

Description: Appointment of specialist consultant for 24 months to perform business process mapping (including roll-out and socialisation) to increase efficiency and ensure alignment with organizational goals.

Questions	SANParks Responses
Is there an indicative budget range or ceiling for this project? If not, should bidders assume full discretion in pricing based on methodology, resource allocation, and deliverables?	We are not disclosing the indicative budget as bidders are required to submit a detailed and comprehensive pricing proposal based on the full scope of the Scope of Work and Terms of Reference over the full contract period
How many business processes does SANParks expect to be mapped in total?	The requirement is for an enterprise-wide business process review and mapping exercise covering all divisions and functional areas across the organisation, with Human Capital Management (HCM) and Supply Chain Management (SCM) prioritised as Phase 1 deliverables. Bidders are expected to determine the level of effort required to achieve the objectives and deliverables specified in the Terms of Reference and may reflect on the Annual Reports, Strategic Plan(s) and other SANParks information to assess the scope further.
What level of detail is expected for each process map?	SANParks requires process mapping to be undertaken at a detailed operational level. Process mapping must extend to Level 4 and, where necessary, Level 5 process decomposition, enabling SANParks to clearly understand how work is executed in practice across the organisation. The resulting process architecture must provide sufficient detail to support process optimisation and ERP readiness.
What process mapping tool must be used? Should the bidder provide the process modelling tool and licences for the project duration, or will SANParks provide access to an existing tool/repository?	We are not prescribing/ mandating a specific process modelling tool. Bidders may utilise any recognised industry-standard business process modelling tool capable of supporting BPMN 2.0 or equivalent methodologies
Does SANParks currently have existing Business Process Maps?	Yes, in some areas at varying levels of completeness, and level of currentness.
Does SANParks expect the bidder to only prepare the roll-out plan, or also execute the roll-out?	The scope includes stakeholder consultations, change management interventions, communication materials, rollout support, etc. as reflect in the bid documentation.
What are the mandatory qualifications required? If BPM reference letters from the past 5 years are unavailable, will the bidder be marked down or disqualified?	Mandatory requirements are set out in the bid document. In the event that mandatory requirements are not met, the bidder will be disqualified.