



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

RFI GPAA 05/2022: PENSION BENEFIT ADMINISTRATION SOLUTION, INCLUDING CLIENT RELATIONSHIP MANAGEMENT, FUND ADMINISTRATION AND FINANCIAL MANAGEMENT SOLUTIONS

QUESTIONS AND ANSWERS

1. Until when are we able to submit clarifying questions to you?

Answer: - No specific deadline.

2. Is there a possibility to submit our response to RFI electronically, or can it only be delivered physically to 34 Hamilton Street?

Answer: - All RFI responses must be submitted at 34 Hamilton Street before the closing date and time.

3. I want to find out if we don't respond to this RFI are we going to be excluded to bid for the RFP

Answer: - No. we however encourage you to respond to the RFI to assist the GPAA in this process

4. Which financial systems are you using e.g SAP

Answer: - The current systems are bespoke to GPAA, which includes the pensions administration, General ledger (GL) and Trail balance (TL) functionality referred to as CIVPEN. (Refer to page 13 of the RFI.)

5. What are the timelines envisaged regarding the progression conversion from RFI to RFP?

Answer: - We are unable to confirm the actual timelines, but we estimate at best nine months.

6. What are the timelines envisaged for realization/start of Project implementation? (e.g., Financial Year 2022-2023 or 2023-2024)

Answer: - The RFI responses will guide us on the implementation timelines. Refer to section 5.4 of the RFI.

7. Would you be able to advise at this stage, whether the tender value will be a 80/20 or 90/10?

Answer: - Unknown at this stage because the market will dictate in the terms of the possible cost of the solution

8. Do you object contracting to a foreign company?

Answer: - No at all, as long as the company could be able to meet the GPAA requirements and comply with applicable SA regulations

9. With any cloud solution proposed, must the Data Centre be hosted within the borders of South Africa? Or can it be hosted outside of South African borders?

Answer: - The Data Centre must be hosted within the borders of South Africa.

10. Move CIVPEN to a modern and cost-effective platform by rehosting your mainframe environment to Linux and deploying to the Cloud

Answer: - Any suggestion or solution is welcomed.

11. Unlock business logic and data with API enablement and real-time data integration (with the use of Oracle at GPAA, this may not be a requirement, please confirm)

Answer: - Any suggestion or solution is welcomed.

12. Is the RFI response in order to appoint a Service Provider to conduct the Spec and Select (IT Sourcing) of the solution(s) required? If required, the Service Provider may also help to shape the RFP for the vendor (System Implementation/Integration) / solution(s).

Answer: - No, the purpose of the RFI is to source information from the open market on suggested solutions.

13. Is the RFI response in order to create the RFP for selection of the vendor (System Implementation/Integration) partner who will be appointed to implement the recommended solutions?

Answer: - No the response to the RFI is to assess the potential solutions available to the GPAA.

14. If Yes to question above, will participating in question preclude the Service Provider from responding to the RFP as a vendor (System Implementation/Integration) partner?

Answer: - No, it will not preclude.

Bidder Question	Question	Section	No.
15. Please could you further elaborate on this question with a business use case. Is the ask for suspense accounts and or suspense accounting where transactions will be temporarily stored. Thereafter cleared according to accounting practices	Provide for orphan system and/or bank accounts i.e., system accounts with no related bank account, bank accounts with no related system account and suspense	Functional Questions	6.22
<p>Answer:</p> <p>The answer is yes, based on how you understand the question “Is the ask for suspense accounts and or suspense accounting where transactions will be temporarily stored. Thereafter cleared according to accounting practices”.</p>			

<p>16. What are the reason for the alerts is it due to the users/s unable to identify why a transaction is unreconciled? Or could you further clarify this?</p>	<p>Provide for comments, notes and/or alerts on the transaction level, i.e., inter-departmental</p>	<p>Functional Questions</p>	<p>6.24</p>
<p>Answer: The purpose for the notes is to allow user to interact on matters that have not been successfully reconciled or resolved.</p>			
<p>17.What type of data is expected to be integrated from the accounting packages/ Would these be journals for recording thereof and reporting? Can you further explain the need for integration to third party accounting packages</p>	<p>Integrate to third party accounting packages to manage Fund Accounting and generate financial statements and reports</p>	<p>Functional Questions</p>	<p>6.2</p>
<p>Answer: Integration with third party accounting packages could be for example, Accpac, Sage Accounting, etc. The type of information to be integrated could be flat files, etc. those which can be exported / imported on to other systems.</p>			

18. Section 5.3 Financial Management Solution- please indicate the number of Finance users that will be allocated to processing any transactions on the Finance system. Please exclude the number of users for Planning and Budgeting?

Answer: 165 users excluding the Planning and Budgeting users.

19. Please indicate the number of users for Forecasting and Budgeting Module?

Answer: 5 users.

20. No. of users that are listed in user table on page 19 for CIVPEN- could you provide a breakdown of the users that would be using the Financial Management system for the recording and use of General Ledger and subledgers? Further are these number of users included for the requirement Financial Management.

Answers:

Main Ledger 40

Sub ledger

- **Debtor 20**
- **Assets management 10**
- **Cash book 25**
- **Tax 15**
- **Contribution management 40**
- **Payments 15**

Yes, the users are included for the Financial Management module (excluding the Planning and Budgeting).

21. How many GPAA walking agents do you have country wide?

Answer: The GPAA Client Relationship Management (CRM) unit, has 16 regional offices with Client Service Agents (CSA's), also known as Walk-In-Centre agents. I assume the question refers to the agents. The CSA's are separate from the Call Centre Agents.

The count of the CSA's for the regions is 200.

This is excluding the 125 (anticipated 150) Call Centre Agents as mentioned in the RFI.

22. is there any documentation that pertains to the RFI that needs to be completed or we just state what we offer and the costs thereof?

Answer: You are required to complete the RFI document accessible in the E-tender portal or in our website <https://www.gpaa.gov.za/tenders.html>

23. Are we able to submit bids via email or is it only hand delivery that applies?

Answer: You must submit your RFI respond at 34 Hamilton Street, Acardia, Pretoria before closing date and time

24. Could you advise how many hardcopies of the tender we are required to submit?

Answer: 5 hard copies will be preferred but not a mandatory.

25. Under 5.3.1 you state the requirement to: *"Record all financial transactions relating to investment accounting to the general ledger and required sub-ledgers. Detailed financial transactions to be recorded"*. Could you advise which system(s) you are currently using to perform your investment administration?

Answer: The GPAA do not perform investment administration. Investment administration is carried out by Standard Bank. The administrator (Standard Bank) provides the GPAA with financial information which is required to be recorded on GPAA's ledgers and sub- ledgers for Scheme administration purposes.

26. Are you able to provide a rough breakdown of total membership between beneficiaries/pensioners and active members?

Answer:

As at 31 March 2022:

Active members 1,262,363
Pensioners 322,223
Spouse pensioners 167,679
Child pensioners 9,824

Enquiry	Email contact	E-mail contact
General	Fortune Mogwatjana	Fortune.Mogwatjana@gpaa.gov.za
