

Q & A

RFP/T01-2021/22

PROVISION, DEVELOPMENT AND IMPLEMENTATION OF A WEB ENABLED PERFORMANCE MONITORING SYSTEM THAT WILL TRACK SEDA PERFORMANCE, FOCUSING ON BRANCH, PROVINCIAL AND DIVISIONAL PERFORMANCE, WHICH CONTRIBUTES TOWARDS ORGANISATIONAL PERFORMANCE.

Questions posed by interested parties for clarity		Seda clarity response to posed questions
1.	With respect to the infrastructure , can the new solution be hosted in the cloud?	Yes, it can be hosted on the cloud
2.	With reference to Performance Plans:- - Do the following plans referred to already exist? - The Strategic Plan (SP) - Annual Performance Plan (APP) - Annual Operational Plan (AOP) - How often will they be updated? - Will plan versioning be required?	- Yes they do exist - They are updated every year, before the beginning of the financial year. - Yes it will be required for support changes made.
3.	Database Integration: - Where are the existing databases within SEDA hosted? - Is there an existing web service (API) in place to connect to these databases? - Will the new solution: - Pull/Query data from the existing databases - Synch data - refresh updates from the existing databases - Change data (Add/Edit) on/in the existing databases - Will the existing databases be seen as the master database? - Will the new solution be seen as the transactional/operational database?	- They are hosted within the organisation - Yes - Yes - Yes - No - No - No, it pulls from operational databases.
4.	Is SEDA considering solution options for both formats below: The vendor has previously developed and owns a Performance Monitoring System (as a packaged solution), which requires some configuration to meet the solution requirement. For this option, SEDA would enter into a product subscription agreement & support agreement post implementation.	Yes

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	2. The vendor must build the solution from scratch (a bespoke engagement), with no existing product leverage. For this option, SEDA would enter into a support (only) agreement post implementation.	Yes
5.	With respect to the Function and User Scope based on a National Office, 56 Branch offices and 96 incubator centres - How many system users will there be at?: - National level - Branch level - Incubator level - What are the user roles at?: - National level - Branch level - Incubator level	+/- 150 Depending on the type of solution offered System Administrators (National Office) Divisional Reporting Managers Provincial Operations Managers Branch Operations Administrators Incubation Administrators