

QUESTIONS AND ANSWERS: BID NUMBER: SASSA-70-20-ICT- HO

NO	QUESTIONS	ANSWERS										
Question 1 to 22. Asked by Collett Clements of Oracle												
1.	Please provide the number of named users per system <table border="1" data-bbox="250 624 1361 730"> <thead> <tr> <th data-bbox="250 624 483 695">Finance</th> <th data-bbox="483 624 698 695">SCM</th> <th data-bbox="698 624 918 695">HCM</th> <th data-bbox="918 624 1126 695">Payroll</th> <th data-bbox="1126 624 1361 695">Proposed Oracle CX</th> </tr> </thead> <tbody> <tr> <td data-bbox="250 695 483 730"></td> <td data-bbox="483 695 698 730"></td> <td data-bbox="698 695 918 730"></td> <td data-bbox="918 695 1126 730"></td> <td data-bbox="1126 695 1361 730"></td> </tr> </tbody> </table> <p data-bbox="250 735 539 767"><i>Estimates would suffice</i></p>	Finance	SCM	HCM	Payroll	Proposed Oracle CX						
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2	SASSA has been utilizing this system since 2009. When was the last time SASSA done an upgrade on the system , and which modules were impacted.	The last upgrade was in December 2020 from version 12.2.8 to 12.2.9										
3	What is the scope of Audit Management services	Audit findings raised by Auditor General SA and SASSA Internal Audit Change documents User Management Data integrity Reports										
4	It is assumed the Backup and DR (hardware and software) solutions are already in place at SASSA. The team will just facilitate the backups of the applications and database, and will be part of the recovery team should data or applications need to be recovered?	Assumption is correct. The successful bidder need to review the backup setup for the ERP solution and indicate to the backup team where they										



								<p>lacking.</p> <p>DR testing is part of the contract. Annually we need to Failover/Switch over to the DR site. It is part of the AGSA requirements.</p> <p>Cloning of Prod to Developmental instance is requirement ie restoring and recovering Prod backups to any client</p>	
5	What ticketing system does SASSA use for the Helpdesk to log calls?						Remedy		
6	Could we provide our own call logging and ticketing system?						No.		
7	Would SASSA look at a hybrid resourcing model for the support, i.e. both on site resources as well as remote resources.						No.		
8	Please provide estimates of the average calls logged per month						<p>Calls dropped due to Covid-19 regulations as user were on rotation. It may not be a true reflection. The area with more calls is HCM/Payroll due to Employee Self Service and User Management</p>		
		Finance	SCM	HCM	Payroll	Proposed Oracle CX		Integration	Database
	Level 1								
	Level 2								
9	Batch Job Information Please provide the total number of batch jobs to be monitored						EBS has concurrent programs that are scheduled. There are		



		<p>many of them but here are a few of high importance for Payroll – we run two payroll runs a month</p> <p>There is the Payroll concurrent program,</p> <p>Third Party Payment concurrent program – payroll deductions eg med/aid, policies</p> <p>Creating Bankserv Payment files</p> <p>Creating Cash Book files for National treasury</p>																		
10	<p>1. Frequency of monitoring (as a %) of Total above:</p> <table border="1"> <thead> <tr> <th>Hourly</th> <th>2 x per day</th> <th>3x per day</th> <th>1 per day</th> <th>weekly</th> <th>monthly</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Hourly	2 x per day	3x per day	1 per day	weekly	monthly													
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11	<p>1. What is the number of jobs that fail on a daily basis?</p>																			
12	<p>1. <u>CEMLI</u> (Configuration, Extension, Modification, Localization, and</p>	<p>Need verbal engagement</p>																		



Integration) <u>Object Count Tables:</u>		
Application Family	Applicable CEMLI Object Types	Object Counts
EBS	Alerts, Concurrent Programs, Custom.pll, Form, Function, Host/Shell, Interfaces-I/b o/b, Java/JSP, Package, Procedure, Reports, SQL script, Trigger, Views, Business Services, Web Services, Analytics Reports, Workflows, Form&OAF Personalizations, HR Fast Formulas	
OBIEE	Dashboards, Reports, Custom Models (Star Schema), ETL Routines	
SOA	SOA Integrations, If applicable - BAM reports, BAM dashboards, Business Rules	
13	The tender has many complexities, will SASSA look at granting an extension for 1 or 2 weeks. This is a large tender and we would like to collate a detailed response for SASSA which will take some time.	No extension will be considered



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14	How many functional users as envisaged to use the system; Year 1 , Year 2 and Year 3	SASSA has approximately 9000 officials and they all have Employee Self Service (Leave, Payroll certification, Expense Claims) (End users) 8-10% of these officials are transaction processing users (Users)
15	What are the existing timelines for the completion of the current installation activities: i-Recruitment Performance Management i-Procurement (SCM Only) i-Assets	I-Recruitment and I-Procurement in year 1 ten Performance Management in year 2
16	What are the timelines defined by business for the completion of future implementations SSO Oracle CX Oracle Sourcing Oracle Contract Management Oracle Mobile Apps Weblogic Internet Access Server Access management and Oracle Internet Directory	These are still to be procured in year 1 Oracle CX Oracle Sourcing and Oracle Contract Management SSO is currently be configured by current service provider, but they might not finish – 3 months after award Oracle IAM with OUD already installed as part of the IAM implementation project, but they not finish – 3 months after award
17	Do you want the functional application helpdesk to run on a 8 x 5 business hours, or	This is a service which



	on 24 x7	requires resources to report to site from 8 to 5 but critical application service requests require 24/7.
18	What application services are you looking at deploying in the Cloud CX, HCM, ERP, Procurement	Policy discussion and considerations are being made and SITA is being consulted. There's possibility for CX and Procurement
19	What is SASSA's timeline to move to the Cloud	Policy discussion and considerations are being made and SITA is being consulted.
20	How many users will be required to setup on Oracle Internet Directory	Approximately 9000
21	Do you have an existing Active / Directory service for integration with Oracle Internet Directory	Yes.
22	How many users will be required to be setup on Identity and Access Management?	Approximately 9000
Question 23 to 26 asked by Zinhle Ntshangase of Dimention Data		
23	Is there an opportunity to take on the staff complement on your current support agreement as part of a section 197?	Yes.
24	Do you require a physical submission of the response?	Both, printed and on USB



25	How many copies of the response are required?	Bidders can submit Original and a copy, however is not mandatory to do so.
26	1. Will you share the questions (and answers to these questions) submitted by all bidders?	Yes
Question 27 to 27 asked by Paseka Simela of BlendTech		
27	<p>May you please kindly advise on the below query as we have picked up some discrepancy between TOR PDF file and the Response Template.</p> <p>Missing roles on the spreadsheet:</p> <ol style="list-style-type: none"> (The Help Desk/Administrative Resource will head the Project Management Office services.) not listed Four (4) Principal Functional Consultants for HCM and Payroll is Combined below but on the TOR document is splitted. 	Will provide latest or correct template
Question 28 to 35 asked by Nazeem Ebrahim of Omni Tell Technology		
28	What is the status of the various Oracle EBS modules being implemented? E.g. live or yet to start?	
29	What is the helpdesk application used by SASSA?	Remedy.



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30	Will SASSA consider a hybrid (Onsite – Offsite) model for resource deployment?	No.
31	Will SASSA accept one resource for two or more roles? For e.g. One Resource for PMO and Service Manager or One principal consultant for two streams	No. We need a junior resource below the Service Manager.
32	Can SASSA provide us with the number of calls (module wise) in the last 6 months?	
33	Please share the system architecture diagram	Attached as EBS Hardware design
34	The version of ORACLE EBS and database.	Oracle E-Business Suite Release 12.2.9 and Oracle Database 12c Enterprise Edition Release 12.1.0.2
35	Are there any special conditions of contract (SCC)? If so, kindly assist us in pointing out the location of the SCC in the documents supplied.	This can only be provided to successful bidder but you can check TOR for general conditions of contract.



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