

1. Questions and Answers that were raised at the Enterprise Data Management session.

Questions	Answers
Should bidders include a full list of required licenses for their solution within the response or only those not specified within the list of current licenses within the RFP terms of reference?	Bidders to supply the full list of licenses required by their solution and architecture.
Should a sample architecture with licensing requirements form part of the bid?	Bidders are required to describe any applicable reference architectures and describe the proposed solution in detail, including platform, implementation, licensing, and maintenance and support costs. The architecture should accommodate the volumes and expected growth as per the RFP, including a significant potential increase in growth and capacity requirements as per the evaluation criteria.
What is the status of the existing data? Is it only Adabas data or is it a mixture of federated data across multiple environments?	It's a mixture. The primary source of the data is the legacy mainframe system. Additional data sources include ORACLE and MSSQL databases as well information from external sources.
Will GPAA provide assistance in respect of the business knowledge of existing data? Or will it be the supplier's responsibility to assimilate data?	GPAA will provide assistance to the vendor from a business process and knowledge perspective. The vendor will have to perform analysis of the current systems and data in order to understand the system logic and determine the effort involved to transform and migrate the data to the target solution.
Are the data quality rules already defined or will they have to be defined during implementation? Are they shared across all stakeholders, or do different stakeholders have different DQ rules they require? Are any current conflicts known/documented/managed?	Data rules and standardization will need to be defined and applied during implementation. Different stakeholders might have different data quality rules. Conflict resolution will form part of the implementation.
Are master data processes defined or will these have to be created as part of implementation. To what degree do you anticipate these changing, and are updated processes in scope of this project? Are new processes in scope, or do you have a process team that will be responsible for these?	Processes to create and maintain all master data entities will have to be defined as part of implementation. The GPAA has a business process management (BPM) unit responsible for maintaining all processes within the organisation.
Is GPAA subject to the requirements of the National Archives act?	Yes
Has the enterprise architecture of GPAA been defined, or may the bidder propose and provide input into the definition of the architecture?	Bidders are required to describe any applicable reference architectures and describe the proposed solution in detail.
Is there currently an ODS and warehouse environment within the GPAA?	One of the current information consumers within the GPAA is an ODS and warehouse environment.

Are you looking for architecture automation software, can you explain your expectation?	The main deliverables are data migration from legacy systems and Master Data Management aligned to an Enterprise Data Model with the required tools and services to monitor data quality and provide the required business functionality.
Are you looking for a solution which will resolve the back-end, front-end and the middleware?	It's a combination of all three, backend, frontend and the middleware. The solution should also include the GUI to perform data quality monitoring and maintenance of master data.
In terms of cleansing data, does it mean that the service provider will have to look at the home affairs database?	It is assumed that the vendor will utilize the applicable credible external sources to enrich and validate data as part of the data cleansing process.
What are the main systems that produce or allow for the capture of information?	The majority of data are uploaded in batch via the transversal systems (PERSAL, PERSOL, SARS, RTMC, SASSA) for the contributing members. The mainframe system is currently used as the main front-end for data capture and maintenance. Additional front-ends include a web portal.
Is your data all in one language or are multiple languages used, especially with regards to address data?	Currently it's a combination of English and Afrikaans.
Is there a requirement to standardise on a single language during the course of this project, and does this form part of the scope?	No standardisation into a single language, but the solution should be capable of handling all national languages.
Is a standardised address format required, and is this documented?	Yes, a standard address structure has been documented, based on the SARS address structures.
Who are the users that are stated in the RFP document?	Business users, both as owners of the information and roles such as data stewards.
Should the solution cater for informal (rural) addresses within the data structures as well as geocoding?	Solution should cater for informal (rural) addresses and geocoding seeing as the geographic location of our members and pensioners is a requirement.
On page 13 the RFP have the following statement: "The following capabilities and functions should be provided with the master data solution as services or routines:" It is not totally clear if the above is actually a solution part of MDM or that the MDM solution should have the capability to present this information (data) through services to another solution/s that could be the interface or driver of the business logic/rules involved.	The MDM platform should present and expose information via online and batch distribution mechanisms to other solutions and information consumers. It will be beneficial if as part of the implementation the capabilities and functions referred to within the RFP can be managed. Previous implementations by the vendor that indicate experience and knowledge of these subject areas, processes and functions will also be beneficial.
How many users will there be?	The service provider must be able to support in the order of 1400 users and regions throughout Southern Africa. The GPAA's primary and secondary ICT locations are Hamilton Street

	Pretoria and MTN Gallo Manor Woodmead respectively.
How will licences be assigned to the vendor from what was procured?	Bidders to supply the full list of licenses required by their solution and architecture. As part of the design the bidder would need to stipulate how many DB instances they require and the GPAA will make them available. Vendors should bear in mind that the GPAA has a large investment in the Oracle stack and elements of this stack will have preference.
Are there any Oracle Partitioning Licenses available?	The GPAA does have limited Oracle Partitioning licenses. If partitioning is required as an integral part of the solution this should be stipulated.
Can you confirm that the current source systems are clearly documented and that you have resources available to assist with questions?	System analysis should form part of the implementation to address any gaps in the current source system documentation. Resources will be available to assist with questions.
Are the relationships between current source systems (if applicable) known and documented?	The relationships between current source systems are known and documented.
Do you have a clear understanding of which systems are priority, or will this need to be established at project initiation?	The priority system is the mainframe system
How are data currently obtained from the source systems?	Data from the mainframe and external sources are obtained via delimited text files. HTTP services are also available to obtain information for certain data entities within the mainframe system.
With regards to the Adabas systems, will the vendor have access to the full system data or will they work from existing data extracts?	The vendor will be provided with full extracts of the Adabas tables within the mainframe, as well as the full text files received from external sources and the transversal systems.
Do you have copy books for the full Adabas layout?	An ERD diagram of the Adabas tables and a data dictionary of all the fields are available.
The "Accounting Maps" referred to on p 13: Are these the GL hierarchies? Have they been defined? Are they documented? Are the data structures/models understood and documented?	Yes, the accounting maps refer to the transactions within the administration system and how they are mapped to the general ledger accounts and hierarchies. These are documented, but the data structures/models will form part of the implementation.
We are in talks with a software vendor we believe best fits your software landscape, and in order to formulate a comprehensive solution for the GPAA we will shape our response closely with the said software vendor while we make reference to their technology within our response. However, we will exclude costs and activities related to the procurement and commissioning of the required hardware and software, which they are willing to respond to, separately. We would like confirmation that	The total cost of the software and solution should be part of the proposal upon submission. The GPAA will not accept proposals submitted differently.

<p>this is an acceptable approach, from your perspective.</p>	
<p>Traditional Master Data Management addresses data related to those business entities that may be disseminated across various operational systems, within an organisation, these include (employers, clients, product). Transactional data such as payments, contributions and claims are excluded from this category of data. Based on the information entities listed in pages 12 and 13 of the RFP document it's assumed that the requirement for Master Data Management in this scope, extends further than just the traditional Master Data Management definition, mentioned above. Our interpretation of your requirement lends itself more towards a data warehouse which encapsulates traditional Master Data Management there in rather than a pure MDM environment. With elaboration, is this true or not? Note the answer to this question is critical to the fundamental approach and technology we would propose.</p>	<p>It is true that traditional MDM restricts itself to non-transactional data. However, instead of looking at MDM as purely a repository of data - and fall prey to "a solution looking for a problem" - we are looking at MDM from a usage point of view which can be distilled into what are known as "methods of use". Your interpretation lends itself towards the analytical method of use. Our requirement lends itself towards an operational MDM as envisaged on Page 13 and we quote "The following capabilities and functions should be provided with the master data solution as services or routines" found just below the list of entities. How you interpret how these services or routines fit in with the overall MDM solution is part of what the GPAA is asking the bidder to provide.</p>
<p>Would you be amenable to your staff being involved to a greater degree than merely shadowing i.e. can they be involved from the outset to ensure active skills transfer?</p>	<p>The GPAA is amenable to staff being involved from the outset.</p>
<p>Do you have [people] change management skills/teams in place, or will this need to be provided by the vendor?</p>	<p>The GPAA has change management resources in place</p>
<p>Is this project being driven by IT or by business? Do you have a nominated business sponsor?</p>	<p>The project is part of the modernisation program which is driven by business, including a nominated business sponsor.</p>