Acrobat files</li> </ol> <p>d. In terms of "Digitisation and migration of paper-based historic records" (Page 18 section "ICT &amp; MIS"),</p> <ol style="list-style-type: none"> <li>How many pages need to be digitised?</li> <li>Does SAQA require the successful bidder to perform the digitisation?</li> <li>Are all the "paper-based historic records" at SAQA head-office or distributed across your offices?</li> <li>Does SAQA have scanning devices at each location of the "paper-based historic records" to be utilised for digitisation purposes?</li> </ol> | <p>c. Either face to face or online</p> <p>d. SAQA office-training room at SAQA</p> <p>10 Data Migration Volumes (Section 3.2.8 Data Management) -This is no longer a requirement and shouldn't be quoted for.</p> |

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| No | Bidder's Question                                                                                                                                                                                                                                                                                                                                                                                                                                                       | SAQA's Response                                                                                                                                                            |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | the answers to the clarification questions (which will be issued by SAQA on 05 November). Based on prior experience on bids similar to the scope defined by SAQA, quality is sacrificed to meet a deadline which is a week after questions are answered. We therefore request an extension of one week (with a closing date of 19 <sup>th</sup> November 2021). An extra week over a 3-year delivery period is not material. Please give consideration to this request. | 12. Unfortunately no extension is provided as the Bid is advertised for 21 days; there was a briefing session for clarifications and an opportunity for written questions. |

**Approval of Bid responses:**

Signature:.....

Name:..... Joshua Ntsioa

Date: 05 November 2021.....

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## Annexure A - Database Catalogue

| Database                                     | Business Owner     | Server O/S  | Database Server Platform        | Purpose                                                     | Number of users |
|----------------------------------------------|--------------------|-------------|---------------------------------|-------------------------------------------------------------|-----------------|
| 1. ACCPAC (Proprietary)                      | FIN                | WS 2012 R2  | MS SQL Server 2014              | Accounting Financial Management                             | 10              |
| 2. SAGE VIP Payroll(Proprietary)             | People Manageme    | WS 2012 R2  | MS SQL Server 2014              | Human Resource Management                                   | 10              |
| 4. Employee Self Service (ESS) (Proprietary) | People Manageme nt | WS 2012 R2  | MS SQL Server 2014              | Employee Self Service Management                            | 120             |
| 5. MS email /outlook (Proprietary)           | ICT                |             | IBM NSF Files                   | Collaboration Administration/ Email management              | 120             |
| 6. IBM BriefingNotes Proprietary)            | ICT                | Linux       | IBM NSF Files                   | Procurement Workflow Management                             | 120             |
| 7. A & R                                     | A & R              | WS 2012R2   | MS SQL Server 2014              | Foreign Qualifications verification workflow administration | 20              |
| 8. NLRD                                      | ICT                | Linux       | Oracle 12c                      | National Learner's Records management                       | 20              |
| 9. Verifications                             | A & R              | WS 2012     | Access 2016; MS SQL Server 2014 | Verification management data repository                     | 20              |
| 10. Content Management System                | COM                | Linux       | MySQL                           | Web content management                                      | -               |
| 11. Business Continuity Application          | ICT                | Access 2016 | Access 2016                     | Repository for business continuity records                  | -               |
| 12. IT Helpdesk system (proprietary)         | ICT                | WS 2016     | PostgreSQL SQL                  | Repository for IT issue resolution information              | 10              |
| 13. E-Recruitment                            | HR                 | WS 2012 R2  | MySQL                           | Repository for staff recruitment information                | -               |

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|                              |                   |         |                      |                                     |     |
|------------------------------|-------------------|---------|----------------------|-------------------------------------|-----|
| 14. Norming Asset Management | FIN               | WS 2012 | MS SQL Server 2008R2 | Records of tangible Assets in SAQA. | 5   |
| 15. Thomas International     | People Management | Cloud   | None                 | Determine staff competency level    |     |
| 16. IBM Connections          | ICT               | Linux   | IBM NSF              | Pointers to documents               | 120 |

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**Annexure B;** Do you have any system currently that performs:

|                                                      |                                                   |
|------------------------------------------------------|---------------------------------------------------|
| Service Orchestration?                               | Yes                                               |
| Workflow management?                                 | Yes (IBM notes and DFQEAS-online workflow module) |
| Document & Records Management?                       | IBM connections/ file server                      |
| Access Management?                                   | Ms Active Directory                               |
| Integration – Existing Enterprise Service Bus?       | No                                                |
| Integration – API toolset?                           | No                                                |
| Application-to-person messaging services             | No                                                |
| Gateway communication tool?                          | No                                                |
| ChatBOT service?                                     | No                                                |
| Data Quality Management tool?                        | Edu-dex                                           |
| Electronic signing tool?                             | No                                                |
| What content repository do you use / prefer / desire | IBM Connections                                   |

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