

Tender Number: T50/11/21

Tender description: Request for Proposal for the Supply, Implementation, Support and Maintenance of a Payment Reporting Services System

Question and Answers Version 1

No.	Question	Type	Answer
1	<p>Timesheets VS Biometrics: Do you require a biometric device at each worksite? Do you require us to include cost for biometric systems?</p> <p>We have a Timesheet module (mostly used on Employee Self Service for salary staff to book their time and we can also interface with various time and attendance systems. Do you require the use of our timesheet module or an integration to a Time and Attendance system?</p> <p>Does your biometric system allow for activities? (if you have an existing system).</p> <p>Will activities be captured when timesheets/hours are captured?</p> <p>Inventory: In the meeting you confirmed that you would only like to reflect the balances of the inventory. Will we get that from the SIP's financial system via integrations? Kindly provide more information regarding the balance of inventory.</p> <p>We do have the capability to store equipment and link it to employees.</p>	Technical	<p>Biometric devices such as finger print readers are not needed at worksites. Photographic biometry would be a useful control but is not considered compulsory.</p> <p>The solution is meant to include time and attendance capabilities.</p> <p>There is no current biometric system.</p> <p>Activities are measured per worksite and not necessarily meant to be tracked against individual participants.</p> <p>There is no need for integration with the SIPs financial systems. SIPs are expected to capture the balance of inventory requested from the SEF and value/s issued to worksite/s. Inventory includes material, tools and PPE.</p> <p>There is no need to link inventory to individual participants.</p>
2	<p>Extension of time We wish to request an extension due to the tight timelines of the brief and due date for response. I also wish to request the recording of the briefing session please.</p>	Commercial	<p>Extension is hereby granted for one (1) only week and the closing date of the RFQ will be moved from 26 November 2021 @ 11h00 AM to 3 December 2021 @ 11h00 AM</p>
3	<p>Extension of time We have a working solution that can do exactly what is required. However from a governance point of view we need at least an additional week extension for submission.</p>	Commercial	
4	<p>Page 14 & Page 19 Project dates The project dates reflected in the amended RFQ document state January 2022 to September 2022. However, in the briefing session held on 17/11/2021, it was indicated that the service provider (SP) needs to be ready to start mid-February 2022. Please confirm this timing?</p>	Technical	<p>SIPs are expected to start contracting to the SEF from January-22. A few SIPs who have an advanced state of readiness will be onboarded first, in early January-22 and will be used to test the Payment system. All SIPs are planned to be contracted by the end of January-22, with work programmes commencing in February-22 and the 1st payroll run at the end of February-22.</p>
5	<p>Page 15 of RFQ bullet number (vi) "The Solution must be mobile application based" How will IDC ensure SIP's/ staff have a smart phone, tablet and Data/ network connectivity?</p>	Technical	<p>It is the responsibility of the SIPs to ensure their supervisory staff have access to smart devices and data.</p>
6	<p>Page 15 4.1 "An ability to seamlessly pay a minimum of 50,000 participants, at once, monthly or any such intervals which may be required from time-to-time" What is meant by "intervals" as this affects the payment runs and costs? How many adhoc payment runs are expected?</p>	Technical	<p>Participant payments are expected to remain monthly for the duration of the SEF.</p>
7	<p>Page 15 4.1 "The systems should be available for deployment within 4-6 weeks from the date of tender award. (Reasonable time frames may be considered)" Considering the timeline of the RFQ close in Late Nov, when is the RFQ expected to be awarded?</p>	Commercial	<p>In view of the evaluation process, system demonstrations, christmas break etc., it is anticipated that the RFP will be awarded in mid-January 2022.</p>
8	<p>Page 16 4.2.1 Automatic referencing of participants to critical databases (such as Department of Home Affairs, other Community Work Programs)" Clarify what community work programs? This will only be possible if the community work programs are able to be accessed remotely.</p>	Technical	<p>A listing of Community Work Programmes, which can accessed remotely, to which potential participants must be referenced to will be provided if needed.</p>
9	<p>Page 16 4.2.1 "Weekly Payroll Update Files and Exception Reporting to be prepared and pushed to the SIPs for authentication" Scope section 4.1 bullet (iv) mentions monthly payroll. What does "weekly payroll files" entail? Preparing a weekly file is not efficient use of time to the service provider nor IDC. Is this just capturing of timesheets and new hires/terminations, for approval not payroll?</p>	Technical	<p>The preparation of weekly payroll update files and exception reporting is to authenticate payroll data at intervals within the month and identify issues within the month so as to allow for easier processing of the payroll-file at month-end. This is not meant to be weekly payroll runs.</p>

10	<p>Page 16 4.2.1 bullet (xii) "Consolidated Payment File prepared and pushed to IDC"</p> <p>Since IDC is doing the payments will IDC do the next two points ?</p> <p>bullet (xiv) "Separate workflow to adequately address rejected payments without the full Consolidated Payment Batch being stopped"</p> <p>bullet (xv) "Payment notification via SMS to each of the participants"</p> <p>These steps cannot be performed as a standalone and is integrated with the payment process</p>	Technical	Both these steps are expected to be performed by the solution.
11	<p>Page 12 10.1.6 Reasons for disqualification</p> <p>What are the FICA requirements?</p> <p>Does this clause require the Service Provider to be FICA registered or does it mean that IDC will perform a FICA check on the Service Provider?</p>	Commercial	<p>In terms of the Financial Intelligence Centre Act ("FICA") the IDC is regarded as an Accountable institution and one of the requirements of such an institution is "Know Your Client" (KYC) by establishing and verifying the identity of all clients/suppliers prior to establishing a business relationship or conducting a transaction with them.</p> <p>therefore this clause means that the reserves the right to conduct background checks, including FICA verification, on the bidding entity and any of its directors/trustees/shareholders/members.</p>
12	<p>Page 62 onwards - Annexure 12</p> <p>Will IDC instruct the SIP's of the compliance requirements need for the service provider to meet performance expectations? e.g. ID documents, bank account, recording of time, provision of inventory records and ad hoc reporting etc.</p>	Technical	SIPs will be briefed of the roles and responsibilities in the operation of the system.
13	<p>Non-Compulsory briefing session recording</p> <p>request for the briefing session recording</p>	Commercial	The copy of the non-compulsory briefing session record has been made available and attached hereto on a separate file.
14	<p>When onboarding a new employee the RFP states that the SIP will onboard employees in terms of name, gender, ID and bank confirmation.</p> <p>Will the SIP also capture the rate of pay and salary information or will IDC HR department send an excel sheet with all the contract information summarised for the employees in order for the service provider to upload into the payroll system?</p> <p>Who will draft the employment contract and upload that onto the payroll system?</p> <p>Will the employees be paid on the 25th of the month or the 30th of the month?</p> <p>Will the amounts paid to employees for the month be for all time worked in that month. In other words will there be a cut off. Example the salary paid in October is for the days worked from the 16th September until 15th October or is the expectation that the amount paid on 30th October is for the period worked 1st October – 30th October?</p>	Technical	<p>SIPs will capture the rate of pay when onboarding participants.</p> <p>SIPs are the employers of workers and will contract with them.</p> <p>Participants are expected to be paid on the 30th of each month.</p> <p>Payments are expected to be made for work performed in that calendar month.</p>
15	<p>Monitor time-in-attendance of participants (page 14)</p> <p>Monitor and record activities and outputs of worksites (page 14)</p> <p>Is the employee based or a collective output from the worksite for that tasks?</p> <p>Verifiable time-at-work recording with audit trail</p> <p>Geo-location tagging of time-at-work to ensure participants are in attendance at their place of work. Biometric verification would be advantageous.</p> <p>What data must be uploaded as proof of task. Will individuals have their own cell phones or a supervisor with a mobile device that allows for multiple individuals to be biometrically identified then upload the evidence against their record once identified?</p>	Technical	<p>Activities and outputs are measured on a worksite and not individual participant level.</p> <p>Participants are not expected to have their own mobile device. A supervisor will monitor outputs and activities at a worksite level and upload photographic evidence at that level.</p>

16	<p>1. Is there an idea of the envisaged size of payments to be made to a beneficiary?</p> <p>2. With regards to mobile data requirements - is there a possibility of adding reverse billing solutions for mobile data when providing services to SIPs/SEFs (Onboarding, Training, Technical Support)? Or is this covered in the SEFs SLAs?</p> <p>3. As it will be a mobile based app, are we correct in assuming that there will be certain capability requirements in place with the SIP's? E.g not using feature phones.</p> <p>4. How many people will be using the dashboard? And will it need to be made available to other stakeholders? (e.g outside of the IDC - we are thinking in terms of security)</p> <p>5. What level of reporting would SIP's require onsite? This will obviously be different to the IDC levels - so assuming more in line with timekeeping, etc?</p>	<p>Technical</p>	<p>A minimum of 90% of all participants are expected to be paid at the National Minimum Wage. This is expected to be an average of R1,388.16 per participant prior to adjusting for increases to the National Minimum Wage in 2022.</p> <p>SIPs are expected to carry the data cost of the use of the system. Other suggestions such as reverse billing, may be noted in the proposal as a suggested enhancement.</p> <p>SIPs are expected to have the mobile technical devices necessary for operating the system.</p> <p>No individuals outside of the IDC are expected to view the dashboard. It is expected that there will be between 5 - 15 users who need this dashboard viewing access at the IDC.</p> <p>SIPs are expected to report to the IDC. Their duties are focussed on onboarding, timekeeping, activity monitoring, photographic uploads of activities and the capture of inventory and ad-hoc service balances.</p>
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