

Note – Please be advised that all large files must be submitted via WeTransfer or other relevant options and must ensure that the hyperlinks provided are fully functional.

Q - Do you make use of a CTC structure or Cash plus benefits structure?
 A – Cost to Company Structure

Q - Do you have non-monthly payrolls?
 A – No, payroll not in scope

Q - Indicate how many payrolls per frequency
 A – 12 – 14 (Novemberx2 Bonus Payouts; Decemberx2 Long Term Incentives); however, payroll not in scope at this stage

Q - List of companies/entities with headcount
 A – One Entity, provide licensing for 200 employees as per RFP

Q - Specify affiliation to Bargaining Councils
 A – None

Q - Do you have any Unionized employees?
 A – Yes, less than 10 employees

Q - Are all company structures the same? Can we setup 1 company and copy the parameters?
 A – Only one entity

Department	Staff Compliment (all inclusive)	Management (with people management responsibility)	Exco Member
HR	4	1	1
IMU	21	7	1
Risk	4	1	1
Legal	9	1	1
RFO	43	8	1
Finance	33	4	1
Management	2	1	1
IT	13	2	1
Total	129	25	8

Q - Do you have multiple pay runs in one period? E.g. bonus / commission. Please give detail
 A – 12 – 14 (Novemberx2 Bonus Payouts; Decemberx2 Long Term Incentives), however, payroll not in scope at this stage

Q - 14. Do you make use of Job Costing? If yes, indicate number of levels
 A – We Peromnes Grading System (Executive Level to P13)

Q - Do you make use of ETI?

A – No

Q - Bank used for payments of Net Salaries

A – Standard Bank – however, payroll not in scope for HCM System Implementation

Q - Bank used for external payments of third parties

A – Standard Bank – paid through internal finance system (Fraxion)

Q - What is the Volume of 3rd Party Payments (e.g. Provident Fund, Garnishees etc.)?

A - To be disclosed to successful Bidder

Q - To which Medical Aid do you belong?

A – Two options (to be disclosed to successful Bidder)

Q - Existing Sage Payroll Client = Do you use a customised pay slip / BIM report?

A – No, it is standard service offering; given that payroll will continue on SAGE in the meantime; we need to be able integrate the information so that payslips populate on the new system; but no payroll activities will be required initially from successful bidder.

Q - How are your pay slips distributed?

A – SAGE, ESS – so we need the functionality of the payslip to populate to new system – so integration technology with SAGE will be required

Q – Are employees transferred between companies? Which employee code policy is used?

A – Not presently, no

Q - Do you make use of a clocking system? How does that relate to Payroll

A – No, and payroll is not scope for HCM System

Q - Financial take-on options:

- No financial take-on (employee will receive 2 IRP5's)
- Year-to-Date take-on
- Month-by-month take-on

A – Payroll not in scope for system implementation; but integration is required to populate IRP5 on successful bidder system. Month-to-month take on of new employees is important – must be able to load new employees and terminate existing employees; and then integrate to SAGE for payroll activities.

Q - Number of Leave Policies

A – One; but different types of Leave:

- Annual, Sick, Family Responsibility, Maternity, Paternity, Special (Covid-Leave) and Study Leave, Overtime Leave

Q - Are they In line with BCEA?

A – We offer above minimum requirement

Q - Do you calculate BCEA variable / termination rate for payment? If yes, 3/12-month average?

- According to BCEA
- Notice Pay
- Severance Pay
- Leave Paid Out or Termination Leave (on termination)
- BCEA Leave Pay (a portion of BCEA Remuneration when taking Annual Leave)
- However, we do not pay commission; and overtime is only provided on a project/case-by-case basis

Q - Where is leave processed currently?

A – SAGE System (ESS)

Q - Number of Impersonators?

A – 5 (HR Team)

Q - Accounting product used (Accounting matters)

A – To be disclosed to successful Bidder

Q - Do you require Job Costing? – please explain the detail / complexity behind this need

A – No, not required for System Implementation.

Q - Do you use Equity reports from current system? If so, indicate system

A – We do not currently – we utilise a manual process – but we would like it automated from system based on Labour Guidelines and EPPF Targets (Monthly Report/ and Consolidated report due in January annually)

Q - Should a take-on be done from October in order to print the Equity report from Sage 300 People at the end of the year?

A – Successful bidder will likely be contracted to start implementation effective 1 July 2021; and SAGE will be switched off 31 December 2021.

Q - Do you use Skills reports from current system? If so, indicate system

A – Not currently – no, must be included in system design – we would like the process to be automated

Q - Do you have an Employee Management system? If so, which transaction types do you load?

A – No, we do not

Q - Do you have Job Profiles in place? If so, indicate the number

A – Yes, Roughly 80

Q - How many payroll users do you have?

A – 2 – however, as stated above; not required for current system implementation.

Q - How many HR users do you have?

A – 5

Q - How long does it take to process your payroll?

A – The processing function takes place externally (SAGE, internally, we review and input changes prior to processing) – 2 weeks; however, as stated above; not required for current system implementation

Q - Is Payroll & HR centralised? If not, how many sites are used for processing?

A – Not centralized currently, since its processed internally and externally; but used one site for processing and input and review (SAGE) – however, payroll not required for current system implementation

Q - What is your current system and/or process frustrations?

A – Modules are not integrated, no real time reporting and analytics, not user-friendly or modern; we need to have live, dynamic data that takes into account the full life-cycle and provides interactive dashboards which our current system does not have.

Q - Does the client make use/record the following?

- Affiliations and Memberships,
- Disciplinary discussions, hearings and/or actions, - new
- Employee experience,
- Items issued to an employee,2
- Employee occupational injuries and diseases,
- Employee prior learning,
- Employee's qualifications,
- Training courses and skills intervention,
- Employee vehicle transactions (no)

A - We do make use of but do not have a central database for storage – it must be part of the integrated system. In the Talent Profile that is created for each individual; the above information should be available for view, analytics, and reporting.

Q - Is performance management KPA's, KPI's, sub-KPI's linked to jobs/positions or not linked to jobs/positions?

A – Currently not linked – derived from Manager-Employee discussion; however, we want prepopulated goals (KPI's) that speak to our values; and leadership KPI's for managers at different levels. KPA's are prepopulated – so that contracting can occur in line with 5 strategic pillars.

Q - What performance methodology is currently being used

A – Scorecard based on our 5 strategic pillars (customized scorecard)

Q - Provide example of employee scorecard

A – To be disclosed to successful Bidder

Q - Does the client make use of the Balanced Scorecard strategic management approach, and does it relate to Employee performance management?

A – In an indirect way, yes, each employee's contract needs to speak each of our 5 strategic pillars (involves, finance, risk, people, strategy, leadership elements)

Q - Are standardised Jobs and Positions currently being used? Is it strictly adhered to?

A – Yes, we have role profiles for each role (and a number of associated positions – for each role – if required); and yes, it is strictly adhered to.

Q - Are Jobs/Positions being used to determine Equity and Skills indicators (e.g. Grades)

A – Yes, written and graded according to a job evaluation methodology as stated previously.

Q - How many jobs/Positions are used

A – Roughly 80 roles

Q - What reports would you require from these modules on a frequent basis

A – We need **all** reports as related to Employee Lifecycle/Human Capital function.

Q - Does EPPF use any time clocking device to capture employee's attendance and if so, is this data used for Payroll purposes?

A – See above

Q - Would the EPPF prefer to retain the current Payroll solution and integrate it to the new HCM solution, or would you prefer replacing the existing Payroll?

A – Initially, we would prefer to retain the current payroll solution (but it should be able to integrate with the new HCM system).

Q - What are the main processes linked to your Compensation management requirements?

A – Linked to PM, linked to Talent Profile, Linked to role etc. Automated calculation of Bonus; increases and long-term incentives. We need templated letters for each component and letters to be automatically signed with Line Manager, Head of HR and Chief Executive signature; and sent to Employee profile for view and download.

Q - Which finance system are you currently using?

A – Everest system

Q - Is there a requirement to interface your existing cost centers from your current system of record or will the new HCM system be used to create and maintain cost centers?

A – The HCM System will not be required to create cost centres. Cost Centres already exist in business; but it may be required to interface with our existing cost centres for accurate reporting

Q - Do we need to integrate to any downstream systems? If yes, please specify.

A – No requirement to integrate to any downstream systems as part of this RFP however the system should be able to integrate to other systems as and when required.

Q - How are you currently manage and track learning?

A – We track it using our Finance payment system/and Excel (so it is a manual process). We envision that our new HCM system will allow us to track all learning through an integrated LMS system but also allow us to draw reports and perform various analytics using the collated data.

Q - Do we need to migrate any of your existing learning history and course information?

A – Yes, absolutely – all historic data including all learning information; will be provided from various channels, excel, Fraxion and etc.

Q - Which system are you currently utilising for recruitment and marketing?

A – Skills map – SAGE – it then pulls through to various job portals like Indeed, Career Junction, Pnet. We also post on LinkedIn.

Q - In terms of the financial proposal, would you like to have a separate costing for the Human Capital Management System and Payroll System in comparison to a combined quote, due to the fact that it was mentioned in the briefing that the payroll would only be a future consideration ?

A – No, we only require pricing for HCM System, Payroll not required at this stage

Q - Can we have an As-is architecture diagram?

A – The current HR system is not an internal system and we do not think the As-Is architecture diagram is relevant for the purpose of responding to this RFP.

Q - Please confirm that Benefits module (apart from Compensation) needs to be included.

A – Yes, if the benefits module is separate to Total Rewards or Compensation; then it must be included.

Q - Please confirm that Absence module needs to be included.

A – Yes, we do require a Leave Management System. We would like a comprehensive view into employee leave plans as it pertains to all levels of leave including an intuitive calendar; and automatic workflow to emails for all communication as it pertains to leave. We need a defined approval path, as well as reporting and analytics.

Q - Specify the number of years of data that needs to be migrated for each module

A – We would need all the data migrated – from current system (from about 2011); but open to further consideration. To be discussed with successful bidder.

Q - Do you have Attendance Management system? If yes, Is integration required between SuccessFactors EC to Biometric system?

A – Not required

Q - Single Sign On - systems that would need access within SF Portal or those that link with SF Employee Login. Provide details of the connection framework expected between various systems that employees use

A – The proposed system should support Single Sign On as well as integration to EPPF Active Directory environment.

Q - Payroll - Is Payroll System expected in Cloud or on premise.

A – Please see above.

Q - What is the current Process and system is used to evaluate employee performance?

A – Please see above.

Q - Performance evaluation process is unique across organization? If no, can you elaborate on Performance evaluation process followed in the organization

A – Please see above.

Q- Can you please explain your reward and recognition process? Does it integrated with you performance appraisal process?

A –Yes, it is linked, performance process informs bonus, increases and other incentives

Q - 360-degree evaluation is part of your current appraisal process?

A – Evolving and Dynamic PM Evaluation process as it pertains to continuous and JIT feedback in building Portfolio of Evidence; and allows automatic workflow and reminders to nominated raters.

Q - Learning External Integrations are in Scope? Like LinkedIn Learning, Opensesame etc..

A – If there are opportunities to integrate; we would like to be able to have the technology to allow that

Q - What type of Learning Content is in scope? How is responsible for content creation?

A – Learning with regards to system is required – but not in scope for developing learning content.

Q - External Learners/Learning is in Scope?

A – Only a normal LMS system is required; and a place to house data for reporting purposes but not to curate content at this stage

Q - Is there any third-party system being used for Technical Assessment Test in Recruitment? If yes, please mention the tool(s) name.

A – We use a combination of Technical Assessments and Psychometric Assessment's at recruitment stage; integration may have to be discussed at a later stage; but not necessary for now.

Q - Is there any background verification integration in Scope? If yes, please list down.

A – No, no verification checks are required

Q - Do we have common hiring process across the locations?

A – Hiring process is centralised within HR (no other locations)

Q - Kindly share the list of 3rd party tools which needs integration with HRMS

A – no requirement to integrate to any downstream or 3rd party systems as part of this RFP however the system should be able to integrate to other systems as and when required

Q - Do we mean here to implement it only for Eskom, Africa not any other associated companies?

A –We are Eskom Pension and Provident Fund, an Independent Private entity, offering Pension Administration Services to Eskom.