

UMALUSI (22-23) T0001-APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ENTERPRISE RESOURCE PLANNING SOLUTION TO UMALUSI

VIRTUAL COMPULSORY BRIEFING SESSION QUESTION AND ANSWER

HELD ON 06 DECEMBER 2022

| NUMBER | QUESTIONS | ANSWERS |
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| 1. | The bidders needed confirmation that the organisation is not looking to replace Sage 300. Can the bidder include an alternate proposal to replace the Sage 300 with an alternative product, which it can also be looked at in addition to the main proposal? | The organisation is not looking into replacing sage 300, but if the bidder has another alternative that they know of and want to propose to the organization they are welcome to do that. |
| 2. | The bidders needed a clarity on scope requirement on point 5 which is more human capital management because the organization is not looking to replace the sage 300. | Management Information System (MIS) is used for all contractors, they'll be onboarded on this legacy system and when we need to pay them, we must export the data from MIS and then imported into Sage 300 people for payment. Information was included for statical purposes only. The number users require is provided. |
| 3. | In terms of the solution and the product road map moving forward. So, in the RFP documentation, it does seem like the decisions has been made from a technology point of view that it needs to be Microsoft Dynamics. | The decision has been made already regarding the technology that the organisation want like you'll be aware that in the terms of reference clearly stipulates |

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| | <p>But in the briefing session, that seems like that if the bidder has an alternative technology, they can propose them.</p> <p>The bidder also wanted to get a view on the long-term technology road map is the intent to eventually replace Sage with Dynamics? Or is that still a discussion that needs to happen?</p> | <p>that the organisation is looking for a Microsoft Dynamics or equivalent solutions.</p> <p>Umalusi uses the Microsoft Dynamics as a benchmark to any type of a solution. Not that the organisation is limiting bidders to come up with other alternatives as the terms of reference allows for such an alternative.</p> <p>But we'll use that part Microsoft Dynamics as a benchmark to have that checklist or that checklist to ensure that it covers all the functions that we require as per that benchmark that we have set for organisation.</p> <p>On the long-term technology road map, the organizational is not looking to replace sage but rather integrate with sage 300.</p> |
| 4. | <p>Is there a specific preferred cloud a provider that the organisation has, or the bidders are open to also suggesting a cloud platform that they can use in providing the solution or Umalusi is probably hosting themselves?</p> | <p>There is not specific preferred cloud provider that the organization is considering, however it is important to inform bidders that the organization is currently implementing Microsoft Azure cloud. Therefore, the ERP solution should also be a cloud-based solution moving away from on premise infrastructure.</p> |

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| | | Bidders are welcome to propose any cloud but should be a Software as a Service. |
| 5. | <p>The bidder question is on the technology which has already been decided to be Microsoft Dynamics and in the Dynamics space, there are two ERP products, one of them being finance and operation, which used to be called X and the other one is Dynamics business central; it was rebranded to super vision. there's a reason why that too because that target markets are different</p> <p>Finance and Operation competes with SAP & Oracle with the other one is meant for, medium size organization. The bidder wants to get a clarity in terms of which product exactly has the organization benchmarked themselves against?</p> | The organisation cannot prescribe which solution the bidder can propose; however, bidders can propose a suitable product looking at scope of work and the number of users. Bidders must propose a suitable ERP solution based on the size of the organisation and the scope of work. |
| 6. | How many years of historic data is required is it 5 to 10 years? So that it can assist bidders when it comes to estimating the effort required for the implementation, so that the bidders provide something that is more accurate? | MIS data goes as far back as 2004 but the bidder is expected to migrate three years historic data from the current system. |
| 7. | The system requires 140 user and how many will be the light users (reviewing reports and approving) and how many will be processing transactions, | <p>Users' licenses breakdown;</p> <ul style="list-style-type: none"> • 61 users processing transactions. |

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| | those who will be reviewing report and approving will need a different license to those who will be doing transaction processing. The license for a light user is cheaper than the person who will be doing processing transactions. ` | <ul style="list-style-type: none"> • 14 Executives and senior managers (light users). • 56 Assistant Managers and managers (light users). • 9 System administrators. |
| 8. | When does the organisation want the project to start? | Umalusi plans to tentatively start the project in April 2023 depending on the awarding and contracting completion dates. |
| 9. | How many legal entities would you need setup? | <p>One legal entity with the following cost centers;</p> <ol style="list-style-type: none"> 1. Governance and Office of the CEO. 2. Strategy and Governance. 3. Public Relations and Communications. 4. Finance and Supply Chain Management. 5. Information and Communication Technology. 6. Human Capital Management. 7. Facilities. 8. Evaluation and Accreditation. 9. Quality Assurance of Assessments, Post Schools. 10. Quality Assurance of Assessments, Schools. 11. Qualifications, Curriculum and Certification Unit. 12. Statistical information and Research. |

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| 10. | Number of licensed ERP users with applicable functions? | <p>Users licenses breakdown;</p> <ul style="list-style-type: none"> • 61 users processing transactions. • 14 Executives and senior managers (light users). • 56 Assistant Managers and managers (light users). • 9 System administrators. |
| 11. | Number of procurement users? | <p>Number of procurement users shall be;</p> <ul style="list-style-type: none"> • (5) Five SCM users <p>Suppliers must also review answers provided for licensing the solution total licenses required.</p> |
| 12. | How many assets do you have per legal entity? | <p>Asset management is not required under this procurement.</p> |
| 13. | Current shortcomings in financial solution? | <p>The following are shortcomings of the current financial solutions;</p> <ul style="list-style-type: none"> • Inconsistent workflows, incomplete workflows. • Reversal of transactions results in data errors. • Lack security around Tarif management • Unsupported system, • Duplication work between MIS, Sage 300 People and Pastel partner. |

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| | | <ul style="list-style-type: none"> • No security, transactions paid are easily reversible. • No scalability for new types of transactions. • Processing of transactions is performed manually; transactions are exported manual no integration with Sage for payment. • Unsupported platform, no local support for the system, • ICT support requests are mainly for the MIS system and processing transactions, fixing workflows. • Poor business validations, data cleanup is performed in the database regularly. • Reports are developed outside the system using Microsoft SSRS. Queries are outdated and can no longer be relied upon for management reporting. |
| 14. | Data take on requirements. Will the following suffice: | |
| | I. G/L Detailed Transactions for 3 years (36 months) | Yes, required accounting data on the system must cater for 3 previous financial years. |
| | II. A/P Open documents from Aged Trial Balance | Yes, this will improve efficiency with respect to payments. |
| | III. A/R Open documents from Aged Trial Balance | Yes, this will improve efficiency with respect to payments. |

| | IV. C/B Bank statement with reconciling items | Yes (optional), consideration must be made, Pastel is utilised for bank reconciliations, this feature, module must therefore not duplicate work that is performed on Pastel unless the feature has dependencies with other modules and other modules cannot operate or be configured C/B. | | | | | | | | | | | | | | | | | | | | | | |
|-----------|---|---|-------|-------|---------|----|----------|----|-------|----|-------|----|-----|----|------|----|------|----|--------|----|-----------|----|---------|----|
| 15. | Open PO? | <p>The following are purchase orders processed on average in a given month (estimated figures);</p> <table border="1" data-bbox="1255 773 1776 1339"> <thead> <tr> <th>Month</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>30</td> </tr> <tr> <td>February</td> <td>28</td> </tr> <tr> <td>March</td> <td>25</td> </tr> <tr> <td>April</td> <td>26</td> </tr> <tr> <td>May</td> <td>29</td> </tr> <tr> <td>June</td> <td>25</td> </tr> <tr> <td>July</td> <td>29</td> </tr> <tr> <td>August</td> <td>29</td> </tr> <tr> <td>September</td> <td>25</td> </tr> <tr> <td>October</td> <td>25</td> </tr> </tbody> </table> | Month | Total | January | 30 | February | 28 | March | 25 | April | 26 | May | 29 | June | 25 | July | 29 | August | 29 | September | 25 | October | 25 |
| Month | Total | | | | | | | | | | | | | | | | | | | | | | | |
| January | 30 | | | | | | | | | | | | | | | | | | | | | | | |
| February | 28 | | | | | | | | | | | | | | | | | | | | | | | |
| March | 25 | | | | | | | | | | | | | | | | | | | | | | | |
| April | 26 | | | | | | | | | | | | | | | | | | | | | | | |
| May | 29 | | | | | | | | | | | | | | | | | | | | | | | |
| June | 25 | | | | | | | | | | | | | | | | | | | | | | | |
| July | 29 | | | | | | | | | | | | | | | | | | | | | | | |
| August | 29 | | | | | | | | | | | | | | | | | | | | | | | |
| September | 25 | | | | | | | | | | | | | | | | | | | | | | | |
| October | 25 | | | | | | | | | | | | | | | | | | | | | | | |

| | | November | 26 |
|-----|---|--|-----------|
| | | December (current open PO's) | 25 |
| 16. | How many legal entities would you need setup? | <p>One legal entity with the following cost centers;</p> <ol style="list-style-type: none"> 1. Governance and Office of the CEO. 2. Strategy and Governance. 3. Public Relations and Communications. 4. Finance and Supply Chain Management. 5. Information and Communication Technology. 6. Human Capital Management. 7. Facilities. 8. Evaluation and Accreditation. 9. Quality Assurance of Assessments, Post Schools. 10. Quality Assurance of Assessments, Schools. 11. Qualifications, Curriculum and Certification Unit. 12. Statistical information and Research. <p>Any setup or configuration shall be based on the above listed units as business cost centers.</p> | |
| 17. | Number of licensed 4Flow users | <p>Licensed users breakdown;</p> <ul style="list-style-type: none"> • 61 users processing transactions. • 14 Executives and senior managers (light users). | |

| | | <ul style="list-style-type: none"> • 56 Assistant Managers and managers (light users). • 9 System administrators | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------|---|--|-------|-------|---------|----|----------|----|-------|----|-------|-----|-----|-----|------|----|------|-----|--------|-----|-----------|-----|---------|-----|----------|-----|----------|----|
| 18. | Number of Procurement including supplier Maintenance users? | Proposed solution shall cater for (5) five SCM users responsible for supply chain processes. This is applicable to all supply chain management processes including contract management. | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 19. | Number of Expense claims and S&T users? | <p>The following are S&T processed on average in a given year (estimated figures);</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>88</td> </tr> <tr> <td>February</td> <td>44</td> </tr> <tr> <td>March</td> <td>43</td> </tr> <tr> <td>April</td> <td>210</td> </tr> <tr> <td>May</td> <td>182</td> </tr> <tr> <td>June</td> <td>44</td> </tr> <tr> <td>July</td> <td>117</td> </tr> <tr> <td>August</td> <td>184</td> </tr> <tr> <td>September</td> <td>123</td> </tr> <tr> <td>October</td> <td>185</td> </tr> <tr> <td>November</td> <td>371</td> </tr> <tr> <td>December</td> <td>93</td> </tr> </tbody> </table> | Month | Total | January | 88 | February | 44 | March | 43 | April | 210 | May | 182 | June | 44 | July | 117 | August | 184 | September | 123 | October | 185 | November | 371 | December | 93 |
| Month | Total | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| January | 88 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| February | 44 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| March | 43 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| April | 210 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May | 182 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| June | 44 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| July | 117 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| August | 184 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| September | 123 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| October | 185 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| November | 371 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December | 93 | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | | Expense claims processed on MIS are for external contractors/consultants. Expense claims for internal staff are captured and processed on Sage 300 People. |
| 20. | Number of Contract management users? | Five users shall be responsible for contract management. |
| 21. | Number of HR & payroll users for onboarding/terminations? | Five users shall be responsible for HR related functions (onboarding/terminations) these users are also the same users who perform similar duties on Sage 300 people. |
| 22. | Which reports would be required per module? | <p>The solution must include basic reports and over and over the following must be included;</p> <ul style="list-style-type: none"> • Open contract (SCM) • Claims (open, paid, reversed) • Purchase order (open, list per costs center) • Purchase requisition (open, utilisation based on the budget) • Ageing number of days for all transactional types <p>Proposed ERP Solution must include standard report templates over and above reports listed above.</p> |

| 23. | Must the 4Flow system be on-prem or cloud solution? | The proposed ERP solution should be a cloud-based solution. | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------|--|---|-------|-------|---------|----|----------|----|-------|-----|-------|-----|-----|----|------|----|------|-----|--------|-----|-----------|-----|---------|-----|----------|-----|----------|----|
| 24. | How many transactions is estimated to be done in a month's period? | <p>Average number of transactions per month is as follows (estimated figures);</p> <table border="1" data-bbox="1255 573 1705 1247"> <thead> <tr> <th>Month</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>90</td> </tr> <tr> <td>February</td> <td>74</td> </tr> <tr> <td>March</td> <td>103</td> </tr> <tr> <td>April</td> <td>146</td> </tr> <tr> <td>May</td> <td>76</td> </tr> <tr> <td>June</td> <td>85</td> </tr> <tr> <td>July</td> <td>124</td> </tr> <tr> <td>August</td> <td>201</td> </tr> <tr> <td>September</td> <td>245</td> </tr> <tr> <td>October</td> <td>278</td> </tr> <tr> <td>November</td> <td>251</td> </tr> <tr> <td>December</td> <td>88</td> </tr> </tbody> </table> | Month | Total | January | 90 | February | 74 | March | 103 | April | 146 | May | 76 | June | 85 | July | 124 | August | 201 | September | 245 | October | 278 | November | 251 | December | 88 |
| Month | Total | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| January | 90 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| February | 74 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| March | 103 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| April | 146 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May | 76 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| June | 85 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| July | 124 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| August | 201 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| September | 245 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| October | 278 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| November | 251 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| December | 88 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 25. | How far back will be the data intake from the existing systems? | Three years transactional data. | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| 26. | Do all the systems have existing APIs? | No existing API. Systems developed query the database directly. |
| 27. | <p>Are you already licensed for any of the following systems:</p> <ul style="list-style-type: none"> ○ Microsoft Dynamics 365 ○ SharePoint Online ○ Microsoft 365 | <p>Licensed solutions, applicable to this procurement;</p> <ul style="list-style-type: none"> • Not licensed for Microsoft Dynamics. • Microsoft Office 365 (E2 and E3 licenses), SharePoint online licenses included. |