

RFP: Management Information System (MIS) Solution (Ref. No. GEP RFP-07-2024-MIS)**Compulsory briefing session Question and Answer****Date: 29 Nov 2024**

No.	Question or Clarification	Answers
1.	Can electronic-only submissions (e.g., via email or portal) be considered to simplify the process?	No, refer to submission requirements
2.	Can the deployment model be hybrid (on-site/off-site), or is full on-site presence required for implementation and support?	Hybrid with skills transfer
3.	Will GEP provide APIs for integration with its existing systems, or must these be developed by the bidder?	Source from OEM/Developed by the bidder
4.	Are there penalties for delays in meeting deliverables, or will extensions be considered under specific circumstances?	Yes, there will be penalties subject to specific circumstances
5.	Will full IPR (including source code and database) transfer to GEP?	Yes
6.	Are there restrictions on using third-party software components?	No, but will be dependent on specific circumstances
7.	Are there specific scalability benchmarks, such as the number of concurrent users or anticipated data growth rates?	None
8.	Can it be confirmed if the MIS solution needs to be compatible with mobile devices or only desktop platforms?	Yes
9.	For integration with third-party systems (e.g., ITC, ABIS, CIPC), will access credentials or APIs be provided by GEP or managed by the bidder?	Managed by bidder
10.	Can it be clarified the expectations for data migration from existing systems to the new MIS, including volume and format?	1.3 TB current volume, format: CSV
11.	Will the bidder be responsible for periodic updates to align the system with evolving regulations or GEP requirements?	Yes, system updates are required
12.	Can open-source technologies be used, or is Microsoft Azure mandatory for compliance?	Yes to open source as long as it is secured, Note that GEP is a Microsoft shop
13.	Are there any specific software licenses or certifications bidders must procure to meet GEP's IT policies?	No

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14.	Will post-implementation support (three years) require on-site presence, or can this be managed remotely?	Hybrid with skills transfer
15.	Does GEP have any specific backup or disaster recovery policies the bidder must adhere to? Will related infrastructure be provided?	Yes, to both questions
16.	Will GEP provide the testing environment for UAT, or must the bidder arrange this independently?	Bidder to arrange
17.	How many personnel are expected to be trained, and should training materials include interactive modules such as videos?	50-80 to be trained
18.	Will bidders need to propose hosting infrastructure for on-premise deployment, or will GEP provide the necessary resources?	No, cloud hosting is preferred.
19.	Are there expected benchmarks for system performance (e.g., response times, uptime) that the bidder must meet?	99.999 uptime
20.	Does GEP have any preferred reporting tools or platforms for integration (e.g., Power BI, Tableau)?	No
21.	For disaster recovery, is there a specific Recovery Time Objective (RTO) or Recovery Point Objective (RPO) that bidders must meet?	RTO: 4 to 8 hours RPO: 8 to 24 hours
22.	Will failure to meet the minimum score in any category lead to disqualification, or only impact that category's score?	Yes, Refer to minimum threshold requirement
23.	Can certifications like ITIL or equivalent be accepted for the Project Manager and other key experts, in addition to PMP/Prince2?	Yes
24.	For a score of 5 (Excellent) under the Project Manager criteria, only "Bachelor's or Master's degree" is mentioned, whereas for 4 (Good), a "Bachelor's degree in IT/ICT" is specified. Can it be clarified if the degree for a score of 5 must also be specifically in IT/ICT or a related field?	Yes, it is for IT/ICT as per the description on the left of Qualifications and certifications
25.	The RFP specifies a minimum of 2 specialists. If a bidder proposes more than 2 specialists, how will their evaluation be conducted? Will all specialists be evaluated against the same criteria, or will the evaluation be based on the top 2 specialists proposed?	The top 2
26.	Can a proposed team excluding Project Manager collectively meet the experience requirements, or must all roles individually meet the criteria?	Each member

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27.	Instead of reference letters signed on client letterhead, can bidders provide client satisfaction letters or testimonials confirming successful delivery of similar projects?	We require contactable reference letters
28.	Will bidders outside South Africa be disqualified or lose evaluation points due to preference points? Can this be mitigated?	No, they will not be disqualified though they will forfeit preference points
29.	Are there any budget constraints or cost caps that bidders should consider when proposing their pricing?	Cannot disclose
30.	Can it be provided a clear definition of "fixed" and "roaming" internal users?	50 fixed active daily users, 30 roaming ad-hoc users
31.	Payment terms are not specified. Could it be clarified if they are milestone-based, periodic, or post-implementation?	Milestone based
32.	Debt Management (module for Contact Centre to schedule calls to debtors)	Yes
33.	In Portal Support, need more detail but my expectation is that a chatbot or alike service is required.	Yes, it is required
34.	Should the solution include capabilities for integration with future digital tools and platforms, or only existing GEP systems?	Yes, preferably futuristic
35.	Are there specific certifications required to meet POPIA and data security requirements?	No
36.	Which system are you currently using for replacement purposes?	We use a normal CRM program, which was developed from an off the shelf. The system should ideally work for banks or any DFI
37.	What is the expected time to develop, customize and deploy the solution?	Based on previous engagements 6 months is enough to build a system from inception.
38.	In terms of the call/contact centre that you have, do you require the calls to be recorded?	Yes, it is preferred.
39.	In terms of LMS are you expecting a full loan management solution or will it be integrated and other system will provide the majority of the LMS functionality?	We are moving away from the existing and want an integrated LMS with the CRM solution
40.	Are the listed APIs confirmed numbers, or will additional ones be required?	That is the standard, additional may be added as required and included as costing or integrated with maintenance.

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41.	Is there a business requirement specification to assist with responding to the bid?	No, the TOR is the only document and can be treated as the BRS as it lists all the requirements for the new system
42.	Are the business processes documented?	No, we would like for them to be mapped and documented
43.	What is the size of your call centre?	We have 10 individuals at head office
44.	Regarding the LMS is there a requirement for biometric integration?	No, the API is for the Home Affairs system we are verifying the I.D of the individual or the business
45.	Are there any specific reports compliant reports that are expected out of the solution?	Yes, we require different reports as stated on the TOR as well as other ad-hoc customizable reports
46.	In terms of your CRM, is there a specific workflow that you are seeking to achieve?	We require just the standard CRM solution meeting our requirements, we will have different workflows or any other that are available in the market.
47.	Will there be opportunity for bidders to provide a live demo or proof of concept?	Yes, we will need proof.
48.	The proposed solution is it replacing the processes that are being run in your current system?	We do not have a system. The existing data dump will be uploaded into the new system
49.	The proposal is not requesting we bring an element of loan management it is an integration?	We want integration with the existing system
50.	How strict will you be in terms of the B EE and those requirements?	In terms of the state, we do have targeted goals, but in terms of this requirement, we do not have any pre-qualifications or requirements that would disqualify any company from submitting a bid. We utilize PPR 2022 preference points targeting specific goals, companies will forfeit points that they are not able to claim for.
51.	What telephony system is GEP currently using in your contact/ call center?	Contact Center Cloud

KINDLY NOTE THAT QUERY PERIOD IS CLOSED.

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