



Questions and Answers

RFP Provision of Managed IT Professional Services

Closing Date: 07 AUGUST 2019

Time: 12:00pm

#	Question	Response
1.	Can you please circulate the Attendance Register? We would like to have confirmation of our attendance	We will not be circulating the register to any of the service providers, unfortunately your request is declined. If you attended the briefing and signed the register, you have no reason to be concerned.
2.	<p>According to the evaluation criteria you have allocated 50% for the functional ability and experience.</p> <p>Is it possible for EPPF to breakdown the functional ability and experience further? we would like to know how are you going to score for example:</p> <ul style="list-style-type: none"> • CVs of Resources • Approach & Methodology • References & Experience • Project plan 	Unfortunately, we can't break it down any further, the combination of all those factors will make up the 50%.
3.	We are a Level 4 company that meet and exceed all your needs for this tender. Currently we are Level 4 and looking to move to Level 3 early next year. Would our tender be considered or is it an outright "No"?	You are welcome to respond to the tender, but please indicate your plan of action with timelines.
4.	<p>I would like to send my apologies for not attending the briefing.</p> <p>It was an error from my side as I noted the time for the briefing to be @12:00 today but it was @10:00.</p> <p>May you please confirm if the briefing was compulsory and is there an opportunity for us to tender our response?</p>	We sincerely sympathize with you but the briefing was compulsory, unfortunately if you missed it you cannot respond to the RFP.
5.	What roles are being targetted to be fulfilled in this opportunity. A detailed job description might help.	A Project Manager and a project administrator
6.	How many roles are in scope for this opportunity?	One Project Manager and one Administrator

7.	How many Programs / Projects are in scope for this opportunity?	The PAS and Finance system implementation project
8.	What governance structure is in place for project execution?	There's usually a Project team, a Steering Committee, and Executive committee. There might be decisions that need to be escalated to Board committees.
9.	Who will the PMs report to in the organization structure?	Either Head of IT or a Programme Manager
10.	What are the types of programs and projects being executed pertaining to this opportunity? (IT Projects, Infra, Application, ERP, etc.)	This is dependent on the solution that is still to be selected, and the IT Roadmap.
11.	Do the projects being categorized by complexities? Please describe the attributes/conditions/parameters that defines the different project complexity (High, Medium, Low).	This project was prioritized based on the Fund's Strategy.
12.	What Project Management methodologies are being followed (e.g. waterfall, agile, hybrid) for project delivery? Can you indicate a percentage break-up.	Agile
13.	If there no tool being used currently, can the Service provider propose a tool?	The Project Management tool currently in use is PPO
14.	What is the average duration of the projects in the organization?	For this RFP, please quote for 18 months
	Who provides the Technical resource for the project execution?	This is out of scope for this RFP; A Service Provider will be selected to provide the solution and the related technical resources.
15.	Does organization welcome to implement shared resources approach in the onsite / offshore model?	Due to the nature of the resources required, we will only employ the on-site model.
16.	Can high level output of the EA work be shared to define SA role in more depth?	We are not at liberty to share this at this stage. Once a Service Provider is selected, the EA outputs/artefacts will be shared to define a more accurate scope of work.

17.	Is there a high level direction on target system to replace current PAS and Finance System from the EA exercise? If yes, please elaborate.	An open RFP tender process is going to be followed in the next few weeks, therefore there is no target system.
18.	Is the solution architecture scope to be carried out by one SA only? Depending on the scope of activities, can a team of SAs be positioned?	Service Providers are welcomed to propose one or more SA's as they see fit.
19.	Expected outcome mentions of overall IT roadmap. Is this the responsibility of the solution architect?	Correct. We expect the Architect to assist in refining the current IT Roadmap.
20.	The SAs are expected to run an RFP process for PAS replacement. Can we participate in implementation response in this case?	<p>The Solution Architect is not required to run the RFP but is expected to give input into the PAS replacement solution RFP, and the Project Manager will provide services to manage the RFP process and implementation of the PAS solution together with the PAS Solution provider. It would pose a conflict of interest if as a Service Provider you participate as an advisor and an implementor, therefore the answer is no.</p> <p>However, if there's a requirement for technology resources during the implementation, you are welcome to bid for the supply of those resources.</p>
21.	Are technology principals and guidelines defined by the EA team? If yes, please share. Is there any vendor preference for products?	Technology Architecture principles have been defined but we do not have defined vendor preferences.
22.	Is transformation/modernization planned for more areas beyond PAS and Finance system? If yes, what are they.	This will be finalised with input from the Solution Architect, for the purpose of this RFP, please only consider the specified systems as the scope.
23.	What are the current patterns of integration between IT systems? Is it more point to point or service oriented?	It's a combination of both.

24.	The data management scope involves views across overall IT. Please provide a view of current IT systems.	The immediate focus is PAS and Finance replacement. The rest of the organization will follow the Roadmap once finalised
25.	Does data management scope include enterprise systems (HR, payroll, etc.) along with business systems?	The immediate focus is PAS and Finance replacement. The rest of the organization will follow the Roadmap once finalised
26.	What is the predominant form of data persistence in current landscape? Please specify all type - RDBMS, big data	RDMBS only
27.	What are the key databases in use currently?	SQL and Cobol
28.	Is it right to assume that in the given project scope, exact deliverables from both SA and data management expert will be agreed at the beginning of each initiative/activity?	Correct
29.	Divisions and Departments in scope of this RFP?	Finance & Retirement Operations, and IT
30.	Total no. of stakeholders directly impacted? Please give location wise breakup of Strategic, tactical and Operational level and sum it up.	Total number of stakeholders is 50 majority being staff members at operational level.
31.	Total locations in scope?	One
32.	Only internal stakeholders are in the scope for OCM?	Yes
33.	What are the kind of projects?	The Fund has not implemented using Agile previously, this will be our first initiative of that nature; hence the scope included Agile coaching.
34.	What are the roles? Are the roles in line with Agile [Scrum Master, Product Owner etc.] or Eskom roles are to be mapped to Agile?	
35.	Are the teams in offshore onsite model or co located/distributed in multiple locations?	
36.	Who are the major stakeholders at Eskom for the projects? e.g.: functional team, infra team etc....	

37.	When it comes to training, how big is the team.	
38.	Do we need to define the Risk Management methodology, or do we have one defined, if yes, are the Risk assessment and treatment plans available for review	The Fund has a Risk and Compliance department that manages risk across the organization, and IT's Risk management methodology will need to be reviewed and refined where necessary. Unfortunately the sharing of risk assessments and treatment plans is not possible at this stage.
39.	The resource count, who will be accessing this tool/solution as administrators or for processing data or end users. What type of data will be accessed?	Staff from the 3 departments mentioned above will have access to member and pensioner data, based on delegation and roles.
40.	is there a need to restrict the data/information access restrictions for Administrator and users of the System?	Yes - linked to segregation of duties and roles.
41.	Do you have any Network threat detection tools as of now, considering your ask of suggesting Advanced tools? If yes, is it IPS or DPS. Are the Network scanning tools and test are in place	Yes, we do have the firewall with IPS, we also have the service provider monitoring the LAN and the WAN. Yes.
42.	Are the data centers in-house or outsourced, if out sourced are the Managed service SLA's and Data protection aspects defined.	Outsourced and yes, we have SLAs
43.	Is the access to sensitive data is via VPN, if yes does it call for Key management policy to be defined. If no, do you want to have VPN to be implemented	VPN is currently in place
44.	Is it that you would like to implement a DLP tool on the network, or use existing infrastructure to stringent the data transfer protocols?	Yes - it is a consideration
45.	Considering the Context of the Organisation, do we need to implement Web security protocols as well	No need.

46.	Are the Awareness sessions on the Security protocols are required, if yes, will it be classroom or online	A combination
47.	Are the connectivity/ Network aspects in-house or managed by vendor. Is SIEM in place.	Managed by the vendor, and there are internal IT and infrastructure resources
48.	What is the existing Network design architecture, considering the ask of implementing a 3 tier approach?	The detailed scope of deliverables will be discussed and reviewed when defining the scope of work.
49.	While redesigning the Network are the redundancy aspects are to be consider, does the present network design address this, or we need to plan for the same	
50.	What business processes need to be considered, other than core policy processing & Finance/Accounting (e.g., member onboarding / actuarial / fund value management etc.) in the current transformation journey	None
51.	Please provide the details of knowledge transition & training strategy currently in place	No strategy currently exist, service provider may propose one
52.	Do we have the manuals and /or relevant documentation for the products/processes identified to be part of the current initiative	yes, current processes are being optimised