



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

Questions and Answers

BID GPAA 04/2026: BENEFITS ADMINISTRATION APPLICATION (CIVPEN) MAINTENANCE AND RELATED SUPPORT SERVICES.

Question 1 – With reference to Section 12.4 (Page 20) of the RFP, GPAA has stated that the 80/20 Preference Point System will be used. However, in terms of Regulation 5 of the Preferential Procurement Regulations 2022 (PPR2022) and Clause 1.1 of the SBD 6.1 (Page 31), the 90/10 system is mandatory for requirements with a Rand value exceeding R50,000,000. Given that this procurement is anticipated to exceed R50,000,000, could GPAA please confirm whether the 90/10 Preference Point System will apply, and if so, provide a corrected SBD 6.1 reflecting the maximum points claimable under the 90/10 system for each specific goal — as the current SBD 6.1 (Page 36) does not reflect allocatable points under the 90/10 column, preventing bidders from correctly claiming B-BBEE preference points?

GPAA Response - The 80/20 Preference Point System as stipulated in the RFP remains applicable to this procurement.

The SBD 6.1 issued with the RFP has been prepared on this basis and bidders are required to complete and submit it accordingly.

Bidders should therefore prepare their submissions on the understanding that 80 points will be allocated for price and 20 points for specific goals, as set out in the bid documentation.

1. Mainframe Environment

- Can GPAA provide details of the IBM Z Mainframe environment, including:
 - Machine types and models - **GPAA Response** IBM Z16
 - Processor configuration - **GPAA Response** 34 MSU's allocated for the exclusive use by the GPAA
 - Operating system version – **GPAA Response** Z/OS 3.1
 - Current third-party software products and versions?

GPAA Response

Software	Product	Version
CA	View	R 14.0.03
	Deliver	R 14.0.03
	CA1 Tape Management	R15.0.00
	Sysview Performance Management	R 17.0.03
	CA Spool Printing	R 14.0.03
	Workload Automation ESP Edition	R 12.0.03
	Workload Automation Restart Option EE	R 12.0.03
IBM	DFHSM	1.5.9
	DFSMS	3.1.0
	ICKDSF	1.17.0
	ISPF	8.1
	JES2	3.1 SrvLvl 1
	LE	3.1.0
	RACF	3.1.0
	RMF	7.9.8
	SPLEVEL	7.3.1
	TCP/IP	3.1

	TSOE	5.1
	VTAM	6.3
	z/OS	3.1.0
Software AG	Adabas	8.6.1
	Adabas Online System	8.6.1
	Natural - NAT	9.2.3
	Natural Complete Interface - NCF/I	9.2.3
	Natural Security - N	9.2.3
	Natural Connection	9.2.3
	Predict _ DEV	8.6.1
	Predict Application Audit - PAA	2.7.1
	Predict Application Control - PAC	2.7.1
	Com-Plete - COM	6.8.2
	Entire Net-Work - WCF	6.6.1
Bateleur	Adastrip	V530
	eStrip	V316

2. Current Support Arrangements

- Is IBM currently providing hardware and software support, or is support managed by a third-party maintenance provider? – **GPAA Response** IBM.
- What is the remaining duration of the existing support agreements? – **GPAA Response** 9 months with a process in place to extend.
- Are there any known support limitations or coverage gaps? – **GPAA Response** No – we have recently optimised to make full use of the zIIP processor.

3. Existing Support Team and Transition

- Will any of the current GPAA or incumbent contractor resources remain after contract award? – **GPAA Response** Unless the service provider can provide suitable skilled and experienced resources to maintain and support the Natural/Adabas Benefit Administration bespoke application.
- Will existing Mainframe Systems Programmers, DBAs, Operations staff or application specialists be retained to support the transition and knowledge transfer process? – **GPAA Response** the resources must be proposed and provided by the service provider/bidder.
- What transition period is anticipated following contract award? – **GPAA Response** the transitioning period will be determined by the Bidder dependent on the skills and experience vested in the resources proposed by the Bidder. The expectation is that the proposed resources should have current skills and experience in the maintenance and support of a Benefit Administration application developed in Natural Adabas on and IBM mainframe/z/OS platform.
- Will the incumbent service provider be contractually required to provide knowledge transfer and operational handover? – **GPAA Response** Should be arranged/contracted by the GPAA, if required.
- Are any formal transition deliverables already defined? – **GPAA Response** No, this will be based on the offering by the Bidder.

4. Documentation

- Are current architecture diagrams, application documentation, interface specifications, operational runbooks, SOPs and recovery procedures available for the successful bidder? – **GPAA Response** No, unfortunately limited documentation is available because the solution should have been retired/replaced by now. Whatever is available will be provided to the new incumbent/successful Bidder.
- Will these documents form part of the transition process? – **GPAA Response** Yes, whatever is available will be shared after contract award.

5. Third-Party Systems and Interfaces

- Please provide a list of the third-party products and external interfaces currently integrated with the CIVPEN environment. – **GPAA Response** All interfaces are either via HTTP calls to the HTTP services or input files that are FTP'ed to the mainframe.
- Which transport protocols, middleware and file transfer technologies are currently utilised? – **GPAA Response** only FTP and HTTP services.

6. Operational Environment

- What are the average daily online transaction volumes? – **GPAA Response** It is difficult to confirm the exact number of daily online transactions – however on the HTTP server alone it is in excess of 100,000 per 24-hour period.
- What are the batch processing volumes? – **GPAA Response** There are many daily weekly and monthly batch schedules, mainly seasonal. The monthly Reconciliation run can go up to 5 million transactions and the monthly payment run up to 600 000 transactions.
- What are the available batch windows and processing schedules? – **GPAA Response** 19:00 to 07:00.
- Are there any critical processing windows or regulatory timing constraints? – **GPAA Response** Yes, the monthly contribution reconciliation, pensioner payments and annual increase runs.

7. Operational Support Metrics

Could GPAA please provide historical operational metrics for the past six months, where available, including:

- Priority 1 incidents – **GPAA Response** 20 per month
- Major production outages - **GPAA Response** Zero
- Average monthly incident volumes - **GPAA Response** 20
- Service requests - **GPAA Response** +- 50 per month.
- Change requests – **GPAA Response** 4 infrastructure per year and 12 application release per year.
- Enhancement requests - **GPAA Response** +-50 per year
- Development requests – **GPAA Response** part of the 50 above.
- Legislative change requests – **GPAA Response** 6 per year
- Average after-hours support calls – **GPAA Response** max 15 per month

8. Disaster Recovery

- Is a Disaster Recovery site currently operational? **GPAA Response** Yes
- Is the DR environment hosted internally or by an external service provider? – External service provider
- How frequently are DR failover exercises conducted? – **GPAA Response** twice per annum

- What are the current Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements? – **GPAA Response** RTO 30 minutes and RPO 30 seconds.

9. Resource Requirements

- Does GPAA have an expected resource structure or minimum staffing complement for this engagement? - **GPAA Response** No.
- Are there any identified scarce or specialist resources that GPAA expects the successful bidder to provide? - **GPAA Response** Yes, Natural/Adabas on the Benefit Administration application.

10. Application Inventory and Scope

To assist bidders in accurately estimating the level of effort required, could GPAA provide an inventory of the applications and components within the support scope, including, where available:

- Number of application modules – **GPAA Response** more than 3 000 Natural Adabas programs
- Number of Natural/Adabas programs – **GPAA Response** See above
- Number of Visual Basic applications – **GPAA Response** Two, Pekwa and Bankserv
- Number of batch jobs and schedules - **GPAA Response** +- 15 regular schedules per day – batch jobs depend on the online to batch requests by the online users.
- Number of interfaces - **GPAA Response** +- 10
- Number of databases - **GPAA Response** Five
- Number of HTTP/API services - **GPAA Response** +- 100
- Number of production environments - **GPAA Response** One

11. Licensing Responsibilities

- Is the successful bidder expected to manage existing software licences and support renewals only, or will the bidder also be responsible for procuring and

funding licence renewals during the contract term (e.g. IBM, Software AG, Oracle and other third-party products)? **GPAA Response** No the software license will be managed by the GPAA.

12. Service Delivery Model

- Does GPAA require the support team - **GPAA Response** Yes
- to be permanently based onsite at the GPAA offices, or will a hybrid/remote support model be considered? **GPAA Response** Hybrid
- If hybrid working is permitted, what is the expected onsite presence (e.g. full-time, specific days per week, or only for critical activities)? **GPAA Response** 50/50.

13. Existing Environment Documentation

Is there an opportunity for shortlisted bidders to participate in a technical due diligence session or obtain additional environment documentation after the clarification process but prior to contract award, to support accurate transition planning and resource estimation? **GPAA Response** Unfortunately, not.

General Enquiries	Email contact tenderenquiries@gpaa.gov.za
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SBD 6.1 SHOULD BE UPLOADED WITH THE PRICING SCHEDULE