



Invitation to Bid

Appointment of a service provider for the Supply, Implementation, Maintenance and Post- Implementation Support of an Enterprise Resource Planning (ERP) System for SANParks for a period of 5 years.

Bid Number	GNP-014-24
Advert Date	13 December 2024
Issuer	South African National Parks
Closing date and time	Date: 28 February 2025 Time: 11:00am

Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration. The bid box is generally open 24 hours a day, 7 days a week at the below delivery address.

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RE-TYPED) THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT

PART A
A1. INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SOUTH AFRICAN NATIONAL PARKS				
BID NUMBER:	GNP-014- 24	CLOSING DATE:	28 February 2025	CLOSING TIME: 11:00am
DESCRIPTION:	Appointment of a service provider for the Supply, Implementation, Maintenance and Post-Implementation Support of an Enterprise Resource Planning (ERP) System for SANParks for a period of 5 years.			
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT				
643 LEYDS STREET, MUCKLENEUK, PRETORIA (MAIN GATE: TENDER BOX)				
NB: No proposal shall be accepted by SANParks if submitted to any address and manner other than as prescribed above. No Bids from any bidder with offices within the RSA shall be accepted if sent via the Internet or e-mail.				
There shall be no public opening of the Bids received. No late submissions will be accepted.				
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	Connie Kgoale		CONTACT PERSON	Nedret Stuart-Hammond
TELEPHONE NUMBER	012 426 5229		TELEPHONE NUMBER	012 426 5283
E-MAIL ADDRESS	Connie.Kgoale@sanparks.org		E-MAIL ADDRESS	Nedret.Stuarthammond@sanparks.org
SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				

SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		CENTRAL SUPPLIER DATABASE No:	MAAA
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B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
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[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?
 YES NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?
 YES NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?
 YES NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?
 YES NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?
 YES NO

IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

A2. TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000, REGULATION 4(2); (5); 6(2) OF THE PREFERENTIAL PROCUREMENT REGULATIONS (PPR) OF 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
4.	THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7) AND/OR AN SLA.
2. TAX COMPLIANCE REQUIREMENTS	
1.	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
3.	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E- FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
4.	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
5.	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
6.	WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
7.	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g., company resolution

DATE:

Bidders are not allowed to contact any other SANParks staff in the context of this tender other than the indicated officials under SBD 1 above or as mentioned under "correspondences".

3. Bid Validity	Validity Period from Date of Closure:	180 Days
	The tender proposal must remain valid for at least 180 days after the tender closing date. All contributions / prices indicated in the proposal and other recurrent costs must remain valid for the period of one hundred and eighty (180) days after closing date.	
4. Non-compulsory briefing session	A non-compulsory briefing session will be held on 24 January 2025 10:00am via MS Teams. Click on this link to join: Join the meeting now	

A3. CORRESPONDENCES – Queries

Should it be necessary for a bidder to obtain clarity on any matter arising from or referred to in this RFB document, please refer queries, in writing, to the contact person(s) listed above in SBD 1 or below. Under no circumstances may any other employee within SANParks be approached for any information. SANParks reserves the right to place responses to such queries on the website.

Any queries regarding the bidding procedure may be directed to:

Department: Supply Chain Management

Contact Person: Ms. Connie Kgoale

E-mail address: Connie.Kgoale@sanparks.org

A4. CONDITIONS AND INSTRUCTION TO THE BIDDER

1. The Bid forms should not be retyped or redrafted, but photocopies may be prepared and used.
2. Only documents completed in black ink will be accepted. (Black ink should be used when completing Bid documents).
3. Bidders should check the numbers of the pages to satisfy themselves that none is missing or duplicated. SANParks will accept NO liability regarding anything arising from the fact that pages are missing or duplicated.
4. Counter Conditions: SANParks draws bidders' attention that amendments to any of the Bid Conditions or setting of counter conditions by bidders will result in the invalidation of such bids.
5. Response preparation costs: SANParks is NOT liable for any costs incurred by a bidder in the process of responding to this Bid Invitation, including on-site presentations.
6. Cancellation prior to awarding: SANParks reserves the right to withdraw and cancel the Bid Invitation prior to making an award. The cancellation grounds include

insufficient funds, where the award price is outside of the objective determined fair market-related price range or any process impropriety.

7. Collusion, Fraud and Corruption: Any effort by Bidder/s to influence evaluation, comparisons, or award decisions in any manner will result in the rejection and disqualification of the bidder concerned.
8. Fronting: SANParks, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes where applicable, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in the bid documents. Should SANParks establish any of the fronting indicators as contained in the Department of Trade and Industry's "Guidelines on Complex Structures and Transactions and Fronting" during such inquiry/investigation, the onus is on the bidder to prove that fronting does not exist. Failure to do so within a period of 7 days from date of notification will invalidate the bid/contract and may also result in the restriction of the bidder to conduct business with the public sector for a period not exceeding 10 years, in addition to any other remedies SANParks may have against the bidder concerned.

NB: BIDDERS TERMS AND CONDITIONS ARE NOT ACCEPTABLE.

A5. DISCLAIMERS

SANParks has produced this document in good faith. SANParks, its agents, and its employees and associates do not warrant its accuracy or completeness. To the extent that SANParks is permitted by law, SANParks will not be liable for any claim whatsoever and how so ever arising (including, without limitation, any claim in contract, negligence or otherwise) for any incorrect or misleading information contained in this document due to any misinterpretation of this document. SANParks makes no representation, warranty, assurance, guarantee or endorsements to any provider/bidder concerning the document, whether regarding its accuracy, completeness or otherwise and SANParks shall have no liability towards the responding service providers or any other party in connection therewith.

Important Notice: *Bidders are to be aware of scammers who pose as SANParks employees selling bid documents or offering monetary gratuity in exchange for information or awarding of bids.*

SANParks is in no way selling the bid document, all documents shall be found on the SANParks website and e-Tender Portal and awarded bids are notified through the website under "bids awarded" and SANParks shall never ask any bidder for monetary gratuity in exchange for information or manipulating outcome of bids.

A6. BID DOCUMENTS

Number of bid documents for contract signing (at least one must be an ORIGINAL)	TWO
Electronic Copy of the original document in PDF (flash drive)	ONE
Two copies of the bid documents must be provided (at least one must be an original). Bid documents must be initialed on each page and signed where required . A digital version on USB/Memory stick containing the bid document and all other supporting documents (fully submitted bid proposal with its attachments) must be provided of all tender documentation within the envelope. These serve as the original sets of bid documents and form part of the contract.	

A7. PROTECTION OF PERSONAL INFORMATION ACT, 4 of 2013 (POPIA)

SANParks adheres to the Protection of Personal Information Act, 4 of 2013 (POPIA) requirements regarding personal information which came into effect 1 July 2021.

As SANParks, we are committed to protecting your privacy and ensuring that personal information collected is used properly, lawfully and transparently.

PART B

TERMS OF REFERENCE –

APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, IMPLEMENTATION, MAINTENANCE AND POST IMPLEMENTATION SUPPORT OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM FOR SANPARKS FOR A PERIOD OF 5 YEARS

B1. INTRODUCTION TO SANPARKS

SANParks was initially established in terms of the now repealed National Parks Act, 57 of 1976 and continue to exist in terms of the National Environmental Management: Protected Areas Act, 57 of 2003; with the mandate to conserve; protect; control; and manage national parks and other defined protected areas and their biological diversity (Biodiversity). As a public entity, SANParks is also governed by the Public Finance Management Act, Act 1 of 1999 (as amended by Act 29 of 1999), and it is listed as Schedule 3 Part A: 25 public entities.

Our **vision** is to have a world class system of sustainable National Parks reconnecting and inspiring society.

Our **mandate** is to deliver of Conservation Mandate by Excelling in the Management of a National Park System

Our **mission** is to develop, expand, manage and promote a system of sustainable national parks that represents biodiversity and heritage assets, through innovation and best practice for the just and equitable benefit of current and future generations.

The Parks under the management of SANParks are divided into 6 regions:

Region	Regional Office	Parks Managed
Arid	Upington	Kgalagadi, Augrabies, Richtersveld, Namaqua, Mokala, Meerkat; Graspan
Cape	Cape Town	Table Mountain, Agulhas, West Coast, Tankwa Karoo, Bontebok
Garden Route	Knysna	Tsitsikamma, Knysna, Wilderness,
Frontier	Port Elizabeth	Addo, Camdeboo, Mountain Zebra, Karoo
North	Pretoria, Head Office	Golden Gate, Marakele, Mapungubwe,

Kruger National Park	Skukuza	35 Various Camps
Administration & Research Centres		Groenkloof (Head Office) Kimberley, Rondevlei Research Centre (Wilderness); Cape Research Centre; Upington Arid Regional Office, Port Elizabeth Frontier Regional Office.

Currently, SANParks has approximately 6 500 employees. Furthermore, SANParks oversees the management of the parks and provide strategic guidance and support from its Head Office in Pretoria.

B2. BUSINESS UNIT RESPONSIBLE FOR THE BID

Supply Chain Management department is established within the office of the Chief Financial Officer with its purpose being the elimination of all non-value adding steps to render a fair, transparent, competitive, equitable and cost-effective service.

B3. CONTEXT OF THIS PROCUREMENT

South African National Parks (SANParks) invites prospective bidders to submit proposals to supply, implement, maintain and support an Enterprise Resource Planning (ERP) system for SANParks. Based on the information contained in the responses to this document, SANParks will enter negotiations with the recommended Bidder(s) for purposes of concluding a binding Contract(s) with supporting Services and associated Service Level Agreements (SLA).

B4. CONTRACT PERIOD

The contract period of the agreement to be concluded between SANParks and the recommended bidder will be for a period 5 years.

B5. SPECIFICATIONS/SCOPE OF WORK

Organisations often find themselves utilising ICT systems within each department (or also referred to as a business unit) that are best fit for that individual department. This results in a silo operational structure with disparate systems each with their own processes. In certain situations, some of the systems have similar functionality which causes duplication of processes. As such, the South African National Parks (SANParks) found it necessary to assess their current need for an Enterprise Resource Planning (ERP) system.

An assessment of the current state of SANParks was conducted and focused on the User issues or challenges and their needs in relation to ICT systems and or lack thereof and the potential solutions with respect to the requirements of an ERP. Listed below are the key issues or needs that were identified during the assessment, namely:

- Manual processes resulting in the duplication of activities.
- Lack of systems or electronic digital capabilities resulting in paper-based recordings.
- Inadequate integration of systems resulting in the duplication of processes and silo information repositories.
- Data integrity compromised due to manual processing as well as multiple information repositories deployed in the multiple silos prevalent within the organization.
- Delays in accessing of information leading to delayed reporting.
- Inadequate and unstable network capability to access systems resulting in the reversion to manual processes.
- Non-Integrated and automated Project Management system to ensure that procured goods and services are effectively managed and tracked with respect to Financial Management.
- Manual control enforcement of Standard Operating Procedures and no single system to provide the governed capability thereof.

The Enterprise Resource Planning system is core to the operations of the business with integrated functions and processes. There are still business specific systems for functions that are not provided by the standard ERP module functionality. These functions may in the future be incorporated into the ERP by means of customizations to certain standard ERP module functionality.

The ERP will thus be expected to interface/integrate with line of business systems that service the SANParks business areas.

In-lieu of SANParks business issues in relation to ICT systems and or lack thereof, it is evident that an integrated solution is required to address the operational silos and duplication of processes, information and systems. This also has a direct impact on the workload and efficiency of Human Resources in certain departments within SANParks.

The Strategic Objective pursuant to the procurement of an integrated solution in the form of an Enterprise Resource Planning (ERP) system includes inter-alia the following scope:

- The provision, implementation, maintenance and support of an ERP system.
- Project Management to manage system development life cycle (SDLC) of the entire solution delivery within project governance principles.
- Change Management to support the implementation and ensure solution

adoption.

- Planning the implementation and mobilising resources.
- Conducting Functional Specifications sessions informed primarily by the User Requirements Specification and respective ancillary documents.
- The solution needs to be implemented in the cloud environment.
- Implementing the required system functions as per the Functional Specifications which mainly include Finance Management, Supply Chain Management, Human Resources Management, Payroll Management, Process Automation, and Reporting.
- Migrating the data from the current systems.
- Interfacing/integrating with the requisite systems and tools.
- Testing of the solution at different levels of the project.
- Business Intelligent solution that will work with ERP and 3rd party systems.
- Training of the End Users as well as the Technical ICT Teams.

TIMELINES:

Bidders must propose a milestone-based deployment plan for the full implementation of the ERP solution. The implementation must be completed within a maximum period of 18 months.

B6. DELIVERABLES

The deliverables pursuant to the Scope of Work set out in this Bid Specification document include in the main, but not limited to:

- The procurement, supply, implementation, maintenance and support of an ERP system for Production, Pre-Production, Test and Development environments for the functions of Financial Management, Supply Chain Management, Human Resources and Payroll Management, Process Automation (also referred to as Workflow), Reporting, as well additional functions for Tourism Development and Marketing, Parks and Conservations Services as per Functional and Technical requirements in this document.
- Interfacing/integrating with the requisite systems and tools.
- Testing of the system which includes Unit and End-User Testing.
- Functional Specifications and “As Built” dossiers.

- Migration of the data from the current systems.
- Training of the End Users as well as the Technical ICT Teams including any training material.
- Project Management dossiers for effective best practice governance.
- Human Change Management dossiers for the adoption of the new ERP system and processes emanating from the new ERP system.
- Review, re-engineer, optimise and map business processes.

Service Level Agreement - Concluding of a Service Level Agreement valid for the period of the contract term, including training and 24/7/365 system maintenance and support. Response time, priorities and call resolution time.

B7. REASONS FOR DISQUALIFICATION

SANParks reserves the right to disqualify any bidders who do not comply with one or more of the following bid requirements and may take place without prior notice to the bidder:

- a) Bidder whose tax matters are not in order (Instruction Note 09 of 2017/2018 Tax Compliance Status will apply).
- b) Submitted incomplete information and documentation according to the requirements of this RFB document.
- c) Submitted information that is fraudulent, factually untrue, or inaccurate information.
- d) Received information not available to other potential bidders through fraudulent means.
- e) Failed to comply with **technical requirements** as stipulated in the RFB document.
- f) Misrepresented or altered material information in whatever way or manner.
- g) Promised, offered, or made gifts, or benefits to any SANParks employee.
- h) Canvassed, and lobbied to gain unfair advantage.
- i) Committed fraudulent acts; and
- j) Acted dishonestly and/or in bad faith etc.

B8. SPECIAL CONDITION OF CONTRACT

Special Condition:

1. The HCM module must comply with labour/employment regulations and acts such as Labour Relations Act (LRA), Basic Conditions of Employment Act (BCEA), and Employment Equity Act (EEA) (where applicable). (A signed letter of undertaking must be provided).
2. At SANParks' discretion, one of the reference sites must be available for a visit assist with due diligence during the bid evaluation.

PART C
THE BIDDING SELECTION PROCESS

The bid will undergo a 3-stage evaluation process as follows:

- ❑ **SECTION C1: – Administrative SCM Mandatory Requirements**
- ❑ **SECTION C2: - Functional, Technical and Implementation Approach**
- ❑ **SECTION C3: - Pricing and Preference Points**

Bidders must submit the following as evidence to claim the points:

- BEE Certificate / Sworn Affidavits or CIPC Certificate or CSD Detailed Report to claim 51% or more Black Ownership, 30% or more for Women and QSE.
- Medical Certificate from a registered Medical Practitioner for people living with Disability.

C1: ADMINISTRATIVE SCM MANDATORY REQUIREMENTS

**C1.1 COMPLIANCE AND GOVERNANCE VERIFICATION
DOCUMENTS (Standard Bidding Documents)**

The verification during this stage is to review bid responses for purposes of assessing compliance with RFB requirements, whereby a bidder will be disqualified if they do not fully comply, which requirements include the following:		
1.	Invitation to Bid (SBD 1) must be fully completed and signed.	
2.	Submission of fully completed Pricing Schedule (SBD3.1	
3.	Submission of fully completed SBD 4 (Bidder’s disclosure).	
4.	Submission of fully completed SBD 6.1 (Preference Claim form), accompanied by the original or certified B-BBEE Certificate or B-BBEE Sworn Affidavit.	
5.	Submission of fully completed SBD 7.2 (Contract Form)	
6.	Submission of Central Supplier Database (CSD) registration. Failure to submit the requested information may lead to disqualification. (Please provide proof of registration on the Central Supplier Database).	
7.	Submission of initialed General Conditions of a Contract	

C1.2 Mandatory Evaluation Criteria

The bidder must indicate its compliance / non-compliance to the requirements and should substantiate its response with supporting evidence. If more space is required to justify compliance, please ensure that the substantiation is clearly cross-referenced to the relevant requirement.

NB: Description below should include - the quality of the service and where the service does satisfy the requirements per reference.

Failure to comply with Mandatory Requirements will lead to the bidder being disqualified, and not considered for further evaluation.

No.	Mandatory Requirements	Indicate COMPLY/NOT COMPLY	Comment or reference to proposal
1	The solution must be cloud-based and must provide a web enabled interface that is native to the solution with multiple portals that serve the purposes of all user groups, amongst which system administrators, call centre agents, web clients and business partners. All application environments are physically located in Tier 3 Enterprise Class Data Centres. (Attach examples of application screens and interfaces for each user and channel type and certification for the data centre).		
2	The solution must be able to operate in a high latency network environment or low bandwidth environment. (Provide technical datasheet.)		
3	The functionality provided by the system needs to be accessible offline with synchronisation when the network is available. (Attach the system architecture)		
4	The proposed solution must support user security authorisation through Active Directory and Azure AD to ensure centralized enforcement and auditing of user accounts and passwords. (Attach specification sheet as proof).		

5	<p>The system must have a minimum up-time of 99.9% and be available 24x7x365. The system must be High Availability-Aware. High Availability should be described in a detailed High Availability solution architecture must be submitted as evidence.</p> <p>The solution architecture must as a minimum address the following real-time failover in terms of:</p> <ul style="list-style-type: none"> • Infrastructure failure • Application failure • Database failure 		
6	<p>The system must be accessible via end user mobile devices such as cellular phones and tablets.</p> <p>(Attach the system's architecture documentation to support compliance)</p>		
7	<p>The database associated with the proposed solution must be fully accessible through an appropriate ODBC, or normally available database access tools to allow for simple integration with other third-party technologies.</p> <p>(Attach specification sheet with clear indication of available integration components)</p>		
8	<p>Provide Support options that include:</p> <ul style="list-style-type: none"> • Full support provided by Service Provider locally (in SA). • First-line support and Second-line support provided by Service Provider locally. <p>(Provide support structure depicting the above to support compliance)</p>		
9	<p>A list of a minimum of four (4) reference sites where the proposed ERP technology was implemented/supported by the bidder. Each of the reference sites should be of a value greater than R50 million.</p> <p>(Provide reference letters from clients. At least one (1) of the references must be from a South African public sector.)</p>		
10	<p>The bidder must attach proof of accreditation from the OEM for the proposed ERP technology, such as letter, certificate, or equivalent.</p> <p>(If the bidder is the OEM, confirmation to be provided.)</p>		

11	<p>The proposed ERP solution must include a fully integrated platform/interface for seamless external system integration, with comprehensive API management capabilities, including:</p> <ul style="list-style-type: none"> - API creation, publishing, and lifecycle management. - Support for RESTful, SOAP, and other API standards. - Secure API authentication and authorization. - Traffic management (rate limiting, throttling, analytics). - API versioning and backward compatibility. <p>The platform should be scalable, flexible, and capable of handling real-time and batch integration scenarios, with monitoring, logging, and troubleshooting support to ensure high availability. (Attach an integration architecture diagram showing data flow, integration touchpoints, middleware or third-party tools, and a list of relevant API endpoints with request and response payloads.)</p>		
12	<p>The solution must be compliant with ISO 27001. (Provide proof of compliance.)</p>		

PART C2:

FUNCTIONAL, TECHNICAL AND IMPLEMENTATION APPROACH

Technical/Functional evaluation criteria

In this part all bids that met all the requirements (in terms of the submitted proposal per the above set of mandatory requirements) will be evaluated as follows:

In this part, only bids that meet the mandatory requirements above (C1.3) in terms of the submitted proposal will be evaluated as follows:

Qualification Threshold – Bidders must achieve a minimum of 75% per element, as well as minimum of 75% overall (out of total of 100%) for consideration to the next phase. Bidders who fail to comply with the set minimum threshold of 75% per feature element of the technical requirements will be disqualified and they will not be eligible to move to the next evaluation level.

Section	FUNCTIONALITY CRITERIA			MAXIMUM TO BE AWARDED
	Selection Element	Minimum Threshold per Element	Weight	Met Threshold (Y/N)
C2.1.1	Functional / Technical Criteria			
	FEATURE AND FUNCTIONALITY			
C2.1.1	Financial Management	75%	80	
C2.1.2	Supply Chain Management	75%		
C2.1.3	Human Capital Management	75%		
C2.1.4	Workflow, Integration and Business Intelligent	75%		
C2.1.5	ICT Technical and ICT Security	75%		
C2.2	IMPLEMENTATION APPROACH AND METHODOLOGY			
C2.2.1	Implementation Approach	75%	20	
C2.2.2	Maintenance and Support Requirements	75%		
C2.2.3	Business Continuity Requirements	75%		

C2.1 FEATURE AND FUNCTIONALITY

The bidder must respond to the feature list in the tables below by indicating the extent to which their meets each of the requirements listed. The evaluation points will be allocated as follows (**Weight = 80**):

Points	Criteria
0	No information was presented or the information is irrelevant.
1	The feature and functionality is poorly described.
2	The feature and functionality is partially met.
3	The feature and functionality is fully met.
4	The feature and functionality exceeds the requirement.

C2.1.1 Financial Management

C 2.1.1 : FEATURE LIST AND FUNCTIONALITY			
FINANCIAL MANAGEMENT			
No	Criteria	Vendor Response	Vendor/ Supplier Comments
		Scoring 0 - 4	Criteria Reference Page in Annexure
Finance team consist of 101 employees			
F1	General		
F1.1	The Financial Management must be compliant with the requirements specified in the Public Finance Management Act (PFMA), Generally Recognised Accounting Practices (GRAP) notwithstanding any other Accounting Standards Board standards.		
F1.2	Set up of accounting periods to cater for reliable monthly, quarterly and year end procedures.		
F1.3	The system must have functionality to setup analysis codes for cost centres and ledger accounts.		
F1.4	The system must cater for multiple journals and approvals.		
F1.5	Validation reports must be available before posting.		
F1.7	The system must be able to generate posting error reports across all accounting modules.		
F1.8	The system must allow for full segregations of duties between originating entries, posting them and viewing the transactions.		

F1.9	The system must be able to provide flexible chart of accounts with separate numbers for different cost centres and expense codes.		
F1.10	The system must be able to provide alphanumerical fields for chart of accounts numbering, however the system should be customisable to change from alphanumerical numbering.		
F1.11	The system must be able to distinguish between different physical locations.		
F1.12	The system must have the ability to build ad-hoc reports as required by end-users with limited or no intervention by the vendor technical team.		
F1.13	The system must have the ability to produce reports in different formats i.e. pdf, CSV, etc. .		
F2	General Ledger		
F2.1	The system must allow for enquiry at the General Ledger account level		
F2.2	The system must cater for recurring journals		
F2.3	The system must cater for reversal journals		
F2.4	The system must cater for Budget journals		
F2.5	The system must have a financial analysis functionality		
F2.6	The system must have reconciliation between sub-ledger and the GL		
F3	General Ledger – Reporting		
F3.1	The system must produce trial balance.		
F3.2	The system must produce income statement/Statement of Financial Performance on organization level, cost centre level and project level.		
F3.3	The system must produce Balance Sheet/Statement of Financial Position		
F3.4	The system must produce detailed General Ledger (full and sub ledgers).		
F3.5	The system must produce Cash flow statement.		
F3.6	The system must produce Budget analysis.		
F3.7	Exception reports and data integrity checks		
F4	Budgeting – General		
F4.1	The system must have Full budget functionality (capital budget, operational budget, and forecasting for all budgets) periodically with comparison analysis capability between forecast and expenditure.		

	This must also include ability for historical budget comparisons.		
F4.2	The system must be able to Import and export of previous actual figures into formats required by other financial modules.		
F4.3	The system must be capable to Budget/overhead reallocations at cost centre level within divisions as well as across divisions with the ability to use parameters (e.g. %).		
F4.4	The system must be capable to draw budgets and forecast for cost centre managers and other relevant users.		
F4.5	The system must allow the grouping of the budget according to the SANParks different categories (central and departmental expenses split into general and staff expenses, Capex and income).		
F4.6	The system must cater for budget linked to Annual Performance Plans (Strategic Objectives).		
F5	Budgeting - Staff Expenditure		
F5.1	The system must be capability to integrate the HCM Staff budget and Finance.		
F5.2	The system must have a facility to integrate Cost To Employee (CTE) from payroll system.		
F5.3	The system must have the ability to integrate with the HR/Payroll system to update the general ledger accounts in the Finance Management system.		
F6	Budgeting - Capital Expenditure		
F6.1	The system must be able to capture capital budget per analysis code.		
F7	Budgeting – Reporting		
F7.1	The system must provide Basic general ledger trial balance showing the actual, budget and forecasted balances (for the month, year to date and full year periods).		
F7.2	The system must be able to produce Consolidated budget report per month.		
F7.3	The system must be able to produce Expenditure report by cost centres, with comments (budget, actuals, forecast, prior budget).		
F7.4	The system must be able to produce Departmental analysis report per group types.		
F7.5	The system must be able to produce Departmental income statement report.		

F7.6	The system must be able to produce Financial analysis report.		
F8	Project Accounting / Capital Project		
F8.1	The system must be able to produce Project Accounting / Capital Project Reporting		
F8.2	The system must capture budget for a project and to amend this budget where needed		
F8.3	The system must create multiple projects under one funder		
F8.4	The system must assign cost centre to the new project to be utilized in GL		
F8.5	The system must have the ability to close project codes		
F8.6	The system must assign financial codes (Cost Categories) to be utilized in the GL		
F8.7	The system must have the ability to do journals (without raising invoices) against a project code		
F8.8	The system must allow for different accounting methods		
F8.9	The system must allow for different billing types		
F8.10	The system must assign items from inventory to a project		
F8.11	The system must allow to link employee numbers to a project		
F8.12	The system must be able to process the following: '- Miscellaneous log '- Employee Expense '- Inventory '- Equipment Log '- Timesheet		
F8.13	The system must assign a budget to a project		
F8.14	The system must run billings according to billing type		
F8.15	The system must have reconciliation functionality		
F8.16	The system must have the ability to record capital expenditure based on project/funders requirements		
F8.17	The system must integrate WIMS database on creditor payment for EPWP vendors		
F8.18	The system must integrate with Infrastructure database with Fixed Asset Register and/or SANParks GIS database.		
F8.19	The system must integrate with Infrastructure Database on Fixed Assets Register and allow users to extract information for maintenance plans, recapitalisation plans, etc		
F8.20	The system must produce project and program report to track income & expenditure		

F8.21	The system must produce project/program expenditure at all cost levels (VAT inclusive/exclusive)		
F9	Property Management/ Real Estate		
F9.1	The system must be able to manage property leases		
F9.2	The system must be able to create invoices		
F9.3	The system must be able to produce Property Management/ Real Estate Reporting		
F9.4	The system must to link leases to a debtor code		
F9.5	The system must link charge items to the lease		
F9.6	The system must add financial accounts to the charges		
F9.7	The system must specify time periods for the leases		
F9.8	The system must be able to specify meter readings		
F9.9	The system must import meter readings from a file		
F9.10	The system must Runs a mass charge reconcile (billing) of imported readings		
F9.11	The system must have a reversal function for mass charge reconciliation		
F9.12	The system must able to Terminates revenue lease		
F9.13	The system must able to manage tariffs updates		
F9.14	The system must reflect readings and rates on invoices		
F9.15	The system must allow a scaling charge on consumption especially water usage		
F9.16	The system must Allocate flat rate charges to the items		
F9.17	The system must support a desktop application integrated with smart bulk meters. These meters will be installed at each camp, ranger station, and staff village to provide accurate real-time readings of water and electricity consumption. The system should allow automatic delivery of consumption data to users' phones, enabling efficient monitoring and management of utility usage.		
F10	Management Accounting		
F10.1	The system must be able to generate the monthly management accounts report.		
F10.2	The system must be able to produce management reports.		
F10.3	The system must be able to produce income and expenditure analysis.		
F10.4	The system must be able to produce Capital expenditure analysis.		
F10.5	The system must Allow for comments/or input field on the management accounts.		

F11	Cash Book – General		
F11.1	The system must be able to process / produce bank reconciliations.		
F11.2	The system must have capability for automatic bank reconciliation.		
F11.3	The system must be able to permit and produce multiple cash books accounts.		
F11.5	The system must have the capability to view cash flow forecast and bank balances.		
F11.6	The system must have the capability to import of bank statements.		
F11.7	System must be able to provide a breakdown of individual transactions which make up either a bulk receipt or payment which is appearing on the cash book.		
F11.8	The system must be able to do manual processing on the bank reconciliation.		
F12	Cash Book – Reporting		
F12.1	The system must be capable to produce cash management reports		
F13	Accounts Payable – General		
F13.1	The system must have the capability to allow suppliers/officials to upload invoices on a central repository. This must allow for the allocation of invoices to different location, and ability to produce reports and track the status of invoices (30-day payment reporting tool as per the requirements of the Treasury Regulation)		
F13.2	The system must have the ability to attach relevant document/invoices.		
F13.3	The system must be able to handle electronic payment within delegation of authority.		
F13.4	The system must have the functionality to put the suppliers on hold.		
F13.5	The system must have the ability to validate any duplicated invoices and S&T claims.		
F13.6	The system must have the ability to edit unposted invoices within batches		
F13.7	The system must have the ability to check total expenditure per supplier, cost centre and financial code		
F13.8	The system must have the ability to send remittances to supplier electronically.		

F13.9	The system must have the ability to populate VAT automatically for registered vendors to avoid manual intervention.		
F13.10	The system must not allow invoices to captured without a purchase order number with the exception of direct payments.		
F13.11	The system must be able to process direct payments for categorised creditors (SARS, Municipality, Utilities, etc)		
F13.12	The system have the ability to make multiple/progress payments against a purchase order		
F13.13	The system must have the functionality to verify if there is an open purchase order within budget before invoice can be captured.		
F13.14	The system must be able to match paid invoices to accrued invoices/purchase orders.		
F13.15	The system should have the capability to void transactions before posting.		
F13.16	New Vendor information must be obtained from the CSD environment. (Service should be available)		
F13.17	Current Vendor's information must be verifiable and updatable on a daily basis from the CSD environment for any changes like banking detail. (Service should be available.)		
F13.18	Audit log for any Vendor Master file changes.		
F14	Accounts Payable – Reporting		
F14.1	The system must be able to produce creditors paid longer that 30 days.		
F14.2	The system must be able to produce creditors with debit balances.		
F14.3	The system must be able to produce full creditors age analysis.		
F14.4	The system must be able to produce creditors' reconciliation statement.		
F14.5	The system must be able to produce detailed vendor transactions report.		
F14.6	The system must be able to produce accrual and commitment reports.		
F15	Accounts Receivable		
F15.1	The system must be able to Generate invoices		
F15.4	The system must be able to produce Standard debtor's age analysis report.		

F15.5	The system must be able to Provide the debtors list.		
F15.6	The system must be able to produce Pre-payment capabilities. (Balance Accounts)		
F15.7	The system must be able to produce System generated interest calculation (on overdue accounts).		
F15.9	The system must be able to perform online approval of invoices, credit and debit notes facility.		
F15.11	The system must be able to flag clients to be handed over to debt collectors as per debtors' policy.		
F15.12	The system must be able to send invoices and statements via email.		
F15.13	The system must be able to flag debtors for possible write off and provision.		
F15.14	The system must be able to handle debt payment arrangements.		
F15.15	The system must be able to capture correspondence with clients on system.		
F15.16	The system must be able to log clients' queries and give report per credit controller indicating how long a query is outstanding.		
F15.17	The system must be able to flag clients not contacted by the credit controller.		
F15.18	The system must have the ability to attach remittances to the payment received .		
F15.19	The system must have the capability to void transactions and post adjustments to the respective accounts.		
F15.20	The system must perform interest calculation on outstanding debtors with the ability to have specified categories.		
F16	Accounts Receivable – Reporting		
F16.1	The system must have the ability to attach contracts and application for credit facilities on the debtor master file.		
F16.2	The system must be able to produce who captured invoices and applied payments		
F16.3	The system must be able to produce receivables with negative balances		
F16.4	The system must be able to produce detailed vendor transaction report		
F16.5	The system must be able to produce receivables reconciliation statement		
F16.6	The system must be able to produce clients turnover report		

F16.7	The system must be able to produce age analysis reports.		
F16.8	The system must be able to produce historical analysis of transactions, correspondence, payments, promises, disputes, adjustment and previous collection actions.		
F16.9	The system must be able to produce detailed customer transactions.		
F16.10	The system must be able to produce new customers' reports.		
F16.11	The system must be able to produce monthly interest report.		
F16.12	The system must be able to produce standard debtor's age analysis report.		
F16.13	The system must be able to produce historical analysis of transactions, correspondence, payments, promises, disputes, adjustment and previous collection actions.		
F17	Order Entry		
F17.1	The system must be able to capture and print pro-forma invoice.		
F17.2	The system must be able to generate reports.		
F18	Assets Management		
F18.1	The system must be able to add new assets at a cost centre level.		
F18.2	The system must be able to maintain existing assets details		
F18.3	The system must be able to split assets per category and asset type at a cost centre level and projects where required.		
F18.4	The system must be able to deactivating asset items not in use.		
F18.5	The system must be able to group assets per category and type for the purpose of the depreciation calculation (depreciation groups).		
F18.6	The system must be able to calculate depreciation for old and new assets.		
F18.7	The system must be able to capture currency for assets including Purchase Order and Invoices at acquisition.		
F18.8	The system must have the ability to integrate with the Assets Management system to update general ledger accounts in the Finance Management system		
F18.9	The system should provide means of assigning roles and permissions.		
F18.10	The system must provide ability to group departmental expenses. This must be easily configurable.		

F18.11	The system must be able to manage the full life of fixed assets from acquisition, depreciation to disposal.		
F18.12	The system must be able to change useful life as and when required including detail audit trail.		
F18.13	The system must be able to allow changes to residual values.		
F18.14	The system must allow employees to view assets allocated to them individually using employee numbers and per cost centre. This must also follow the applicable approval process. Centralised assets must be linked to the applicable managers or asset coordinators. Assets not allocated/declared should be flagged within a specified parameter period.		
F18.15	The system must allow for transfer of assets from one user/cost centre to another. This should include links to Human Resources Management module e.g. Transfers functionality. Assets not allocated/declared should be flagged within a specified parameter period.		
F18.16	The system must capture information related to fixed asset components.		
F18.17	The system must have capability for disposal and replacement of components (Including partial)		
F18.18	The system must automatically calculate asset depreciation on fixed assets based on the asset policy and update GL.		
F18.19	The system must provide various methods to perform depreciation (e.g. straight line etc.).		
F18.20	The system must alert notification when Goods Received Notes for an asset is generated		
F18.22	The system must account for the disposal of fixed assets and capturing of proceeds from sale.		
F18.23	The system must generate alert for assets that are close to end of useful life.		
F18.24	The system must generate an alert to assess fully depreciated assets and non-depreciating assets.		
F18.25	System must have asset warranty and life span information to trigger asset replacement timelines		
F18.27	The system must allow for criticality rating to be assignable to each asset via risk assessment model		
F18.28	The system must allow routable components, critical components and sub-components to be assignable and traceable between the function locations, stores and repair workshops		

F18.29	The system must allow for bill of materials to be assignable to all function locations		
F19	Fleet Management Service or System		
F19.1	The system must have a capability to integrate with Finance Asset Management		
F19.2	The system must allow sections to have control over their own fleets data and have access to service records		
F19.3	The system must have electronic storage ability for individual vehicle history		
F19.4	The system must support integration with fleet tracking and monitoring which includes, but is not limited to: <ul style="list-style-type: none"> '- Capturing of vehicle information '- Daily monitoring of distance travelled by vehicle '- Daily consumption of fuel, lubricants by vehicle - Average distance and fuel consumption over a certain period '- fuel consumption/KM covered or based on daily activity - Performance based Maintenance of vehicles 		
F19.5	The system must interface with forecourt fuel management system		
F19.6	The system must have FULL Fleet management capabilities which include, but is not limited to: <ul style="list-style-type: none"> '- Costing (fleet, external service providers, special services, accessorial) '- Asset inventory management and asset pool locations '- Damages, claims and dispute management '- Fleet planning (Consolidation, fleet versus common-carrier trade-offs, multi-leg, multi-mode '- Driver assignment and utilization '- Fleet lifecycle management etc. 		
F20	Asset Verification Process		
F20.1	The system must have the capability to integrate with Assets Verification Software and Tools (i.e. scanners, etc.)		
F21	Assets Verification Software and Tools		
F21.1	The system must Display all assets linked to a specific cost centre		
F21.2	The system must be capability for User Verify if assets is on premises.		
F21.3	The system must Indicate state of Asset		
F21.4	The system must Store user and date who verified		

F21.5	The system must have a capability for Cost Centre to be linked to analysis codes for reporting		
F21.6	The system must Generate multiple reports indicating % completed		
F21.7	The system must create "Asset Transfer" process if asset needs to move from one cost centre to another cost centre.		
F21.8	The tool (scanner) have the ability to add and verify condition, location, cost centre, custodian, etc.		
F21.9	The system must create a "Disposal" process if an asset is not any more on that cost centre.		
F22	Assets Management – Reporting		
F22.1	The system must produce opening balances reports		
F22.2	The system must produce Fixed asset disposals and Sales reports		
F22.3	The system must produce accumulated depreciation reports.		
F22.4	The system must produce depreciation reports		
F22.5	The system must produce book value (monthly and year-to date (YTD) reports		
F22.6	The system must produce report by locations or type and category (manual and electronic).		
F22.7	The system must Extract Financial Assets Register in different formats		
F22.8	The system must be able to produce New assets report (quantity, price per unit and total budget).		
F22.9	The system must be able to produce capital expenditure report, by cost centre (actual month, actual budget, and year to date).		

C2.1.2 Supply Chain Management

C2.1.2 : FEATURE LIST AND FUNCTIONALITY			
SUPPLY CHAIN MANAGEMENT			
No	Criteria	Vendor Response	Vendor/ Supplier Comments
		Scoring 0 - 4	Criteria Reference Page in Annexure
SCM team consist of 59 employees			
SC1	General		
	N/A		
SC2	Demand Management		
SC2.1	The system must have the ability to provide spend analysis per Business Unit		
SC2.2	The system must identify critical delivery dates.		
SC2.3	The system must identify the frequency of the need (Provide historical data per commodity).		
SC2.4	The system must be able to align need to budgets.		
SC2.5	The system must perform determination of specifications by uploading the specification and any ancillary documents.		
SC2.6	The system must perform Commodity analysis.		
SC2.7	The system must produce Demand Management Plan and consolidate into Annual Procurement Plan		
SC3	Acquisitions Management		
SC3.1	Create Plant Codes , Create Storage Location Create Purchasing Organization		
SC3.2	The system must create Purchasing Group		
SC3.3	The system must assign Plant to Company Code		
SC3.4	The system must Assign Project Codes		
SC3.5	The system must have the ability to issue orders for projects with extended periods (across financial years)		
SC3.6	The system must assign Purchasing Organization to Company Code		
SC3.7	The system must assign Purchasing Organization to Plant		
SC3.8	The system must create catalogue / material list Material Change Material Display Material Document List Delete All Materials Define Material Master Number Ranges		

SC3.9	The system must create Vendor The system must change Vendor Display The system must create Vendor Conditions The system must block Vendor -		
SC3.10	The system must have the ability to integrate with CSD		
SC3.11	The system must maintain Purchasing Info Record Maintain Source List		
SC3.12	The system must create Purchase Requisition The system must change/ amend Purchase Requisition The system must release Purchase requisition The system must display Purchase Requisition		
SC3.13	The system must create RFQ/Quotation The system must change RFQ/Quotation The system must display RFQ/Quotation		
SC3.14	The system must create contract The system must change / amend contract The system must link PO to contract		
SC3.15	The system must create Purchase Order The system must amend Purchase Order / Variation The system must flag PO for deletion The system must display Purchase Order The system must release Purchase Order The system must view PO per status, per buyer , per cost centre, per park, per material The system must automatic generation of Purchase Order		
SC3.16	The system must be able to perform Goods Receipt for Purchase Order		
SC3.17	The system must display invoice		
SC3.18	The system must be able to display payment		
SC3.19	The system must identify preferential procurement policy objectives.		
SC3.20	The system must apply Total Cost of Ownership (TCO) or life cycle costing principles at least in case of strategic purchases.		
SC3.21	The system must generate bid documentation, including general and special conditions.		
SC3.22	The system must determine bid evaluation criteria.		
SC3.23	The system must evaluate bids, tabling recommendations and obtaining approval to award a contract.		
SC3.24	The system must determine depreciation rate in case of procuring assets.		

SC3.25	The system must automate Requisition approval process: Automation solution is required to allow requisitions/purchase orders/invoices to be routed and approved electronically following the Supply Chain Management Policy and DoAF, reducing approval time. This should also include parameters in a check-list.		
SC3.26	The system must automate Requisition approval process: Automation solution is required to allow requisitions/purchase orders/invoices to be routed and approved electronically following the Supply Chain Management Policy and National Treasury Regulations, reducing approval time. This should also include parameters in a check-list.		
SC3.27	The system must automate Quotations Management process: The objective of automating this process is to allow buyers to electronically issue RFQ's linked to the approved requisition and electronically send the RFQ to selected suppliers whose details must be automatically validated by the system against the Central Supplier Database (CSD) to ensure compliance to the relevant regulations. Suppliers that do not meet the compliance criteria may not be selected. This however should also include a manual process for interested bidders to view and respond to RFQ/RFP electronically in accordance to the SCM processes by linking the RFQ/RFP to the intranet page.		
SC3.28	The system must automate Quotations Management process: An automatic solution is required to be performed in the system for sign off. Budget checks against approved requisition and available budget must be automatically performed by the system and the necessary restrictions enforced.		
SC3.29	The system must automate Quotations Management process: The system must have electronic scoring capability with clear audit trails, auto supplier rotation and be capable to process and handle public tenders in line with public supply chain management prescripts.		
SC4	Logistical Management		
SC4.1	The system must automate link the Purchase Order to the Purchase requisition process to ensure all supporting documents are associated with PO: The PO must be generated in the system. Electronic attachment of supporting documents capability is required to allow the approvers to view all the supporting documents before approving a PO. Once approved, PO's must be sent electronically to the selected supplier with acknowledgements being returned electronically from the supplier.		

SC4.2	The system must automate Goods/Services Received process: The automated system must allow the users to capture the goods/services receipts. Goods/Services received must be automatically validated against the PO by the system. The capability for partial order receipt is required. There must be a dual sign-off.		
SC4.3	The system must automate Invoice Receipt process: Centralised invoice receipt. Functionality to receive invoices electronically. Invoices received manually to be scanned and the information extracted. Functionality to capture invoice details into the system, creating a fully electronic environment, and Accounting recording must be affected at this stage.		
SC4.4	The system must automate Invoice Receipt process: Received invoices must follow business rules for approval by the user department.		
SC4.5	The system must automate Invoice matching process: Once received, invoices should be matched to PO and Goods/Service receipt so that an invoice is paid based upon actual goods received, at the agreed price. Overpayment must not be allowed.		
SC4.6	The system must have automated function that allow onboarding of suppliers, categorizing the database, have supplier rotation functionality. It must also monitor the validity of supplier documents by providing supplier database administrator a notification prior to expiry date. There must be a change control functionality of supplier information such as bank details and a workflow for approvals.		
SC4.7	The system must have capability for Coding of items (SKU/Inventory codes).		
SC4.8	The system must have capability of Setting of inventory levels or thresholds		
SC4.9	The system must have the capability Placing of orders against term agreements.		
SC4.10	The system must have the capability Receiving and distribution of material.		
SC4.11	The system must have the capability Stores or warehouse management.		
SC4.12	The system must have the capability Expediting orders according business rules (overdue deliveries)		
SC4.13	The system must have the capability Transport and Logistic management.		

SC4.14	The system must have the capability to perform Vendor performance management.		
SC4.15	The system must have the visibility of stock on hand and reorder levels for critical parts		
SC4.16	The system must have the ability to send notifications when critical parts have reached re-order levels		
SC4.17	The system must be able to trigger procurement initiation at specific Availability criteria and Thresh-holds		
SC4.18	The system must provide for Critical Spares reports		
SC4.19	The system must have Stock Control features		
SC4.20	System must have an integrated workflow		
SC4.21	The system must be able to Track purchase requisitions and orders.		
SC4.22	The system must be able to produce Enquiry of outstanding orders per supplier.		
SC4.23	They system must be able to show back order / outstanding for incomplete deliver.		
SC5	Supplier Management		
SC5.2	The system must have the capability to automate function that allow categorizing the database, have supplier rotation functionality. It must also monitor the validity of supplier documents by providing supplier database administrator a notification prior to expiry date. There must be a change control functionality of supplier information such as bank details and a workflow for approvals.		
SC5.3	The system must have the capability for Vendor registration process.		
SC5.4	The system must have the capability for Vendor compliance.		
SC5.5	The system must have the capability for Vendor performance management.		
SC6	Disposal Management		
SC6.1	The system must have the capability for Obsolescence planning or calculating of depreciation rates.		
SC6.2	The system must have the capability of keeping a database of all redundant material.		
SC6.3	The system must have the capability Inspecting material for potential re-use.		
SC6.4	The system must have the capability for determining a strategy how to dispose of obsolete items. This may require customised		

	criteria that are updated via a search engine that will present the most appropriate disposal method.		
SC7	Contract Management		
SC7.1	The system must have the capability for automated functionality to issue PO's against a contract. This includes the ability to issue and capture new contracts on the systems with standard terms and conditions. Services provided over a period of time must be managed to ensure compliance to agreed terms and conditions.		
SC7.2	The system must have the capability to process payment within the contract terms and condition. Expenditure against the contract must be monitored. Validity of contracts must be monitored and notification must be sent to contract managers before contract expiry.		
SC7.3	The system must be able to create an order for the project on the system and linked to a contract. The order number and project number must be linked to payments. Payment should be deducted from the project budget.		
SC7.4	The system must not allow payments to suppliers exceeding the original project amount. The system should provide for monitoring of payments to suppliers on a project basis. Change Requests should create a variance order linking it to the original PO for tracking purposes. The contract on the system should expire when approval amounts have been reached and or duration periods have been reached.		
SC7.5	The system must manage contract throughout its lifecycle as per PMFA prescripts. This may include flagging the contract.		
SC7.6	The system must have the capability to capture finalized contracts		
SC7.7	The system must have the capability to Upload documents & folders via drag and drop and link to ECM		
SC7.8	The system must secure contract repository /Filing or meta data		
SC7.9	The system must have the capability to enable Custom notifications and alerts – ability to remind end-users not to miss renewal on contract expiry dates		
SC7.10	The system must have the capability to customize Contracts Register		
SC7.11	The system must have the capability to Custom reporting - unlimited custom reports, scheduled and sent to end-users/stakeholders		

SC7.12	The system must have the capability for Unlimited users - keeping control of information across system operators with unlimited permission-based user roles		
SC7.13	The system must have the capability to enable Electronic signature – Be able to sign documents electronically and filing electronically		
SC7.14	The system must have the capability for Advanced security - Enjoy peace of mind with class-leading security and data storage		
SC7.15	The system must have the capability for Auditable / track changes		
SC7.16	The system must have the capability to Track Spend per contract, Track Spend per supplier and Track Spend per division / Park / cost centre		
SC7.17	The system must have the capability to Block Purchase Orders (PO) on expired contracts		
SC7.18	The system must have the capability to Download Contract register on excel		
SC7.19	The system must be able to Track financial commitments against invoices and contracts.		
SC8	Supply Chain Management – Reporting		
SC8.1	The system must have the ability to provide the following reports but not limited to: contracts managements reports, detailed actual versus budget on project, commitments register, future commitments after payment deduction and accruals, financial as well as project progress reports. Contract reports - contract list / expenditure/outstanding balances / flag expiry dates		
SC8.2	The system must have the capability to produce expenditure report on PO, Invoices and Payment, spend per Category, Spend Per Supplier, Spend Per Region, Spend Per Park and linked to BBBEE / Preferential procurement		
SC8.3	The system must have the capability to allow comprehensive end-user usage statistics to be gathered as defined by Supply Chain Management and Finance Department for an audit trail.		
SC8.4	The system must have the capability to provide ad-hoc reports when the need arises.		
SC8.5	The system must have the capability to provide ad-hoc approval status reports.		

C2.1.3 Human Capital Management

C2.1.3 FEATURE LIST AND FUNCTIONALITY			
HUMAN RESOURCES MANAGEMENT			
No	Criteria	Vendor Response	Vendor/ Supplier Comments
		Scoring 0 - 4	Criteria Reference Page in Annexure
HCM team consist of 86 employees and total of 6340 of all employees.			
HCM1	System Set Up		
HCM1.1	The system must have a three-phase approach. Development Platform, Quality Assurance Platform, and Production Platform		
HCM1.2	The system must have an audit trail of all user access, access type, start date, end date, any modification of access controls. Must be able to track any updates/ changes on the system with a user-friendly process such as a transport or file that can be audited. System user access report must indicate creation, modification and termination dates of access.		
HCM1.3	The system migration from the old system to the new system must be included in the costing		
HCM1.4	The system must have a Parallel payroll runs costing.		
HCM1.5	The system must be compliant with South African Tax system such as e-filing. The system must have been operated in South Africa.		
HCM1.6	The system must be integratable with other statutory compliance organisations such as SARS, UIF, Home Affairs (ID validation) etc		
HCM1.7	The system must have the ability to integrate with Learning management systems for employees to be able to access through ESS.		
HCM1.8	The system must have the ability to integrate with SanParks Document Management system		
	The system must cater for Fixed Term Contract staff and Expanded Public Works Programme (EPWP).		
	The system cater for EPWP Daily Wage model		
HCM1.9	The system must be able to have the functionality for ESS/MSS via mobile applications/ devices for employees that do not have access to laptops. (+- 50% of work force do not have laptops in this organisation)		
HCM1.10	The system must have a real time HR dashboard capability		
HCM1.11	Training for all HCM employees +- 50 staff must be included in the costing		
HCM2	Organisational Design Development		

HCM2.1	The system must have the ability to generate and extract the organogram visuals, chats, hierarchy of the organisation in real time		
HCM2.2	The organisational charts must be customisable, depict reporting relationships, departments, divisions, etc		
HCM2.3	The system must have the ability to have hierarchy charts, matrix charts, flat charts		
HCM2.4	Organisational charts must have the capability of visuals such as employee images, employee names, job titles, etc		
HCM2.5	The system must have the capability to grant access view and extract the organogram visuals through ESS/MSS		
HCM2.6	The system must be able to add new positions during the budget process with the ability to identify occupied and vacant positions as well as indicating funded and non-funded ones.		
HCM2.7	The system must be able to Maintaining positions within a cost centre		
HCM2.8	The system must have the Ability to automatically apply salary increases.		
HCM2.9	The system must have the Ability to update employee status on the budget module periodically and allow managers to make corrections.		
HCM2.10	The system must have the Ability to calculate leave accrual		
HCM2.11	The system must have the Ability to automatically calculate any formula driven staff related cost.		
HCM3	Job Management		
HCM3.1	The system must be able to manage the Organisational Establishment Structure into one company rule and different divisions, departments, locations, etc		
HCM3.2	The system must maintain the organisational structures and capabilities for signing off by the delegated authority.		
HCM3.3	The system must be able to allow for job management, each job must be assigned per organisational structure and maintained accordingly.		
HCM3.4	The system must have the ability to manage end to end job management		
HCM3.5	The system must provide data on the number of jobs created (new)/inactive/filled/vacant		
HCM3.6	For the inactive position must have options for reasons		
HCM3.7	The system must allow the creation of future and planned positions as per operational plans by the delegated authority. It must have the ability to upload Workforce plans that will inform planned changes to the structures.		
HCM3.8	The system must have the functionality to manage employee cost, salary structure per position, etc		

HCM3.9	The system must have the ability to have flexible work/ shift scheduling assigned to specific job types		
HCM3.10	The system must have capabilities to develop and submit competency-based job profiles by line managers and be able to convert to a job description report for evaluation and grading. Must have a quality assurance mechanism to ensure consistency and standardization.		
HCM3.11	The system must enable users to conduct internal Job evaluation and grading aligned to the system adopted by the organisation		
HCM3.12	The system must allow managers to request/ initiate job evaluation online		
HCM3.13	The system must enable the linkage of job evaluation results to Payroll Management module such that the salary grade is incorporated automatically from the activation date. Reg-flag discrepancies in grading of similar positions (same titled posts and provide a report.		
HCM3.14	The system must enable annual prompting of periodic reviews as per cycle outlined in the policy, provide data for and benchmarking of the salary grades.		
HCM3.15	The system must provide for job grading results and reporting e.g. number of jobs re-graded in a year		
HCM4	Job Grading		
HCM4.1	The system must have the capability to generate a Job Profile and Grading capabilities based on the approved grading system and a report as well as requisition form approval		
HCM4.2	The system must provide the capability to automate the processing of the Job Grading exercise including storing outputs electronically. Links to Recruitment and Organisational Design functionality for changes.		
HCM5	Recruitment (including e-recruitment)		
HCM5.1	The system must provide the functionality to automate the current staff requisition process flow (allow for motivation and additional documents to file a position and follow the approval framework)		
HCM5.2	The system must provide the functionality to create, verify, and approve the advertisement for the existing vacant position (approved on the organogram which is in line with job description) is budgeted for and is vacant and available for advertisement.		
HCM5.3	The system must provide the ability for interested candidates internally and external to apply for vacancies, create a candidate profile as per format and upload additional documents such as CV, ID, Qualifications.		
HCM5.4	The system must provide the ability to allow all Panel of recruitment agencies to upload candidate submissions online.		

HCM5.5	The system must provide the ability for the panel of recruitment agencies to manage the recruitment process that has been outsourced such as shortlisting, scheduling of interviews and vetting of candidates		
HCM5.6	The system must provide the ability to view all the responses and shortlist from the applications. All panel members to have access to applications		
HCM5.7	The system must provide the functionality for the recruitment and selection processing which must include but not limited to Motivation Memo for Vacancy approvals and referencing of relevant tables regarding Employment Equity and Disabilities		
HCM5.8	The system must provide the functionality Match applicant to job profile requirements including checking criteria for sourcing candidates internally or externally.		
HCM5.9	The system must provide the functionality to provide an on-line job application as per specified CV format with validations against key requirements. This system functionality must also link to the Intranet and Website.		
HCM5.10	The system must provide the ability to conduct a search on registered CVs.		
HCM5.11	The system must be able to flag internal suitable candidates based on qualifications to be considered for active vacancies.		
HCM5.12	The system must have the capability for potential job candidates to search on the organization's job site.		
HCM5.13	The system must provide the functionality to allow online tracking and update the status of all job application process and automate correspondences as well as regret letters.		
HCM5.14	The system must provide the functionality to incorporate a response handling capability (front-to-end) that will screen and provide a tentative short-list with a gradient of 100% - 80%		
HCM5.15	System must have a functionality when positions become vacant can flag employees who meet the minimum requirement of that vacant position.		
HCM5.16	The system must provide the functionality for the administration of job applications by HR.		
HCM5.17	The system must provide the functionality to view new, existing vacancies, filled and outsourced positions on the organogram.		
HCM5.18	The system must provide the functionality for the selection of all possible panel members and scheduling interviews with panel members.		

HCM5.19	The system must provide the capability to schedule interviews with candidates for interviews and scheduling any assessments via the system.		
HCM5.20	The system must provide the functionality for panel members to capture the candidates' responses during the interview and make recommendations for appointment online		
HCM5.21	System must provide capability for the selection of all possible HR Recruitment, Vetting and Psychometric Assessment service providers against Supply Chain Management and Financial Management budget.		
HCM5.22	The system must provide the functionality to conduct HR demand analysis and forecast.		
HCM5.23	The system must provide the ability to capture interview scoring sheet.		
HCM5.24	The system must capture of vetting/screening results. This must also include digitising candidate consent.		
HCM5.25	The system must provide the ability to complete online memo and approval of successful candidate through the delegation of authority frame work		
HCM5.26	The system must provide automation of the Job-Offer, Acceptance and Approval processes. This must also include the capability to attach the requisite documents, and links for confirmation of Salary Package with Financial Management module.		
HCM5.27	The system must provide the functionality for Contract renewal for temps and fixed term contractors		
HCM5.28	The system must be able to identify or flag Foreign Nationals applications, aligned to scarce skills as per Department of Labour		
HCM5.29	The system must flag ID numbers of Dismissed employees with reasons of Dismissal and date (pop-up Message)		
HCM6	Recruitment – Reporting		
HCM6.1	Reporting: System must provide the report detailing funded, unfunded, vacant, filled or outsourced positions.		
HCM6.2	Reporting: System must provide the list of advertised positions.		
HCM6.3	Reporting: System must provide the statistical information on applications.		
HCM6.4	Reporting: System must provide the number of registered applicants on portal.		
HCM6.5	Reporting: System must provide the interview checklist.		
HCM6.6	Reporting: System must provide the induction checklist.		
HCM6.7	Reporting: System must flag employees who have not attended induction		

HCM6.8	Reporting: System must provide the average days taken to complete recruitment process.		
HCM6.9	Reporting: The system must have the ability to build ad hoc reports as required by end-users with limited or no intervention by the vendor technical team.		
HCM7	Onboarding		
HCM7.1	The system must generate employee numbers		
HCM7.2	The system must have the ability to transfer the recruitment process to the next stage of appointment and onboarding seamlessly		
HCM7.3	The system must have the functionality that ensures that the recruitment documents and profile is converted into an employee profile		
HCM7.4	The system must have the ability for a candidate once offer accepted to complete their onboarding document online (medical aid, pension fund, nomination forms, funeral forms, bank letter, proof of tax etc)		
HCM7.5	The system must have the capability to ensure that once onboarding stage is complete an automated activation of active directory (generate email address etc)		
HCM7.6	The system must have the functionality to send automated welcome email message to prospective employees.		
HCM7.7	The system must have the functionality to Send secure hyperlink documents to be completed by prospective employees including Medical Aid, and Provident Fund processing.		
HCM7.8	Employee Details management functionality. This must include notifications to respective parties for arranging tools of trade for the employee where applicable.		
HCM7.9	The system must have the ability to store an online induction for all new hires and sent notification for new hires to view		
HCM7.10	The system must have the ability to allow new hires to place orders for uniform online		
HCM7.11	The system must have the capability add all employee assets (business tools)		
HCM7.12	The system must have the ability to allow employees to submit their medical on boarding report and claim for reimbursement		
HCM7.13	The system must have the ability for new hires to sign and accept the job description online		
HCM8	Declaration of Interest		
HCM8.1	The system must have the capability for employees to electronically complete Declaration of Interest forms including attaching requisite documents.		

HCM8.2	The system must have the functionality for the Automation of Declaration of Interest approval processing.		
HCM8.3	The system must be able to integrate with external systems such as CIPC for validation of interests.		
HCM9	Employment Equity		
HCM9.1	The system must provide functionality to update the equity plan and draw employment equity statistics and generate statutory reports as required by the Department of Labour.		
HCM9.2	The system must flag the periodic need for review of employment equity plan and reports.		
HCM9.3	The system must provide gap analysis for the current employment equity status versus future employment equity targets.		
HCM9.4	The system must have the capability to review the organogram based on the current employee and employment equity status against set numerical targets and conduct with respect to a Gap Analysis.		
HCM10	Transfers		
HCM10.1	The system must have the ability to automate the Employee Transfer process. This should include Transfer Request Memo's and Letter approvals in accordance to predefined authorisation processes. The employees must be assigned to the role defined in the system in accordance to identify and access management best practices.		
HCM10.2	The system must have the functionality to update of the Employee's file and link to Payroll Management module.		
HCM10.3	Processing of relocation items list and link to Supply Chain Management for approved "Moving" service providers selection and appointment.		
HCM11	Employee Benefits		
HCM11.1	The system must have the functionality for Medical Aid Processing.		
HCM11.2	The system must have the functionality to Stop orders/ Insurances Processing.		
HCM11.3	The system must have the functionality to handle Multiple Third parties processing.		
HCM11.4	The system must have the capability to Run medical aid reports		
HCM11.5	The system must have the capability to Run Pension and provident fund reports		
HCM11.6	The system must have the capability to Run Spouse and Group life reports		
HCM11.7	The system must have the capability for Auto identification of individual Pensionable Salaries		

HCM11.8	The system must have the capability to Run Third parties' payment Schedules		
HCM11.9	The system must have the capability functionality to Track withdrawal, retirement, disability and death claims submissions.		
HCM12	Employee Details		
HCM12.1	The system must have the capability to display and update (with verification and acceptance by employee process) all employment information (e.g. employment contract, Medical Aid Scheme and Provident Fund details).		
HCM12.2	Create new employees record on the system on appointment of each new employee. Historical tracking of all data changes		
HCM12.3	The system must be able to keep record of all employee progression on each profile not limited to promotion/demotions historic data, salary change with reasons for change history, transfer from one department to another, change in reporting lines without having to pull a report, be able to view the profile, etc		
HCM12.4	Salary information must be made available as per reporting channel to authorised parties.		
HCM12.5	The system must have the capability to automatically update the employment status (i.e. probation status update, confirmation of permanent employment, termination and retirements, etc.) of an employee on certain events.		
HCM12.6	The system must cater for full audit trail functionality on all personnel data movement including dates (e.g. ability to update the types of movement).		
HCM12.7	The system must have the ability to draw various reports using the data captured as part of the Personnel Management Module.		
HCM12.8	The system must be able to provide at a minimum basic data validation on entries, for example ID numbers. The system must be able to provide warnings of any duplications i.e. job numbers, bank account details, etc		
HCM12.9	System must be able to provide information on the employees' mobility / progression within the organisation e.g. promotions/demotions/acquiring of additional qualifications etc.		
HCM12.10	The system must be able to provide warnings of any duplications i.e. job numbers, bank account details, etc		
HCM12.11	The system must have the capability to track ill health without termination off the system however allowing for inactive employees on incapacity to be tracked and reinstatement		

HCM12.12	The system must be able to validate working hours in comparison with the working days. Outlining the relationship between working days, hours per day, and hours per week/month.		
HCM13	Time and Attendance		
HCM13.1	The system must provide the capability for the management shifts schedules for shift employees		
HCM13.2	The system must provide the ability to track employee time and attendance to work activities. This should be enabled using electronic tracking via mobile devices for signing-in and signing-off with offline capability and synchronisation when online.		
HCM13.3	The system must have the ability to integrate with any other time and attendance system used by the organisation.(biometric, card swipe, mobile app)		
HCM13.4	The system must have the ability to track over time worked, standby, night shift, sleepout, camping		
HCM13.5	The system must provide the ability to track and manage consultant's time sheets.		
HCM14	Leave Management		
HCM14.1	The software must have the capability to monitor and track leave taken by employees.		
HCM14.2	The system must provide an online leave application and administration of all leave types per SANParks policy (browser enabled).		
HCM14.3	The system must provide leave application restriction as per policy provisions.(restrictions and lock on previous financial year applications).		
HCM14.4	The system must provide a functionality for the approval of leave at various levels.		
HCM14.5	The system must provide the functionality for checking of all leave type balances per employee		
HCM14.6	The system must provide automatic update of remaining leave days once leave request is approved.		
HCM14.7	The system must provide online real-time leave transaction updates.		
HCM14.8	The system must provide the functionality to flag negative leave balances.		
HCM14.9	The system must provide the functionality to allow for retrospective leave application and approval.		
HCM14.10	The system must provide the functionality to allow for leave cancellation or adjustments.		
HCM14.11	The system must provide the functionality to allow for online notification of leave requests and approvals.		

HCM14.12	The system must provide the functionality to cater for leave commutation and calculations thereof.		
HCM14.13	The system must provide the functionality to allow for reminder notification and escalations.		
HCM14.14	The system must provide the functionality to allow for re-routing capabilities for approvals.		
HCM14.15	The system must provide the functionality to inform employees of mandatory leave and the date by which this must be taken before it expires.		
HCM14.16	The system must provide the functionality to cater for unpaid leave – calculate the value of unauthorized days absent and deduct from monthly salary. Link to Payroll Management module.		
HCM14.17	The system must support reporting on employee attendance as per use of employee access cards. This will require integration to the physical access control system.		
HCM14.18	The system must provide the functionality that all leave types should be created and calculated for each employee.		
HCM14.19	The system must provide the functionality for statistical and graphical view/presentation of leave.		
HCM14.20	The system must have the capability to be Customised Maintenance of leave records.		
HCM14.21	The system must have the capability to flag and implement leave forfeiture in terms of leave policy and predefined system parameters.		
HCM14.22	System notifications must be sent to employees and respective managers.		
HCM14.23	The system must provide the functionality to assess leave entitlement and implement additional leave days as per leave policy.		
HCM14.24	The system must provide the capability for impersonation for employees who do not have access		
HCM14.25	The system must provide capability to attach supporting documents for all leave types.		
HCM15	Leave Management – Reporting		
HCM15.1	Reporting: The system must provide trend analysis per employee.		
HCM15.2	Reporting: The system must provide trend analysis per leave type.		
HCM15.3	Reporting: The system must provide leave balances per employee (in the form of days and costing).		
HCM15.4	Reporting: The system must provide leave utilization per level.		
HCM15.5	Reporting: The system must provide leave pay-outs in monetary terms as per leave policy.		
HCM15.6	Reporting: The system must provide leave liability report.		

HCM15.7	Reporting: The system must provide leave per approval status.		
HCM15.8	The system must provide the capacity for the customisation of reports to meet absenteeism, annual, sick, ill health monitor sick leave duration pattern and frequency		
HCM15.9	Reporting: The system must provide leave history report and pending leave report		
HCM15.10	Reporting: The system must have the ability to build ad hoc reports as required by end-users with limited or no intervention by the vendor technical team.		
HCM16	Payroll Management		
HCM16.1	The system must have the functionality for the automated Salary increments processing.		
HCM16.2	The system must have the functionality for automated salary table/ scale management		
HCM16.3	The system must have the functionality to automate dummy salary payslip for offer purposes		
HCM16.4	The system must have the functionality to automate back pay salaries per month, including tax deduction per month, pension fund, 13 cheque and bonuses		
HCM16.5	The system must have the ability to automate pay progression		
HCM16.6	The system must have the ability to pro-rata all earnings and deductions and reflect accordingly on payslip		
HCM16.7	The system must have the functionality to automate overtime calculations		
HCM16.8	The system must be flexible payroll processing		
HCM16.9	The system must have the functionality to automate termination of fixed term contracts and temporary employees and send one month before end date reminder notifications to line managers, HCM Manager and red flag to payroll administrators.		
HCM16.10	The system must have the ability to customise for defined user deductions and earning codes and each code reflect on payslip. Deduction transactions such as electricity bill, water bill, uniform purchase, etc		
HCM16.11	The required payroll system must be able to take both bulk and manual inputs for overtime claims, acting allowances, travel reimbursement claims, subsistence allowances, telephone deductions, AOD's deductions, reimbursements, bursary loan deductions, trade union deductions, SARS garnishees, bond deductions, metropolitan deductions, stop salary payments, advance recovery, etc.		

HCM16.12	The system must also be able to claw back instalment deductions such as AOD's and bursary loans where an employee terminates service before the loan is fully recovered.		
HCM16.13	The system must have the ability to run multiple payroll runs in a month as set by SANParks		
HCM16.14	The required ERP system must be able to run payroll processes in terms of steps listed below		
HCM16.15	The system must be capable of Dummy payroll run / simulation process		
HCM16.16	The system must have a soft lock functionality to prevent users from making payroll changes during the payroll run process and to unlock it after the run process.		
HCM16.17	The system must have the functionality to start a payroll run process.		
HCM16.18	The system must be able to update the database and import master data captured on the system in terms of payroll changes and inputs due for payments such as new appointments, terminations, leave encashment, salary adjustments, etc.		
HCM16.19	The system must be able to produce an error log with a description of errors (if any) for ease of correction.		
HCM16.20	The system must be able to produce payroll results, dummy payslips, and third-party reports for checking.		
HCM16.21	The system must be able to perform test GL posting simulation and to produce errors with a description of the errors (if any) for ease of correction.		
HCM16.22	The system must have the functionality to "Delete Payroll Results" before the final payroll run.		
HCM16.23	The system must be capable of Final payroll run process		
HCM16.24	The system must be able to run the payroll process output file, which would be ready for a live GL posting.		
HCM16.25	The system must be able to perform live GL posting, to produce a GL posting report, and to upload the same to the financial system for third-party payments.		
HCM16.26	The system must be able to perform EFT/bank transfer processes and to produce an EFT/bank transfer report compatible with the bank system or equivalent.		
HCM16.27	The system must be able to download the produced EFT/bank transfer report to Cashbook for upload to the bank system or equivalent, for salary payment.		
HCM16.28	The system must have the functionality to roll over into the next payroll after the payroll run process.		

HCM16.29	The required system must be capable of validating data such as ID numbers, duplicate ID numbers, overtime limits, bank details, tax reference numbers, duplicate employees, etc.		
HCM16.30	The system must have the ability to view payslip and history.		
HCM16.31	The system must have the ability to perform specific payroll calculations.		
HCM16.32	The system must have the functionality to link telephone system to payroll and flag balances that exceed monthly allowance.		
HCM16.33	The system must have the ability to programme of pay dates.		
HCM16.34	The system must have the ability to define user deductions and earning codes.		
HCM16.35	The system must have the ability to integrate PAYE and medical aid tables into tax calculations.		
HCM16.36	The system must have the ability for automatic update of PAYE and medical aid tables timeously.		
HCM16.37	The system must have the ability to provide IRP5's in official format and categories.		
HCM16.38	The system must have the ability to customise payslips.		
HCM16.39	The system must have the ability to add once-off monthly earnings or deductions such as insurance, debtor, garnishee, stop order etc		
HCM16.40	The system must show detail of each garnishee on payslip.		
HCM16.41	The system must have the ability to integrate payroll costs to general ledger.		
HCM16.42	The system must have the ability for the payment of salaries through EFT. The EFT file should have full encryption method capability.		
HCM16.43	The system must have the ability to provide comment field on individual deduction for individual employees.		
HCM16.44	The system must have the ability for automatic processing of employee loans/debt (all categories).		
HCM16.45	The system must process payroll claims (e.g. cell phone, subsistence, and travel claims) via ESS (Employee Self Service).		
HCM16.46	The system must have the ability to automatic processing of leave pay-outs.		
HCM16.47	The system must have the ability to present leave balance on payslips.		
HCM16.48	The system must have the ability to process claims submitted by board and committee members.		
HCM16.49	The system must have the functionality to alert the HR officer when the line manager has accepted and submitted a resignation of an employee on the system.		

HCM16.50	The system must have the capability to manage employee holiday benefits value for Tax calculations.		
HCM16.51	The system must have the capability to integrate Financial System to Payroll: Debtors, Sustenance & Travel , Kilometre Claims		
HCM16.52	The system must have the capability to integrate Payroll system to Financial System: Employee Master, General Ledger, Miscellaneous Logs, Debtors Receipts, 3rd party Payments		
HCM17	Payroll Reporting		
HCM17.1	The system must be able have the flexibility for customised reports such as Financial history report. System must have the ability to create reports that do not come standard in terms of payroll reporting		
HCM17.2	The system must have the ability to customise variance reports to suit SANParks requirements		
HCM17.3	The required system must be able to produce the following third-party monthly reports: <ul style="list-style-type: none"> '- Medical Aid Scheme Report '- Funeral Scheme Report '- Trade Union Report '- UIF Report '- UIF Declaration return Report '- Employee Benefits Insurance Report '- Bonus Provision Report '- PAYE Report '- All Pension Fund Report '- Garnishee Report 		
HCM17.4	Reports: Quarterly payroll reports/ Half Annual/ Annual payroll reports		
HCM17.5	Directors Remuneration needed by Management Accountant.		
HCM17.6	STATSSA return in terms of new appointments, terminations, and earnings.		
HCM17.7	Tax register, which is a schedule containing employee details, taxable earnings, tax deductible deductions, and tax deductions, SDL and UIF deductions.		
HCM17.8	EMP501 – Tax certificate process and report		
HCM17.9	COIDA return		
HCM17.10	Annual costing details needed for the Annual HR Tables		
HCM17.11	Payroll Audit Trail report (for monitoring purposes)		
HCM17.12	The system must be able to produce Salary pay points report.		
HCM17.13	The system must be able to produce All staff members CTC report.		
HCM18	Employee Relations		

HCM18.1	<p>The system must have the capability to manage and track all employee relations matters such as:</p> <ul style="list-style-type: none"> '- Disciplinary hearings Disciplinary actions taken, '- Grievances lodged, Grievance outcomes, Appeals lodged and '- Appeal outcomes CCMA - cost implications '- Labour Court and High Court cases, pre-arbitration conferences and dispute meetings. – cost implications '- Excessive sick leave. '- Trade Union Membership fluctuations, '- Employee Relations (rights and responsibilities and information sessions, and CCMA trainings and Shop Stewards & Management meetings. '- Bi-lateral meetings, stakeholder engagements. '- Irregular expenditure 		
HCM18.2	<p>The system must track status/progress of each process that falls under employee relation:</p> <ul style="list-style-type: none"> '- Date of offenses '- Date disciplinary actions are taken '- Date grievances '- Dates of appeal applications '- Date finalized; '- Date CCMA and finalization '- Date Labour Court cases are lodged Schedule Employee Relations trainings. 		
HCM18.3	<p>The system must flag to the HR department when certain actions/matters are due to be actioned per case.</p>		
	<p>The system must send a reminder to the ER department if:</p> <ul style="list-style-type: none"> '- Disciplinary hearings are still pending within 60 days from the date of initiation '- Appeals lodged are still pending within 21 days from the date lodged '- Grievances are still pending within 3 days from the date lodged. 		
HCM18.4	<p>The system must have Standardise forms/templates/letters.</p>		
HCM18.5	<p>The system must cater for disciplinary case management including hearing and sanctions, track warnings and validity of warnings, cost per case management, case administration and processing, grievance case management, automatic case escalation as per policy provision, hearings and sanction support.</p>		
HCM19	Employee Relations – Reporting		
HCM19.1	<p>Detailed Reporting: The system must have the functionality to provide review of case history per employee.</p>		

HCM19.2	Detailed Reporting: The system must have the functionality to provide types of misconducts.		
HCM19.3	Reporting: The system must have the functionality to provide the number of grievances including details.		
HCM19.4	Reporting: The system must have the functionality to provide Logged/solved/outstanding cases reports.		
HCM19.5	Reporting: The system must have the functionality to provide information about Trade union membership (applications and terminations)		
HCM19.6	Reporting: The system must have the functionality to provide CCMA and Labour Court cases including details		
HCM19.7	Reporting: The system must have the functionality to provide the irregular expenditure cases and condoned transactions		
HCM20	Employee Termination		
HCM20.1	The system must have the ability to deactivate the employee on all active directory on the last day once manager has approved the termination.		
HCM20.2	The system must be able to generate an exit interview report for all terminations for analysis		
HCM20.3	The system must have the ability to generate a confirmation of employment before the last day of termination		
HCM20.4	The system must have the ability to send all termination documents once termination has been approved (Pension withdrawal, medical aid withdrawal etc)		
HCM20.5	The system must have the functionality to provide the ability to allow employees to submit their medical off boarding report		
HCM20.6	The system must have the ability to auto terminate employees off the system for temporary employees and fixed term employees.		
HCM20.7	The system must have the capability for termination checklist to be completed and signed off by manager including asset return		
HCM21	Performance Management		
HCM21.1	The system must have the capability to manage employee's job descriptions, set, activate, and manage performance management contracts, standards, dates and templates for the performance management methodology adopted by the organisation.		
HCM21.2	The system must have the functionality to provide setting up, maintaining, and measuring of performance targets. This includes employees creating their performance agreements and approval by respective management.		

HCM21.3	The system must have the ability to transfer performance score cards from one financial year to another without having to drafting annually.		
HCM21.4	The system must have the functionality to help with compiling a Performance Schedule and send reminders/notifications on due dates for performance appraisals aligned to performance review intervals as outlined in the policy.		
HCM21.5	The system must have the functionality to conduct on-line assessments on both intranet and internet.		
HCM21.6	The system must have the functionality to provide continuous assessment management and administration. This should include development and updating of a Performance Tracking File.		
HCM21.7	The system must record and escalate where there are disagreements with respect to performance.		
HCM21.8	The system must have the functionality to link the employee development facility where interventions can be planned based on performance review results.		
HCM21.9	The system must have the functionality to flag incapacity, which is based on consistent low performance.		
HCM21.10	The system must have approval of performance rewards. This should link to Payroll Management module.		
HCM21.11	The system must have embed formulas utilised to calculate increases and performance bonus with predefined parameters for "Bonus Pools".		
HCM21.12	The system must have the ability to access /see line managers performance contract on the system		
HCM21.13	The system must have the ability to track new employees on probation to be able to ensure employees on probation conclude their performance contracts within 3 months of employment		
HCM21.14	The system must have capability to the recording of remedial performance management action plan including recommendations.		
HCM21.15	The system must have the ability for performance review calibration and moderation		
HCM21.16	The system must have the functionality for the creation of structured development plans to help monitor performance, develop careers paths and ensure compliance.		
HCM21.17	The system must have the ability to cater for talent management framework and succession planning		
HCM22	Performance Management – Reporting		
HCM22.1	The system must be able to draw performance tracking and consolidated monthly reports.		

HCM22.2	The system must have the performance review per employee including dates and results. Per Division, Department, Grade Level etc		
HCM22.3	The system must have the functionality for poor-performance report informed by, but not limited to, the incapacity flagged employees.		
HCM22.4	The system must provide statistical and/or graphical overview of performance per employee, band, and cost centre level.		
HCM22.5	The system must have the performance bonus summary report using predefined system parameter calculations based on final score and "Bonus Pools".		
HCM22.6	The system must have the ability to build ad hoc reports as required by end-users with limited or no intervention by the vendor technical team.		
HCM23	Training Management		
HCM23.1	The system must have the ability to load all training interventions details including registration of course details, costs, instructor, participants, and location. It should flag when an application conflicts with an attendees leave.		
HCM23.2	The system must have the functionality to outline proposed training interventions with training objectives and outcomes. This should be linked to the Performance Management functionality of the HR Management system.		
HCM23.3	The systems should be able to differentiate between central and cost centre trainings interventions.		
HCM23.4	The system must have the ability to link training to the employee Personal Development Plans (PDP).		
HCM23.5	The system must have the functionality to conduct training needs analysis and develop a training plan for each division and approval capabilities by the designated authority		
HCM23.6	The system must have the functionality to provide management and administration of training schedules.		
HCM23.7	The system must have the functionality for application of online training. This should include customised modules for standard operating procedures such as Tourism.		
HCM23.8	The system must have the capability for training application approval process.		
HCM23.9	The system must have the functionality to cater for employees to capture training assessments on-line.		
HCM23.10	The system must have the functionality to provide complete an IDP- Individual Development Plan		
HCM23.11	The system must have the capability to set-up and define competencies and competency groups.		

HCM23.12	The system must have full management of development related workforce competencies.		
HCM23.13	The system must have the functionality to cater for the recognition of prior learning.		
HCM23.14	The system must have the ability to provide competency assessment capabilities to manage and measure actual job holder competencies against job requirements and skills required by a post for developmental and progression purposes.		
HCM23.15	The system must have the functionality to provide skills-gap audit and analysis and feedback report based on job profiles, skills and performance assessment.		
HCM23.16	The system must have the functionality to define enrolment/participation prerequisites for certain development interventions.		
HCM23.17	The system must have the functionality to provide link to training activities/interventions as an output of an employee development plan.		
HCM23.18	The system must have the functionality to Assess, track and monitor employee development.		
HCM23.19	The system must cater for skills database functionality.		
HCM23.19	The system must have the capability to conduct the audits/assessments and feedback analysis via online questionnaire/surveys and reporting.		
HCM23.20	The system must have the capability to work with the training academy.		
HCM24	Training Management - Reporting		
HCM24.1	Reporting: The system must generate skills development act report in terms of respective Sector Education and Training Authority (SETA) requirements.		
HCM24.2	Reporting: he system must have the ability to develop a Training Impact Assessment report based on the organisation's methodology of choice.		
HCM24.3	Reporting: The system must generate training intervention reports per employee, race, gender, and occupational category including results.		
HCM24.4	Reporting: The system must generate training budget and expenditure reports, including capability to automate the approval process.		
HCM24.5	Reporting: The system must have the functionality for assessment reports pre and post evaluation.		
HCM24.6	Reporting: The system must have the ability to build ad hoc reports as required by end-users with limited or no intervention by the vendor technical team.		

HCM25	Internship		
HCM25.1	The system must have the capability to enable the organisation to conduct a needs analysis for Internships. The analysis should be available online.		
HCM25.2	The system must have the capability to automate the Internship Programme approval process. This should be linked to the Financial Management module for example Budgeting.		
HCM25.3	The system must have the capability to enable the organisation to capture details of identified Internship candidates. This includes automated approval process of contracts. The supporting documentation such as CV's and copies of ID's and Qualification Certificate's should be attachable. This should have links to the Payroll Management module.		
HCM25.4	Have the capability for On boarding and Exiting of Interns. This should have links to the Payroll management module.		
HCM25.5	The system must have the capability to report on the Internship Programme.		
HCM26	Learnership		
HCM26.1	The system must have the capability to enable the organisation to capture and record SETA discretionary fund details for a Learnership. The supporting documentation should be attachable. This should have links to the Financial Management module.		
HCM26.2	The system must have the capability to enable the organisation to capture details of identified Learnership candidates. This includes automated approval process of contracts. The supporting documentation such as CV's and copies of ID's and Qualification Certificate's should be attachable. This should have links to the Payroll Management module.		
HCM26.3	The system must have the capability for Onboarding and Exiting of Learners. This should have links to the Payroll Management module.		
HCM26.4	The system must have the capability to report on the Learnership Programme.		
HCM27	Bursary		
HCM27.1	The system must have the capability to enable employees for online applications for Bursaries. The supporting documentation such as copies of Qualification Certificate's and previous year's results (where applicable) should be attachable.		
HCM27.2	The system must have the capability to automate the Bursary approval process. This should be linked to Financial Management and Payroll Management modules.		

HCM27.3	The system must have the capability to capture results or progress reports, assess the previous results for failed courses and deduct amounts for course from employee's salary. It should decline approvals for future bursaries where there is outstanding requirements. This should be linked to Financial Management and Payroll Management modules.		
HCM27.4	Have the capability to report on the Bursary status for employees at all organisational levels. Application, approval/decline with reasons, status of studies in terms of completion and pay back as per policy.		
HCM27.5	The system must have the ability to track employee dependants (children) bursary applications. Application, approval/decline with reasons, status of studies in terms of completion and pay back as per policy.		
HCM28	Employee Wellness		
HCM28.1	The system must have the capability to capture the specification for an Employee Wellness Programme (EWP).		
HCM28.2	The system must have the ability to automate the process of development and approval of a Service Level Agreement (SLA) for engaging an Employee Wellness (EW) services provider.		
HCM28.3	The system must have the ability to automate the process of engaging an EW service provider and approvals. Should link to SCM module for approved service providers.		
HCM28.4	The system must have the ability to automate the process of planning and tracking EPWP. Includes capturing the Project Plan.		
HCM28.5	The system must have the functionality to generate a report for excessive sick leave usage		
HCM28.6	The system must be able to integrate/ interphase with external service provider such a Old Mutual for off-boarded employees due to ill health and track progress		
HCM28.7	The system must have the functionality to automate the process of Ill-Health Incapacity including medical assessments, capturing of disability claims and attaching of requisite documents.		
HCM28.8	The system must have the functionality to create and maintain the register of Health & Safety officer online		
HCM28.9	The system must have the ability to upload the training certificates with the validity date and send an alert a month before the expiry date		
HCM28.10	The system must have the functionality for employees to lodge claims of Injury on duty, track status of claims and generate reports		
HCM28.11	The system must have the ability to capture and submit their Monthly Health and Safety Inspection Reports		

HCM28.12	The system must have the functionality to generate monthly Health and Safety reporting of data		
HCM28.13	The system must have the functionality to monitor the appointment period of each H&S officers limiting the duration to 2 years and sending an alert a month before the expiry date.		
HCM29	Employee Self-Service and Manager Self-Service		
HCM29.1	The system must have the functionality to view and update employee personal details, leave, management reports, study loans, employee qualifications, etc.		
HCM29.2	The system must have the functionality for employees to download payroll documents such as payslips, salary increase letters, IRP 5 etc		
HCM29.3	The system must have the functionality to view and download Group Life, Pension Fund, etc statement		
HCM29.4	The system must have a workflow for employees to view telephone usage, validate telephone calls and related costs for approval.		
HCM29.5	The system must have the functionality for employees to capture and update the Nomination of Beneficiaries (Percentages allocated and to who, with the option to upload supporting documents)		
HCM29.6	The system must have the functionality to capture the Next of Keen (for Emergencies) and update at any point		
HCM29.7	The system must have the functionality for employees to initiate a grievance and track progress to conclusion. Be able to escalate as per the policy.		
HCM29.7	The system must have the functionality for employees to process disciplinary and track progress to conclusion. Be able to escalate as per the policy.		
HCM29.8	The system must have the functionality for employees to apply for overtime		
HCM29.9	The system must have the functionality for employees to update some personal details such as cell numbers and physical address		
HCM29.10	The system must have the functionality for employees to request a change of banking details and track status of approval as well update on online		
HCM29.11	The system must have the functionality to enable employees to view their personal profile online		
HCM29.12	The system must have the functionality to manage long service on the system such a long service certificate's		
HCM29.13	The system must have the functionality to generate confirmation of employment for visa application, etc		

HCM29.14	The system must have the functionality for employees to initiate any claims - travel, expenditure etc		
HCM29.15	The system must have the functionality for employee asset information - ability to track employee assets, initiate any asset loss and termination		
HCM29.16	The system must have the ability to track and assign uniform to employees and confirmation of receipt		
HCM29.17	The system must have the functionality for employees to submit a resignation online		
HCM29.18	The system must have the functionality for employees to complete exit interview online before the last day (system must prompt employee 1 week and constant reminders till last day)		
HCM29.19	The system must allow employees to accept/ agree to work/shift scheduled to them.		
HCM29.20	The system must have the functionality for employees to lodge claims of Injury on duty, track status of claims		
HCM29.21	The system must have the functionality to upload any relevant documents for injury on duty		
HCM29.22	The system must have the capability to manage Fringe Benefits and usage based on employee holiday quotas.		
HCM29.23	System must generate email notification for employee, manager, escalations and status of open matters on Health and Safety		
HCM29.24	The system must have the functionality to capture and appoint a person to an Acting Position for a period (commence date and end date) in line with the organisation's policy.		
HCM29.25	The system must have the functionality to allow managers to complete the probation stages online for each new hire		
HCM29.26	The system must have the functionality to allow a manager to view their organogram and organisational wide organogram		
HCM29.27	The system must have the functionality to allow manager to initiate the recruitment of a vacant position within their organisational structure		
HCM29.28	The system must have the functionality to allow manager to have access to review, consolidate, analyse and validate information inputs by employees.		
HCM29.29	The system must have the functionality to allow managers to initiate poor work performance and manage online		
HCM29.30	The system must have the functionality to allow managers to initiate performance discussions and track any development plans		
HCM29.31	The system must have the functionality to allow managers to initiate all training request and approved through the delegation of authority. The requests progress to be tracked to SCM processes.		

HCM29.32	The system must have the functionality to allow managers to approve/ decline leave request		
HCM29.33	The system must have the functionality to allow managers to approve/ decline overtime and shift scheduling too for rotations		
HCM29.34	The system must have the functionality to allow managers to approve/ decline any claims from their subordinates - travel, expenditure etc		
HCM29.35	The system must have the functionality to allow managers to confirm and capture all allowances that an employee is entitle to		
HCM29.36	The system must have the functionality to allow managers to approve their payroll extract before payroll is finalised		
HCM29.37	The system must have the ability for managers schedule and manage flexible work shift scheduling for teams		
HCM29.38	The system must give manager's the ability to approve/ decline a resignation		
HCM29.39	The system must allow the declaration of Interest		
HCM29.40	The system must give the managers the ability to process grievance and disciplinary processes		

C2.1.4 Workflow, Integration and Business Intelligence

C2.1.4 : FEATURE LIST AND FUNCTIONALITY WORKFLOW, INTEGRATION and BUSINESS INTELLIGENT			
No	Criteria	Vendor Response	Vendor/ Supplier Comments
		Scoring 0 - 4	Criteria Reference Page in Annexure
A1	Tourism, Marketing and Conservation Services		
A1.1	The system must have the ability to compile combined statistical reports from tourism and finance systems into a single view, both for realised actuals and for forecasts.		
A1.2	The system must have the ability to track and control staff holiday quota usage from the reservation systems – both in terms of the staff member's allowance and the number of allowed free bookings per camp on any given day, with user-based override ability.		
A1.3	The system must have the automatic import of staff holiday reservation values into payroll system for tax calculations.		
A1.4	The system must the ability to track and control usage of donor accommodation benefits according to contract stipulations directly from reservation systems.		
A1.5	The system must have the capability to manage Inventory (Listing of all inventories that can be sold) for Accommodation, Activities and Permits at Camps, Parks across all Regions.		
A1.6	The system must have the capability to manage available Inventory for Sales and Budgeting at Camps, Parks across all Regions.		
A1.7	The system must have the capability to manage Inventory Pricing and Tariffs for the inventory held.		
A1.8	The system must have the capability to Maintenance Scheduling for Camps, Parks across all Regions of tourism inventory routine maintenance.		
A1.9	The system must have the capability to Scheduling Management and Reporting of Audits in accordance to Tourism Standards for Camps, Parks across all Regions.		

A1.10	<p>The system must have the capability for the management of Maintenance Complaints:</p> <ul style="list-style-type: none"> '- Logging of camp complaints for maintenance '- Case management and reporting of such complaints. '- Capability to manage “Concession Financial Reporting” with inter-alia. <ul style="list-style-type: none"> '- Monthly Concessions Invoicing. '- Reconciliation and invoicing of Annual Top Ups and verification of Income. '- Monthly Facility Rental Income and other PPP Income verification, and subsequent processing. '- Track submission of Financial reports and ensure other Financial compliance. '- Annual CPI increases schedule for both Minimum rentals and facility rentals. '- BID Bond and Guarantee Register (including CPI increase and Updates). '- Monthly reporting scheduled – Actual vs budget. 		
A.12	<p>The system must have the capability for Compliance reporting:</p> <ul style="list-style-type: none"> '- Status of compliance for each concessionaire. '- ECO audit report for lodge concessions. '- Environmental audit report for restaurants. 		
A1.13	<p>The system must have the capability to integrate Laboratory Management System</p>		
A2	Workflow and Document Management System		
A2.1	<p>The system must have the capability to manage Real Estate</p> <ul style="list-style-type: none"> '- Management of properties '- Maintenance of properties 		
A2.4	<p>The system must have the capability to manage Property and Equipment Maintenance:</p> <ul style="list-style-type: none"> '- Maintenance activities - works orders '- Inspections and repairs '- Compliance with Safety, Health and Quality policies 		
A2.5	<p>The system must have process automation workflow capability for the respective modules functions i.e. Financial Management, Supply Chain Management, Human Resources and Payroll Management.</p>		
A2.6	<p>The workflow must have the capability to create users, groups and segregation of duties for task processing.</p>		
A2.7	<p>The workflow must have security capabilities for user authorisations regarding tasks.</p>		

A2.8	The workflow must have the capability to enable a user to assign tasks on the workflow.		
A2.9	The workflow must have the capability to enable a user to view a list of their workflow tasks.		
A2.10	The workflow must have e-mail notification capability regarding tasks to duly authorised users.		
A2.11	The system must have capability for users to view their notifications.		
A2.12	The system must have the capability to escalate pending task automatically and allow user to manually escalate a task as well.		
A2.13	The system must have the ability for users to re-assign a task based on their user rights.		
A2.14	The workflow must have capabilities to create folders and assign rights.		
A2.15	The workflow must have capabilities to attach documents.		
A2.16	The workflow must have security capabilities for providing access to attached documents including adding and deleting of documents.		
A2.17	The system must have audit trail for task processed.		
A2.18	The system must have workflow task status reports.		
A3	Technical Services		
A3.1	The system must have maintenance Plans: Need platform for consolidation of annual plans to enable regular reporting and monitoring		
A3.2	The system must have the capability to attach and insert links i.e. The system must have critical Documentation throughout the maintenance Module		
A3.3	The system must be able to load all workshop resources		
A3.4	The system must be able to capture, store, and report of employee availability levels and roasters		
A3.5	The system must be able to integrate with the leave schedule for employee resource availability		
A3.6	The system must be able to support resource utilisation reports		
A3.7	The system must support analytics and dashboards on Resource Availability and thresh-holds		
A3.8	The system must manage special tools (Reservation - soft and hard reserve)		
A3.9	The system must cater for work order notification (including notification by SMS)		

A3.10	The system must be able to assign maintenance work through work orders		
A3.11	The system must be able to configure work order types and priorities (SANParks Specific)		
A3.12	The system must have ability to electronically approve major maintenance initiatives		
A3.13	System must have ability to prioritise work order types		
A3.14	The system must cater for work order notification		
A3.15	The system must capture maintenance building complaints		
A3.16	The system must be able to configure work order types and priorities (SANParks specific)		
A3.17	The system must have the ability to prioritise work order types		
A3.18	The system must cater for master maintenance schedule		
A3.19	The system must support shut down events including Gantt chart (critical path, forecast, concurrent jobs etc.)		
A3.20	The system must be able to send notification to consumers and interest groups on planned and unplanned shut downs		
A3.21	The system must be able to schedule work in order of priority and manpower available by work centres		
A3.22	The system must be able to lock approved schedules		
A3.23	The system must be able to record downtime delays (e.g. due to ordering of parts)		
A3.24	The system must cater for parent and child relationships (enable roll-ups)		
A3.25	The system must be able to classify work orders		
A3.26	The system must be able to record failure codes		
A3.27	The system must be able to use calendars for schedule maintenance		
A3.28	The system must be able to trigger and send notification to external service providers (Maintenance Plan)		
A3.29	The system must indicate backlogs and updates on work done and work that needs to be done		
A3.30	The system must be able to indicate the lifespan of equipment for replacement budgeting purposes		
A3.31	The system must be able to supply reliability reports by Mean Time Between Failures (MTBF), Mean Time To Recovery (MTTR) and Availability by calendar period		
A3.32	The system must be able to cater for Root Cause Analysis		
A3.33	The system must be able to store known errors (cause) data and solutions		

A3.34	The system must able to track warranty periods by components		
A3.35	The system must able to track and report number of repairs		
A3.36	The system must allow for Maintenance order costing		
A3.37	The system must allow for costing of different maintenance related costs (Breakdown, Maintenance, Contract, etc.)		
A3.38	The system must link to the HR Leave Schedule (Including Time and Attendance)		
A3.39	The system must be able to uniquely identify service workshops		
A3.40	The system must be able to calculate charge out rate		
A3.41	The system must support Condition Monitoring and notification to replace a part		
A3.42	The system must have capability to integrate with hand-held devices		
A3.43	The system must have ability to extend maximum number of characters that can be entered on descriptions.		
A3.44	The system must for electronic approvals of work orders		
A3.45	<p>The system must have Incident Management which includes, but is not limited to:</p> <ul style="list-style-type: none"> '- Capture (Self-service Portal, Phone call, emails, Media, Chats, etc.) '- Incident Identification (TOC Interface)- Incident Identification (TOC Interface) '- Categorise, Prioritise and Assign- Categorise, Prioritise and Assign '- Auto-Dispatch (resource Mobilisation) '- Analytics and Evaluation '- Resolutions, work-arounds and recovery '- Auto-Closure '- Escalations to Problem and Change Initiation '- Satisfaction survey (tools and scheduling 		
A3.46	<p>The system must support Service Portfolio (SP) Management which includes, but is not limited to:</p> <ul style="list-style-type: none"> '-SP lifecycle (current, pipeline & phasing out) '-Dependencies (components, agreements) '-Offerings and variation (Geographical and temporal) '-Planned service changes 		

A3.47	<p>The system must support Service Level Management (Service Charter Compliance) which includes, but is not limited to:</p> <ul style="list-style-type: none"> '-Service Level Design (clustering components/units) and processing '-Governance teams '-Roles and Responsibilities (RACI Matrix) '-Service Requirements (Capability input) '-Performance and Delivery Matrix '-Service Level Costing 		
A3.48	<p>The system must have Service Requests (SR) function (Service Desk function) which includes, but is not limited to:</p> <ul style="list-style-type: none"> '- Questions per call category '- Caller Info and geo-referencing/geo-coding '- SR coding '- Work-around '- Known Problems (known- errors) and solutions '- SR Processing '- Assignment/Allocation and Notification (progress and notes) '- Auto-dispatch '- Escalation '- SR Analytics and reporting '- Auto-Closure 		
A3.49	<p>The system must support Availability Management which includes, but is not limited to:</p> <ul style="list-style-type: none"> '- Lines of Support (teams - Contacts DB, inventory) '- Mean time to repair services '- Service availability levels (Teams (HR), Contracts, Operational Agreements & Stores/Inventory) '- Real-time Capacity monitoring and reporting '- Mobile workforce '- Availability Analytics and reporting 		
A3.50	<p>The system must support Problem Management which includes, but is not limited to:</p> <ul style="list-style-type: none"> '- Problem Detection and Logging (TOC interface) '- Support/Response Teams '- Categorise, Prioritise and Assign '- Analytics '- Project and Change initiation '- Solutions and Work-arounds 		

A3.51	<p>The system must support Performance and Capacity Management (Business, Infrastructure) which includes, but is not limited to:</p> <ul style="list-style-type: none"> '-Scenario Management (IDP, political, Customer representations input) '- Service Volume forecasts (short-, medium-, long-term) '- Service utilization and performance trends '- Capacity and performance thresholds/indicators (Norms & Standards, IDP, Political, National targets) '- Exceptional deviations (Contingency Plans/ mitigation) '- Service-infrastructure interdependencies (impact analytics) '-Impact of (changes to) agreed availability, continuity and other service level targets '- Impact of regulatory, contractual or organizational changes '- Impact of new acquisitions and changes 		
A3.52	<p>The system must have Configuration Management (Inter-dependencies) functionality - EA Tool equivalence which includes, but is not limited to:</p> <ul style="list-style-type: none"> '- Configuration Management database '- Services, infrastructure, support teams and components as configuration items (CIs) - relationships - Audit reports on CIs - Impact analytics 		
A3.53	The system must capture maintenance building complaints		
A3.54	The system must be able to plan maintenance schedules/intervals linked to budget		
A3.55	The system must support ad hoc maintenance reported to call centre		
A3.56	The system must be able to capture and link call centre reports with work orders to track and close off reported incidents on both platforms when work is completed		
A3.57	The system must be able to plan maintenance schedules/intervals linked to budget		
A3.58	The system must support ad hoc maintenance reported		
A3.59	The system must be able to plan and track maintenance (annual cleaning schedule)		
A3.60	The system must be able to capture and link call centre reports with work orders to track and close off reported incidents on both platforms when work is completed close off reported incidents on both platforms when work is completed		

A3.61	The system must be able to control the payments of suppliers not to exceed their appointed values		
A3.62	The system must be able to do retention capture and notifications for construction contracts		
A3.63	The system must be able to send notifications when retentions must be released as per contract conditions		
A3.64	The system must be able to provide a summary on PO's per supplier		
A3.65	The system must be able to provide an allowance for contingency amounts for construction projects		
A3.66	The system must be able to track project progress milestones		
A3.67	The ERP system must include waste management functionality, which tracks the number of bags and kilograms of recyclable and non-recyclable waste generated at each camp, ranger station, and staff village on a weekly basis. It should also allow waste sites to log the weight of waste burned and the quantity of various waste commodities (e.g., tons) on a monthly or predefined interval. The system should enable detailed reporting and analysis of waste patterns across all locations.		
A4	Business Intelligence		
A4.1	The system must have the capability to generate standard line of business reports as per functional requirements stated in the preceding sections namely: Financial Management, Supply Chain Management, Human Resource and Payroll Management.		
A4.2	The system must be able to develop custom reports "to be" identified at implementation. These must at minimum include the current reports used by business.		
A4.3	The system must have the ability to build ad hoc reports as required by end-users with limited or no intervention by the vendor technical team.		
A4.4	The reports must be printable in electronic format and emailed.		
A4.5	The system must have the functionality to automatically generate periodic reports based on a frequency schedule.		
A4.6	The system must have customisable report templates for a "look-and-feel" required by the organisation.		
A4.7	The system must be able to draw data from ERP and non-ERP system.		
A4.8	The system must be able to produce Graphical view of the income and expenditure reports.		

SANParks Systems		
No	System Name	Notes
1	Microsoft Active Directory	
2	Open Text for Electronic Content Management	
3	Sage 300	HCM
4	Great Plains	Finance and Supply Chain Management
5	TPMS - Tourism Property Management System	
6	Banks, Insurances, Financial Institutions	
7	WIMS (Water Information Management System) – used for implementing biodiversity land rehabilitation projects.	WIMS information management system is developed on C# programming tool and the SQL database.
8	Infrastructure Database – developed by SMEC Consulting Engineers for all aboveground infrastructure in National Parks	The system used for SANParks Infrastructure Database (Fixed Asset Management) is an inhouse system of SMEC SA, and it runs on a SQL database on a hosted server (outside SANParks) needs to be migrated to SANParks environment.
9	Fleet Management System	
10	National Treasury - Central Database System (CSD)	
11	SANParks GIS database	ESRI GIS
12	Asset Verification Tool	Inhouse developed tool

C2.1.5 ICT Technical and ICT Security

C2.1.5 : FEATURE AND FUNCTIONALITY			
ICT TECHNICAL AND ICT SECURITY			
No	Criteria	Vendor Response Scoring 0 - 4	Vendor/ Supplier Comments
IT1	The System must be able to work with mobile devices, web-services etc.		
IT2	The system must limit access to authorised users by a login function.		
IT3	The System must allow all users to identify themselves with a unique user ID.		
IT4	The solution must have the Ability to create groups and assign individuals to a group or groups.		
IT5	The solution must prevent duplication of Users ID		
IT6	The solution must prevent a user from being logged onto more than one terminal / workstation.		
IT7	The password must have an automatic and procedural expiry period for all users.		
IT8	The solution must have the ability to disable users after specified periods of inactivity.		
IT9	Provide for the ability to have additional security controls specific to remote access users.		
IT10	The System must support use of an external LDAP authentication source to insure centralized enforcement and auditing of user accounts and passwords.		
IT11	The System must have the ability to grant access levels based on job function.		
IT12	The System must support complex password rules based on password length, alphanumeric characters and use of special characters.		
IT13	The System must support password rules based on patterns within the password.		
IT14	The System must support password rules based on password reuse.		
IT15	The System must have the ability to encrypt passwords per encryption requirements.		
IT16	The System must support user lockouts based on number of failed log-in attempts within a specified time period.		
IT17	The System must support a lockout policy that requires authorization from a designated system administrator.		
IT18	The System must be capable to manage repeated number of failed attempts must be tracked and reported.		
IT19	The System must support a password expiration policy that is configurable based on lower and upper limits of password age.		
IT20	The solution must support 2-factor authentication.		

IT21	The system must support removing the ability to access the system using clear-text protocols for administrative access.		
IT22	The system must support industry standard database security practices for database creation and development.		
IT23	The system must consider services that are for "business partner" use vs those that are for "consumer or end-user" use.		
IT24	The system must use authentication for all internet accessible services regardless of data.		
IT25	The system must support the use of encrypted transport which can include but not limited to: SSH, HTTPS (with a valid CA signed certificate), LDAPS, FTPS/SFTP, Secure RDP and remote administration for all management interfaces used by administrators, such as console, web or client-based admin interfaces.		
IT26	The system must support authentication and transport encryption to services that expose or update privacy data.		
IT27	The solution must provide the capability to monitor, track, and report the system passwords.		
IT28	The solution must provide parameter violation alerts and the parties to be notified for each alert.		
IT29	The system must support audit trail of actions performed by the system administrators and/or administrator accounts.		
IT30	The system logs must include (at a minimum) basic data such as timestamp, identification, and activity. Identification includes originating IP address and any user account identifiers.		
IT31	The system must need the mechanisms which detect and record significant security events to be attack resistant – especially to those trying to deactivate, modify, or delete the logging software or the logs themselves.		
IT32	The system and application logs must be maintained in a form that cannot be readily viewed by unauthorized persons.		
IT33	The system must support firewall segmentation.		
IT34	The system must support firewall segmentation where the system interfaces or data transport must be exposed to public networks.		
IT35	The system must support point to point firewall rules.		
IT36	The system must support being placed behind a firewall.		
IT37	The system must support additional segmentation using IPS/IDS, VLAN security, VPN's and other mitigation layers at the perimeter between the SANParks internal network and external networks or 3rd parties.		
IT38	The system must support WPA2 or better security and encrypted transport, such as TLSv1.2 or greater for any wireless components or access.		

IT39	The system must comply with industry standards for all the operating systems, database servers, web servers, and other application server frameworks.		
IT40	The system must support automatic updates of signatures and regularly scheduled critical security patch updates for anti-virus and patch management clients installed where available and applicable for that platform.		
IT41	The system must have functionality that must provide the ability to conduct internal reviews to verify compliance with security policies, including application-level scans and walkthroughs in addition to network reviews.		
IT42	The solution must have security capability for mobile devices that have the ability to handle notification and approve workflow.		
IT43	The solution must have a capability for data integrity controls such as locking out and checking out documents.		
IT44	The solution must provide data filters where applicable to check entries against expected ranges / inputs.		
IT45	The solution must have the capability to export data in multiple formats such as Excel or CSV.		
IT46	The solution must provide data archiving capabilities.		
IT47	The solution must have the capability to upload multiple data or bulk data capture.		
IT48	There must be a clear statement in the contract for cloud services that all data is owned by the SANParks.		
IT49	The solution must have the ability for ERP system to attach documents to Transactions, i.e. Requisitions, Purchase Orders, Vouchers.		
IT50	The solution must have the ability to alter the lay-out of screens without the need for extensive customization.		
IT51	The solution must have the ability to alter toolbars in your Solution without the need for extensive customization.		
IT52	The solution must have the ability to build and execute configurable IT workflows.		
IT53	The solution must operate using a single database avoiding data redundancy		
IT54	The solution must provide a common reporting platform / technology throughout the system.		
IT55	The solution must provide pre-built data conversion routines.		
IT56	The solution must provide pre-defined data architectures.		
IT57	The solution must provide pre-defined data warehouse schemas and extracts.		
IT58	The solution must provide pre-defined master / configuration data management schemas, templates, and tools.		

IT59	The solution must provide business continuity and disaster recovery capabilities for all instances of system implementation.		
IT60	The system must have the capability for backup and recovery capability purposes for applications and satellite data transmission to host the system and interface the systems.		
IT61	the system must have error detection and correction techniques embedded in the software.		
IT62	The system accessible via a web browser for end user devices such as cellular phones and tablets.		
IT63	The solution must be cloud-based and must provide a web enabled interface that is native to the solution with multiple portals that serve the purposes of all user groups, amongst which system administrators, call centre agents, web clients and business partners. All application environments are physically located located in Tier 1 Enterprise Class Data Centres. (Attach examples of application screens and interfaces for each user and channel type and certification for the data centre).		
IT64	The functionality provided by the system needs to be accessible offline with synchronisation when the network is available.		
IT65	The solution must support user security authorisation through Active Directory and Azure AD to ensure centralized enforcement and auditing of user accounts and passwords. (Attach specification sheet as proof).		
IT66	The system must be accessible via end user mobile devices such as cellular phones and tablets. (Attach the system's architecture documentation to support compliance)		
IT67	The system must support the use of encrypted transport which can include but not limited to: SSH, HTTPS (with a valid CA signed certificate), LDAPS, FTPS/SFTP, Secure RDP and remote administration for all management interfaces used by administrators, such as console, web or client-based admin interfaces. (Attach the system's architecture documentation to support compliance)		
IT68	The system must provide pre-defined master / configuration data management schemas, templates, and tools. (Attach a sample template to support compliance)		
IT69	The database associated with the solution must be fully accessible through an appropriate ODBC, or normally available database access tools to allow for simple integration with other third-party technologies. (Attach specification sheet with clear indication of available integration components)		
IT70	The solution must have a distinct integration platform/module with the ability to add API management capability.		

IT71	The system must provide for three tier environment (development, test, and production) and disaster recovery.		
IT72	The ERP System must record who made any modifications to ERP reference tables or financial transactions, together with the date and time of the change.		
IT73	All changes made to data by any ERP System user must need to have the following data points captured: a. Date and Time of Change. b. User Making Change (ID) c. Database Table Change Made In d. Previous (Old) Value e. New (Changed) Value f. Any change to production data that is accomplished by automated workflow processes or triggered activities must note this in the audit logs		
IT74	The system and application administrators, must have access to audit logs of data changes performed within the ERP system.		
IT75	The system must provide alerts where there are major changes/updates within the system (Capability to send Notification)		

Disclaimer:

The Service Provider must comply with all ICT policies and procedure.
SANParks reserve the right to review and change the enterprise Architectural approach at any stage of the contract tenure.

C2.2 Implementation Approach and Methodology

Each potential vendor must describe in detail their design approach and strategy including a list of the key advantages of their methodology. The methodology description must cover all items detailed in the above table. The evaluation points will be allocated as follows **(Weight = 20)**

Points	Criteria
0	No information was presented, or it is not relevant.
1	The methodology is poorly described or generic.
2	The methodology is partially relevant to the scope of work.
3	The methodology is clear and relevant and has been applied to the scope of work.
4	The methodology is clear and relevant, has been applied to the scope of work, and exceeds the requirements.

The bidder must submit a detailed implementation approach and support methodology that at a minimum covers' components listed in section below:

C2.2	IMPLEMENTATION APPROACH AND SUPPORT METHODOLOGY		
No	Criteria	Scoring 0 - 4	Vendor/ Supplier Comments and criteria reference page in Annexure
2.2.1 Project Management Approach			
PM1	Project Management Approach		
PM2	Testing Approach		
PM3	Data Migration Approach		
PM4	Documented Out-of-The-Box Product Manuals for Users.		
PM5	Documented Out-of-The-Box Product Manuals for Administrators.		
PM6	Documented Manuals as per implementation for Users.		
PM7	Documented Manuals as per implementation for Administrators.		
PM8	All Manuals available electronically.		
PM9	All Manuals available electronically for on-line self- paced learning.		
PM10	Certified Product training locally in South Africa.		
PM11	Provision for Class-Room training.		
PM12	Provision for Train-The-Trainer Approach.		

2.2.2 Maintenance & Support			
M1	Provide a Maintenance and Support agreement options for 'On premise', or 'Cloud' as well as SaaS implementation of the system.		
M2	Describe your standard support procedures (discuss on-site and/or remote options) for the following (include the method of contact): 9. 24X7X365; Normal and Emergency		
M3	Skills transfer by Service Provider to SANParks team for Maintenance and Support.		
M4	Provide Support options that include: <ul style="list-style-type: none"> • Full support provided by Service Provider locally (in SA). • First-line support and Second-line support provided by Service Provider locally. (Provide support structure depicting the above to support compliance)		
M5	The system must have a minimum up-time of 99.9% and be available 24x7x365. The system must be High Availability-Aware. High Availability should be described in a detailed.		
M6	High Availability solution architecture must be submitted as evidence. The solution architecture must, as a minimum, address the following: <ul style="list-style-type: none"> • Real-time failover in terms of: • Infrastructure failure • Application failure • Database failure 		
M7	(Attach specification sheet with clear indication of available integration components)		
2.2.3 Business Continuity			
BC 1	The system must be installed on both the Production site as well as the Disaster Recovery (DR) site.		
BC 2	The system shall be configurable to replicate all instances of the implementation between Production and DR site.		
BC 3	The system shall be configurable to be available in 'Hot Standby' mode.		
BC 4	The system shall have full and incremental backup capability for all instance of the implementation.		
BC 5	The system shall provide pre-defined data warehouse schemas and extracts		
BC 6	The system shall provide pre-defined master / configuration data management schemas, templates, and tools.		

BC 7	The system shall provide data archiving capabilities.		
BC 8	System will support automatic updates of signatures and regularly scheduled critical security patch updates for anti-virus and patch management clients installed where available and applicable for that platform.		
BC 9	Must have documented, approved DR business continuity plan aligned to industry best practice		

SLA Performance Matrix

Priority Level	Problem Description	Initial Response SLA (*)	Target Resolution Time SLA	Commitment
Priority 1	<p>Priority Level 1: means a very serious defect, problem and/or disturbance in the application, which is causing the application or a major feature/module therein to become unavailable, severely disturbed or frequently interrupted, or causing a severe performance degradation, service degradation or loss of capability in relation to such application or Information Technology.</p> <p>Priority Level 1: also includes an Emergency Level defect, problem and/or disturbance, which are causing the whole application to be down.</p>	15 minutes	2 hours	<p>The problem will be worked on until fixed or a reasonable workaround is applied.</p> <p>Updates will be provided to SANParks every 2 hours.</p>
Priority 2	<p>Priority Level 2: means a serious defect, problem and/or disturbance in the application, which is causing, or is likely to cause, the application or a major feature therein, to become disturbed or frequently interrupted or a moderate performance degradation, service degradation or loss of capability in relation to such application, or such major feature therein. Such serious defect could also result in operation and maintenance affecting faults that prohibits proper operation or maintenance or results in a lower level of application performance that may result in customer complaints</p>	15 minutes	4 hours	<p>The problem will be worked on until fixed or a reasonable workaround is applied.</p> <p>Updates will be provided to SANParks every 2 hours.</p>

Priority 3	Priority Level 3 Means a minor defect, problem and/or disturbance in the application, not affecting the performance, service or operation and maintenance of the application, but resulting in a deviation from the application specification, or minor documentation errors not affecting operation and maintenance of the application. It will also include the enquiries about system functionalities, features and explanation on how to perform various activities on the system.	1 hour	3 days	The service provider will work with SANParks to mutually prioritize and schedule resolutions into regular release cycles.
Priority 4	Priority Level 4 relates to all Service Requests	4 hours	Both parties to agree, in writing, within 3 business days, on a resolution time.	Updates must be provided to SANParks every 7 days.

RESPONSIBILITIES OF SANPARKS

Project Steering Committee

The role of the Project Steering Committee includes inter-alia the following responsibilities:

- Take responsibility for the project's feasibility, business plan and achievement of outcomes.
- Ensure the project's scope aligns with the requirements of the stakeholders, and to represent stakeholder interests in project deliberations.
- Provide those directly involved in the project with guidance on project business issues, especially issues which would compromise the success of the project.
- Ensure effort and expenditure is appropriate to stakeholder expectations.
- Assist in the evaluation of project risks, and project risk management approaches.
- Keep the project scope under control as emergent issues force changes to be considered.
- Reconcile differences in opinion and approach and resolve disputes arising from them.
- Committed to showing up for meetings.

Project Sponsor

The role of the Project Executive Sponsor includes inter-alia the following responsibilities:

- Reviewing and Confirming Contractual Terms and Conditions.
- Approving Project Budget.
- Taking responsibility for the project's feasibility, business plan and achievement of outcomes.
- Ensuring the project's scope aligns with the requirements of the stakeholders, and to represent stakeholder interests in project deliberations.
- Providing those directly involved in the project with guidance on project business issues, especially issues which would compromise the success of the project.
- Undertaking and authorising decisions that impact Scope, Time and Costs.
- Resolving points of contention and project progress impediments.
- Signing-off milestones.

Project Owner

The role of the Project Director includes inter-alia the following responsibilities:

- Providing direction and business backing to the project.
- Ensuring that business benefits are delivered.
- Reporting to the Exco & Finance as required.
- Escalating decisions that impact Scope, Time and Costs.
- Escalating points of contention and project progress impediments.
- Ensuring provision of budgeted resources.
- Ensuring availability and commitment from all stakeholders.
- Ensuring the availability of resources.
- Signing-off of key Project deliverables.
- Evaluating and approving, rejecting or escalating change control.
- Managing financial and administrative issues.
- Authorising payments to Service Providers.

Project Manager

- The role of the Project Manager includes inter-alia the following responsibilities:
- Confirming project scope.
- Confirming the Project Plan and Schedule.
- Identifying and managing the project stakeholders.
- Securing stakeholder approval.
- Reviewing and reporting progress to the Project Owner.
- Managing the project schedule.
- Attending Project Team meetings as required.
- Identifying & resolving project risks/issues.
- Ensuring availability of personnel and day to day management of the Project Team.
- Assisting with the sign-off process for Project deliverables.
- Managing the Change Control process.
- Attending to financial and administrative issues.
- Facilitating various workshops.

Project management deliverables:

- Project Charter
- Stakeholder Management Strategy
- Statement of Work
- Change Management Plan
- Communications Management Plan
- Configuration Management Plan
- Cost Management Plan
- Human Resource Plan
- Process Improvement Plan
- Procurement Management Plan
- Project Management Plan
- Quality Management Plan
- Relationship Management Plan
- Requirements Management Plan
- Risk Management Plan
- Risk Register
- Schedule Management Plan
- Scope Management Plan
- Work Breakdown Structure
- Project Appointment Letter
- Training Plan (Change Management)
- Expense Report
- Project Status Report
- Root Cause Analysis
- Change Log
- Change Request
- Issue Log
- Issues Identification Tracking Document
- Quality Checklist Template
- Quality Metrics Template
- Post Project Review
- Project Acceptance
- Transition Out Plan
- Lessons Learned

- Assumption Log
- Agile Product Backlog
- Sprint Planning Meeting Agenda

Business Representatives

The role of the Business Representatives includes inter-alia the following responsibilities:

- Performing the Activities emanating from the project scope.
- Attending and providing input to consultation sessions.
- Collating and providing requisite documentation and information to project team.
- Reviewing and confirming project deliverable documentation.
- Performing ancillary tasks assigned to them as per Project Action Log in relation to the delivery of the project.

RESPONSIBILITIES OF BIDDER

Bidder Project Owner

The role of the Project Director includes inter-alia the following responsibilities:

- Providing direction and business backing to the project.
- Ensuring that business benefits are delivered.
- Reporting to the SANParks Project Owner as required.
- Escalating decisions that impact Scope, Time and Costs.
- Escalating points of contention and project progress impediments.
- Ensuring availability and commitment from the Bidder.
- Ensuring the availability of Bidder resources.
- Co-Signing-off of key Project deliverables.
- Escalating change control to SANParks.
- Managing financial and administrative issues of the Bidder.
- Managing Invoicing to SANParks.

Bidder Project Manager

- The role of the Project Manager includes inter-alia the following responsibilities:
- Confirming project scope.
- Developing the Project Plan and Schedule.
- Identifying and managing the project stakeholders.
- Securing stakeholder approval.
- Reviewing and reporting progress to the Project Owner.
- Managing the project schedule.
- Attending Project Team meetings as required.
- Identifying & resolving project risks/issues.
- Ensuring availability of personnel and day to day management of the Project Team.
- Assisting with the sign-off process for Project deliverables.
- Managing the Change Control process.
- Attending to financial and administrative issues.
- Facilitating various workshops.

Technical Consultants

- The role of the Technical Consultants includes inter-alia the following responsibilities:
- Performing the Activities emanating from the project scope.
- Compiling the requisite implementation documentations.
- Providing End-User Training.
- Providing Skills Transfer where necessary to SANParks.
- Performing Maintenance and Support Services Tasks as per Service Level Agreements.

MEETINGS AND/OR REPORTING

The following communication processes will be adopted

Communication Type	Frequency/Procedure
Meetings.	<ul style="list-style-type: none">• Bi-Weekly Project team meeting / conference call.• Monthly Steering Committee meeting on request.
Reports.	<ul style="list-style-type: none">• Monthly project status reports.
Correspondence.	<ul style="list-style-type: none">• All project correspondence between SANParks and Bidder must include in copy the Project Managers. This will ensure that the emails are tracked by the coordinator and actioned in the absence of key personnel.• All key items of communication should be backed up in writing and added to the Issue/Risk management Log where applicable.

PART C: PRICING

DETAILED PRICING – SBD 3.1

Pricing Schedule for the Duration of the Contract

NB: Bidders are required to provide a detailed and comprehensive price proposal i.e. all costs associated the bidder's proposal must be clearly specified and included in the Total Bid Price.

No	Item Description	QTY	Price Year 1	Price Year 2	Price Year 3	Price Year 4	Price Year 5	Total
1	Software and Licenses Cost Estimated Number of Employees: Finance – 101 HCM – 86 SCM – 59 Total Employees: 6340							
2	Project Management Services							
2.1	Project Management Services							
2.2	Change Management Services							
3	Project Implementation							
3.1	Implementation and Go-Live of ERP: Bidders must propose a milestone base deployment plan within a maximum of 18 months to an ERP Solution. Below is the guide for milestone base: - Requirement and System Design Specification Customisation and Development - Integration - Testing - Data Migration and Conversion							

	- Training - Deployment (Go-Live) - Post Go-Live Support (3-6 months)								
4	Support and Maintenance for a period of 5 years (as per SLA).								
TOTAL per year									
TOTAL COST EXCLUDING VAT						R			
VAT (15%)									
TOTAL COST INCLUSIVE OF VAT									

TOTAL BID PRICE (VAT Inclusive): R.....

Price quoted is fully inclusive of all costs including disbursements and other overheads, Price changes whether as a result of CPI, extensions or expansions will be allowed in terms of the signed contract by both parties.

PRICING SCHEDULE: AD-HOC SERVICES

The ad-hoc services are meant to cater for any unknowns/unplanned items that may be discovered during the contract period and/or may include customisation requests (other than those listed in the functionality list and quoted for in the main pricing schedule) and/or on boarding of requirements that SANParks may include during the duration of the contract. **The total cost of ad-hoc services will not form part of the total bid price.**

Resource Description	Hourly Tariff	Year 1		Year2		Year3		Year4		Year 5		Total
		HRS	Cost	HRS	Cost	HRS	Cost	HRS	Cost	HRS	Cost	
Project Manager		800		800		600		600		600		
Senior Business Analyst		1500		1500		1000		1000		1000		
Change Management		1500		1500		1000		1000		1000		
Business Analyst		1500		1500		1000		1000		1000		
Functional Analyst		1500		1500		1000		1000		1000		
Senior Functional Analyst		1500		1500		1000		1000		1000		
Functional Trainer		1500		1500		1000		1000		1000		
Architect		1000		1000		800		800		800		
Senior Architect		1000		1000		1000		1000		1000		
	Totals											

NB: The total number of hours that the resources will be utilised cannot be guaranteed or stated upfront as that will be determined by requirements from project to project. The hourly rate submitted will be used as a billing rate during the tenure of the successful bidder, unless in situations where a fixed price is agreed upon for a specific project(s). Provision will be made for rates adjustments on a yearly basis within guidelines to be provided during final contract negotiations.

*Bidders should note that license quantities may be increased or decreased during the lifespan of the contract as informed by the business need.

ANNEXURE A – STANDARD BIDDING DOCUMENTS

SBD 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise,

employed by the state?

YES/NO

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2

Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However,

communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT
REGULATIONS 2022**

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 The applicable preference point system for this tender is the 90/10 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	90
SPECIFIC GOALS	10
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering

process or any other method envisaged in legislation;

- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right) & \mathbf{or} & P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right) \end{array}$$

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) & \mathbf{or} & P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \end{array}$$

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)
Enterprises owned by 51% black people or more	Total Points 5 90% to 100% Black Owned = 5 70 to 89% Black Owned = 4 51% to 69% Black Owned = 3 Less than 51% = 0	
Enterprises owned by 30% Women or more	Total Points 2.5 80% to 100% Women = 2.5	

	50% to 79% Women = 2 30% to 49% Women = 1 Less than 30% = 0	
QSE	1.25	
51% Black People with disability	1.25	
Total	10	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any

other remedy it may have –

- (a) disqualify the person from the tendering process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

..... SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

CONTRACT FORM - RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution)..... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid .
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Proof of tax compliance status;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claim form for Preferential Procurement in terms of the Preferential Procurement Regulations;
 - Bidder's Disclosure form;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.

- 5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
- 6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES	
1
2

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I..... in my capacity as.....accept your bid under reference numberdated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	TOTAL PREFERENCE POINTS CLAIMED	POINTS CLAIMED FOR EACH SPECIFIC GOAL

4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

WITNESSES

1

....

2

**ANNEXURE D
GENERAL CONDITIONS OF CONTRACT**

In this document words in the singular also mean in the plural and vice versa, words in the masculine mean in the feminine and neuter, words “department” means organs of state inclusive of public entities and vice versa, and the words “will/should” mean “must”.

South African National Parks (SANParks) cannot amend the National Treasury’s General Conditions of Contract (GCC). SANParks appends Special Conditions of Contract (SCC) providing specific information relevant to a GCC clause that requires the addition of Special Conditions and Special Conditions specific to this bid contract is not part of the General Conditions of Contract. No clause in this document shall be in conflict with another clause. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail.

GCC1	<ul style="list-style-type: none">• Definitions - The following terms shall be interpreted as indicated:
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“Closing time” means the date and hour specified in the bidding documents for the receipt of bids.

“Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

“Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

“Corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

“Countervailing duties” imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

“Country of origin” means the place where the goods were mined, grown, or produced, or from which the services are supplied. Goods produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

“Day” means calendar day.

“Delivery” means delivery in compliance of the conditions of the contract or order.

“Delivery ex stock” means immediate delivery directly from stock actually on hand.

“Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

"Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

"Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars, or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

"Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

"GCC" mean the General Conditions of Contract.

"Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

"Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.

"Local content" means that portion of the bidding price, which is not included in the imported content if local manufacture does take place.

"Manufacture" means the production of products in a factory using labour, materials, components, and machinery and includes other related value-adding activities.

"Order" means an official written order issued for the supply of goods or works or the rendering of a service.

"Project site", where applicable, means the place indicated in bidding documents.

	<p>“Purchaser” means the organization purchasing the goods.</p> <p>“Republic” means the Republic of South Africa.</p> <p>“SCC” means the Special Conditions of Contract.</p> <p>“Services” means that functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.</p> <p>“Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.</p>
GCC2	Application
	<p>These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents. Where applicable, special conditions of contract laid down to, cover specific supplies, services or works. Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.</p>
GCC3	General
	<p>Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.</p> <p>With certain exceptions (National Treasury’s e-Tender website), invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from: www.treasury.gov.za</p>
GCC4	Standards

	The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.
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GCC5	Use of contract documents and information
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	<p>The supplier shall not disclose, without the purchaser’s prior written consent, the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure made to any such employed person is in confidence and shall extend only as far as may be necessary for purposes of such performance. The supplier shall not make, without the purchaser’s prior written consent, use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract. Any document, other than the contract itself mentioned in GCC clause</p> <p>5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser. The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.</p>
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GCC6	Patent rights
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	The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
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GCC7	Performance security
	<p>Within thirty days (30) of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.</p> <p>The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.</p> <p>The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:</p> <p>7.3.1. Bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or</p> <p>7.3.2. A cashier's or certified cheque. The performance security will be discharged by the purchaser and returned to the supplier within thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.</p>

GCC8	Inspections, tests and analyses
	<p>All pre-bidding testing will be for the account of the bidder.</p> <p>If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the purchaser or an organization acting on behalf of the purchaser.</p> <p>If there are no inspection requirements indicated in the bidding documents and contract makes no mention, but during the contract period, it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.</p> <p>If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.</p> <p>Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the supplier shall defray the cost in connection with these inspections, tests, or analyses.</p> <p>Supplies and services referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.</p> <p>Any contract supplies may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies are held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies, which do comply with the requirements of the contract. Failing such removal, the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.</p> <p>The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract because of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.</p>

GCC9	Packing
	<p>The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt, and precipitation during transit, and open storage.</p> <p>Packing case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit. The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.</p>
GCC10	Delivery and Documentation
	<p>The supplier in accordance with the terms specified in the contract shall make delivery of the goods/services. The SCC specifies the details of shipping and/or other documents furnished by the supplier.</p> <p>Documents submitted by the supplier are specified in SCC.</p>
GCC11	Insurance
	<p>The goods supplied under the contract are fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.</p>
GCC12	Transportation
	<p>Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.</p>

GCC1 3	Incidental services
	<p>The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:</p> <ol style="list-style-type: none"> 1. Performance or supervision of on-site assembly and/or commissioning of the supplied goods; 2. Furnishing of tools required for assembly and/or maintenance of the supplied goods; 3. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods; 4. Performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and 5. Training of the purchaser's personnel, at the supplier's plant and/or on-site, conducted in assembly, start-up, operation, maintenance, and/or repair of the supplied goods. <p>Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.</p>
GCC1 4	Spare parts
	<p>As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:</p> <ol style="list-style-type: none"> 6. Such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and 7. In the event of termination of production of the spare parts: Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and Following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and Specifications of the spare parts, if requested.

GCC1 5	Warranty
	<p>The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models and those they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.</p> <p>This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.</p> <p>The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.</p> <p>Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.</p> <p>If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights, which the purchaser may have against the supplier under the contract.</p>

GCC1 6	Payment
	The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC. The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract. Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier. Payment will be made in Rand unless otherwise stipulated in SCC.

GCC1 7	Prices
	Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

GCC1 8	Contract amendment
	No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

GCC1 9	Assignment
	The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

GCC2 0	Subcontract
	The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract

GCC2 1	Delays in supplier's performance
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Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract. If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration, and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier

GCC2 2	Penalties
	<p>Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause</p>
GCC2 3	Termination for default
	<p>The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:</p> <ol style="list-style-type: none"> 9. If the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2; 10. If the Supplier fails to perform any other obligation(s) under the contract; or 11. If the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract. <p>In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.</p> <p>Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.</p> <p>If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated</p>

fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

12. The name and address of the supplier and / or person restricted the purchaser;

The date of commencement of the restriction

14. The period of restriction; and the reasons for the restriction period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;

15. If the Supplier fails to perform any other obligation(s) under the contract; or

16. If the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

The name and address of the supplier and / or person restricted by the purchaser;

17. The date of commencement of the restriction

18. The period of restriction; and the reasons for the restriction period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;

19. If the Supplier fails to perform any other obligation(s) under the contract;
or

20. If the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years. If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who

wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

21. The name and address of the supplier and / or person restricted by the purchaser;
22. The date of commencement of the restriction
23. The period of restriction; and the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters.

When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favorable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

GCC2 5	Force Majeure
	<p>Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.</p> <p>If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event</p>

GCC2 6	Termination for insolvency
	<p>The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.</p>

GCC2 7	Settlement of disputes
	<p>If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.</p> <p>If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law. Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.</p> <p>Notwithstanding any reference to mediation and/or court proceedings herein,</p> <p>16. The parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and</p> <p>17. The purchaser shall pay the supplier any monies due the supplier.</p>
GCC2 8	Limitation of liability
	<p>Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;</p> <p>18. The supplier shall not be liable to the purchaser, whether in contract or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser and</p> <p>19. The aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</p>
GCC2 9	Governing language
	<p>The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.</p>

GCC3 0	Applicable law
	The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
GCC3 1	Notices
	Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice. The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice
GCC3 2	Taxes and duties
	<p>A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.</p> <p>A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.</p> <p>No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid, the SANParks must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services</p>
GCC3 3	National Industrial Participation Programme
	The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

GCC3 4	Prohibition of restrictive practices
	<p>In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).</p> <p>If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has/have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.</p> <p>If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) Years and / or claim damages from the bidder(s) or contractor(s) concerned.</p>
	<p>Contracted Party Due Diligence SANParks reserves the right to conduct supply chain due diligence including site visits and inspections at any time during the contract period.</p>
	<p>Jigs, Tools, and Templates, where applicable Unless otherwise agreed, all jigs, tools, templates, and similar equipment necessary for the execution of this contract is property of SANParks, if SANParks has paid for these. On completion or cancellation of the contract, the contractor delivers all SANParks property to SANParks premises, properly marked with the contract and the relevant code number as supplied by SANParks.</p>

Copyright and Intellectual Property

All background intellectual property (existing prior to this contract) invests in and remains the sole property of the contributing party to this contract and/or the contracted discloses the same to SANParks at the commencement of this contract.

The contracted supplier grants SANParks a fully paid up, irrevocable, non-exclusive, and transferable license to use its background intellectual property including the right to sub-license to third parties in perpetuity and to the extent that SANParks requires for the exploitation of the contract intellectual property and to enable SANParks to obtain the full benefit of the contract intellectual property.

The parties agree that all right, title, and interest in the contract intellectual property rightly invests in SANParks and to give effect to the foregoing:

- The contracted supplier hereby assigns all rights, titles, and interests in and to the contract intellectual property that it may own to SANParks and SANParks hereby accepts such assignment, and
- The contracted supplier undertakes to assign in writing to SANParks all contract intellectual property and which may invest in the contracted supplier.

The contracted supplier shall keep the contract intellectual property confidential and shall fulfil its confidentiality obligations as set out in this document.

The contracted supplier shall assist SANParks in obtaining statutory protection for the contract intellectual property at the expense of SANParks wherever SANParks may choose to obtain such protection. The contracted party shall procure where necessary the signatures of its personnel for the assignment of the contract intellectual property to SANParks, or as SANParks may direct, and to support SANParks, or its nominee, in the prosecution and enforcement thereof in any country in the world.

The contracted supplier hereby irrevocably appoints SANParks to be its true and lawful agent in its own name, to do such acts, deeds, and things and to execute deeds, documents, and forms that SANParks, in its absolute discretion, requires in order to give effect to the terms of this clause.

The rights and obligations set out in this clause shall service termination of this contract indefinitely.

Confidentiality

The recipient of confidential information shall be careful and diligent as not to cause any unauthorised disclosure or use of the confidential information, in particular, during its involvement with SANParks and after termination of its involvement with SANParks, the recipient shall not:

- Disclose the confidential information, directly or indirectly, to any person or entity, without SANParks' prior written consent.
- Use, exploit or in any other manner whatsoever apply the confidential information for any other purpose whatsoever, other than for the execution of the contract and the delivery of the deliverables or
- Copy, reproduce, or otherwise publish confidentiality information except as strictly required for the execution of the contract.

The recipient shall ensure that any employees, agents, directors, contractors, service providers, and associates which may gain access to the confidential information are bound by agreement with the recipient both during the term of their associations with the recipient and after termination of their respective associations with the recipient, not to

- Disclose the confidential information to any third party, or
- Use the confidential information otherwise than as may be strictly necessary for the execution of the contract,

The recipient shall take all such steps as may be reasonably necessary to prevent the confidential information from falling into the hands of any unauthorised third party.

The undertakings set out in this clause shall not apply to confidential information, which the recipient is able to prove:

- Was independently developed by the recipient prior to its involvement with SANParks or in the possession of the recipient prior to its involvement with SANParks;
- Is now or hereafter comes into the public domain other than by breach of this contract by the recipient;
- Was lawfully received by the recipient from a third party acting in good faith having a right of further disclosure and who do not derive the same directly or indirectly from SANParks, or
- Is required by law to be disclosed by the recipient, but only to the extent of such order and the recipient shall inform SANParks of such requirement prior to any disclosure.

The recipient shall within one (1) month of receipt of a written request from SANParks to do so, return to SANParks all material embodiments, whether in documentary or electronic form, of the confidential information including but not limited to:

- All written disclosures received from SANParks;
- All written transcripts of confidential information disclosed verbally by the SANParks; and
- All material embodiments of the contract intellectual property.

The recipient acknowledges that the confidential information made available solely for the execution of the contract and for no other purpose whatsoever and that the confidential information would not have been made available to the recipient, but for the obligations of confidentiality agreed to herein.

Except as expressly herein provided, this contract shall not be construed as granting or confirming, either expressly or impliedly any rights, licenses or relationships by furnishing of confidential information by either party pursuant to this contract.