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CLARIFICATION LETTER

THE CLARIFICATION REFERS TO:

APPOINTMENT OF SERVICE PROVIDER FOR THE PROVISION OF ELECTRONIC DOCUMENT MANAGEMENT SYSTEM BID REFERENCE PROC T315

The Services Sector Education and Training Authority (SSETA) have noted question raised by potential bidders during the query period, therefore Services SETA SCM; seek to clarify the matter as follows:

INTRODUCTION

		REF: BID DOCUMENT FOR ELECTRONIC DOCUMENT MANAGEMENT SYSTEM	CLARIFICATION	BID RREFERENCE PROC T315
				Briefing Session
1.		• How many users require access to the system? Can we supply concurrent licenses, e.g. if 100 people need access, but they don't need access all the time, one could consider a 1 in 3 concurrency (i.e. 33 licenses to be shared amongst 100 users) or a 1 in 5 concurrency (i.e. 20 licenses to be shared amongst 100 users).	***100 concurrent licences***	

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		• b. How many users require full time access to the system? They would get named licenses that can only be used by them. • c. How many locations countrywide require access? • d. Number of users that need to access documents. Read only, adding documents using the Document Management System, adding documents using another application/system – please specify how many other applications/systems? and adding/requesting documents from a portal interface.	***50 with the ability to increase or decrease as circumstances dictate*** ***11 (ten provincial offices plus head office)*** ***The structure of the organisation is approximately 312. Actual number of users to be determined on implementation.***	
		SETA SITES AND LOCATIONS		
2.		• SETA topology with regard to locations around the country i.e. How many branches around the country. • What work is done both centrally and in those branches wrt paper? • How many regional offices will need access to the Document Management System and how many users per regional office? • Do you want your content to be stored locally – only at headquarters?	***Refer to 1d*** ***Majority of work will be done centrally in H/O. However, provinces should have access to the system.*** ***10 Regional Offices – 2 people per region***	

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		• Is the paper sent centrally for scanning or is scanning to be at remote sites	***Yes*** ***Centrally and remotely.***	
		BACKSCANNING		
3.		• What volume of documents needs to be scanned PER LOCATION? We need to know number of pages. • What sizes of documents need to be scanned? (A4, A3, small invoice slips etc.), and what volume of non-A4 documents are there? • c. Are the documents bar coded? • d. Is the quality of the documents reasonable for scanning? • e. Is there any OCR required? • How many single sided pages need to be scanned? Please provide the following information: • Page size – A0, A1, A2, A3, A4, A5	***Not yet known. To be determined by*** ***Predominantly A4 . Others to be determined.*** ***NO*** ***Yes.*** ***Yes*** ***To be determined***	

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		• Are these pages bounded or filed? • What % is double sided? • What % is colour? • What resolution do you need the documents to be scanned – usually 200 dpi max 300 dpi unless you have a legal requirement such as fingerprints etc • What output format do you require, PDF, Tiff etc • Do you make use of a fax server – if you do, how many faxes do you need to process on a yearly basis (if you can provide this for a daily, weekly, monthly basis) • What is required from us; Hardware? Software? Operators? From which site/s? • Over what period do you want to do back scanning? Scan on demand should be considered	***Predominantly A4*** ***Bounded and filed*** ***Unknown*** ***Unknown*** ***200dpi*** ***PDF*** ***Yes. Unknown – to be determined.*** ***Both hardware and software. Operatos as per tender documents.***	

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			5 years, subject to change	
		MIGRATION		

4.		• Where do documents need to be migrated from? (Drives, LAN, Another system?)
		• Are they in another system?
		  ○ If so what system?
		  ○ How many documents to be migrated? (or size in Gigs)
		• Are they in folders on the LAN?
		• If in folders, are these folders 'sensibly' named in a hierarchy that can be used for metadata indexing?
		• It is assumed that this is only electronic documents. How many data do you want to migrate and from what storage / applications?
		• Or does this include the migration of back scanned documents into the?
			NO Migration. Only physical documents.
			
			None	

		INFRASTRUCTURE		

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5		• What platform is the SETA infrastructure? Microsoft? • What databases are used? Is there enterprise licensing?, May you specify any hardware consideration, operating system environment & RDBMS licensing option? • Is SETA providing its own hardware or must the service provider provide server hardware? • What bandwidth is there between central location and remote sites? Is this consistent for all remote sites? • Where does SETA run its computer operations? At SETA or perhaps SITA? • Which email system does SETA run? If Outlook, which version?	***Micrfosoft*** ***SQL*** ***No. Service provider to provide equipment.*** ***40mb line at Head Office and 10MB at remote sites.*** ***At SSETA*** ***Outlook 2010 and 2013***	

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		INCOMING *DOCUMENTATION (remember the more functionality required, the more work and the less likely it is that this can be done in 6 months!)*		
6		• Incoming documents – does SETA have a FAX to EMAIL solution and if so, which one? • Does SETA have a common mailbox such as customercare@seta.org.za where emails are sent for processing? • What would be the different channels of document acquisition? Would there be email, fax and MS Office document archiving? • How many environments would be needed – Production, Test, Development etc.? • Does SETA envisage using E-FORMS online to allow their customers to capture information such as application forms? • Would SETA like to capture application forms on mobile devices such as tablets and smart phones? If so which is the preferred operating system/s (Windows, Android, Apple, all of these?) • Does SETA have any scanners? • Does SETA have any MFP's that they would like to use for scanning? • Do we need to supply scanners? (If so we would need volumes per	***We have both*** ***We can make provision for a central email address*** ***Physical and electronic*** ***Question to be clarified*** ***We would need*** ***No***	

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		location)	***Yes, we have Konica Minolta Multi function ?????*** ***Dependant on the solution proposed***	
		AUTOMATED PROCESSES		
7		• Requirement is to automate processes designed: This could be an extensive requirement and it is impossible to quote upon services required to 'automate processes' when we have no idea what those processes are. • Does Services SETA have signed off business requirements documents? • Does Services SETA already have mapped processes? • Are they 'as is' or 'to be' and are they signed off? • Who will map the 'to be' processes? • Please provide • Number of processes requested • Process diagrams and for each process ○ Rules	***Successful bidder will determine during the assessment*** ***Question to be clarified*** ***No*** ***N/A*** ***Successful Bidder*** ***To be developed by the successful bidder***	

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		○ Escalations ○ Exceptions • Alternatively set some scope e.g. there will be ○ 'x' number of simple routing and approval processes or ○ 'y' number of complex processes.	***To be developed by the successful bidder***	
		INTEGRATION		
8		• What systems does the EDRMS need to integrate to? Please list all. • What level of integration is required? ○ Document access ○ Data exchange and if so, please describe envisaged scenario • Does SETA have the in house programming skills to extract data from these systems? • It was mentioned that our solution must integrate with Sharepoint and MIS. Are there any other integration requirements?	***SharePoint 2013 and capability to integrate with other system*** ***To be developed by the successful bidder*** ***No*** ***Ability to integrate with other systems***	
		EXTENT OF SERVICES REQUIRED		

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9		• Does SETA require implementation of processes across all business units such as FINANCE, LEGAL etc? • What are these business units? • Are these business units similar e.g. does Services SETA service many different verticals, and are these verticals run by different SETA business units with different processes? Please describe. • Does Services SETA already have a file plan? • Do you need physical records management as well?	***Yes*** ***Please see Organisation Structure*** ***Please see Organisation Structure*** ***No*** ***Yes***	
		LEGISLATION		
10		Please clarify Paragraph 2 Applicable Legislation a. "the successful service providers is recommended to provide support must be three months with the option to renew at the expiry of the initial period of six months." Is this after the initial 6 months / after the handover of the system?	***SCM to Clarify***	

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11		**What other Document Management System requirements do you have?** • Case management – if you have case management requirements; should your case management users and document management users be the same or do you have case management users and different document management users or do you have users that need to have both? This can help with the user • Records management – what functionalities are required? • Registration, approval and issuing of certificates • Digital/electronic signatures • Collaboration with users beyond your firewall	***We have both case and document management users and users which use only one and both.*** ***Please see Org Structure*** ***Yes*** ***Not at this stage but the functionality must be available***	

Please note that the aforementioned clarification information forms part of bid document reference number PROC T315 which was already in Services SETA website.

For any queries with regards to the clarification letter, please direct them to Jabulani Kunene at jabulanik@serviceseta.org.za (011) 276 9723.

Yours sincerely,

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