1. Technical Specification

# **SPECIAL INSTRUCTIONS TO BIDDERS**

* 1. **Bidders shall provide full and accurate answers to all questions posed in this document, and, where required explicitly state** **either “Comply/Not Comply” regarding compliance with the requirements.**

**Where required, bidders must substantiate their response including full details on how their proposal/solution will address specific functional bidder’s response and be adequately referenced. If a bidder does not comply fully with each of the mandatory requirements, it shall be regarded as mandatory non-performance/non-compliance, and the bid SHALL be disqualified.** No “**unanswered**” questions will be allowed. If a response to a question has been indicated as comply but not elaborated upon or commented on, **it shall be regarded as mandatory non-performance/non-compliance, and the bid shall be disqualified.**

* 1. Failure to comply with mandatory requirements SHALL lead to disqualification.

# **The objective**

* 1. To contract a service provider to provide a fit for purpose, integrated PMIS that will enhance the monitoring and reporting of health infrastructure projects in all provinces of South Africa.

# **Scope**

* 1. The Department of Health requires the services of a service provider that possesses the following:
		1. Technical knowledge to develop a custom, self-hosted, web-based project management information system for the NDoH with comprehensive project management capabilities.
		2. In depth knowledge and experience in Project Management methods and techniques;
		3. In depth knowledge of legislative frameworks within the South African context; and
		4. Proven track record for implementing systems within the public sector.
1. **The following questions must ALL be addressed and will be scored as per Criteria 1 of the** Functionality Evaluation criteria**:**

Failure to substantiate any of the below will result in a score of 0 for this criteria.

* 1. **Mapping of the Department’s infrastructure project management process**

|  |  |
| --- | --- |
| Description | **Points** |
| The service provider will assist with the mapping of project management processes across the various role players and the full life cycle of the projects.Alignment to the management processes as defined in the latest Infrastructure Delivery Management System (IDMS) and Framework for Infrastructure Delivery and Procurement Management (FIDPM) should be incorporated. **IDMS Integration****Provide assistance with the integration of the project management software with the IDMS and FIDPM**It is important that the software is incorporated with the IDMS and FIDPM methodology in mind. It should also include all relevant knowledge of PMBOK areas (integration-, scope-, schedule, cost-, quality-, resource-, communications-, risk-, stakeholders-, and procurement management) and processes. All applicable templates and graphics (in conjunction with NDoH) are to be provided by the service provider. In addition, the necessary training of the organisation’s project staff must support these defined methodologies. |
| Bidder to substantiate how all these requirements will be achieved | **1** |
| Bidder did not substantiate how all these requirements will be achieved | **0** |
| ***Substantiate here:*** |

* 1. **Development / provision of suitable PMIS application**

|  |  |
| --- | --- |
| Description | **Points** |
| The proposed software application must be provided to the Department of Health. The application must be installed on the department’s servers (Azure Platform) and the source code and Intellectual Property (IP) will be owned by the department. The web application should be accessible to the Departments and relevant stakeholders via the Internet. A detailed online user manual should be provided. |
| Bidder to substantiate how all the requirement will be achieved and has provided a sample user manual | **1** |
| Bidder did not substantiate how this requirement will be achieved and or the sample user manual was not provided | **0** |
| ***Substantiate here:*** |

* 1. **Customisation & Configuration**

|  |  |
| --- | --- |
| Description | **Points** |
| The application must be configured and customised to meet the specific requirements and guidelines of Health infrastructure as well as the reporting requirements of the users and projects. As a minimum, the reporting requirements defined in the latest reporting template and the IDMS and FIDPM should be incorporated.The system will need to be integrated into the Treasury IRM system in the form of pushing Treasury information.All IP of customisation and configuration remains with the NDoH. |
| Bidder to substantiate how all the requirements will be achieved |  **1** |
| Bidder did not substantiate how all requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Integration**

|  |  |
| --- | --- |
| Description | **Points** |
| **The system must be open and have an API that can be used for the following:*** The system will need to be integrated into the Treasury IRM system in the form of pushing Treasury information.
* The system must also integrate with the HIPS software of the department, but accepting new projects and push project information and planning units
* Integration with any other system as and when it might be required
 |
| Bidder to substantiate how all the requirements will be achieved |  **1** |
| Bidder did not substantiate how all requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Data migration**

|  |  |
| --- | --- |
| Description | **Points** |
| The service provider will be responsible for the migration of existing project data onto the PMIS. The National and Provincial Departments of Health have approximately 17 500 historic and active projects, each unique in its essential characteristics and each needing to be managed and reported on to account for the use of public resources and critically, the contribution made by the infrastructure concerned to enable the health mandate of government to be achieved.It is important to also migrate the history of the project and not only the current record. The audit trail should also be migrated. |
| Bidder to substantiate how all the requirements will be achieved |  **1** |
| Bidder did not substantiate how all requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **User Training**

|  |  |
| --- | --- |
| Description | **Points** |
| The service provider is required to provide full training to the users and must be able to provide the following levels of training:· Administration training· User training· Management training· Follow-up trainingThis training will be done at the training facilities of the Department (National Department as well as Provincial departments) and must include the disciplines of effectiveness and efficiency. Full training materials must be supplied to the users. The training will be on-going for the period of the contract, including new and relocated personnel. All relevant costs of the trainees will be the responsibility of the Department**.** |
| Bidder to substantiate how all the requirements will be achieved |  **1** |
| Bidder did not substantiate how all requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **On-Site Support & Data Take-On**

|  |  |
| --- | --- |
| Description | **Points** |
| The service provider will be responsible to assist the users during the course of the implementation by being available on site for sixty (60) months. |
| Bidder to substantiate how this requirement will be achieved |  **1** |
| Bidder did not substantiate how this requirement will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Go-Live Deliverables**

|  |  |
| --- | --- |
| Description | **Points** |
| The service provider is tasked with delivering a comprehensive set of pre-go-live deliverables, these deliverables consist of the following, but not limited to:1. Project Feasibility Study/ Analysis report.2. Business Case.3. Benefit Realization.4. Project Initiation Document/ Project management Plan.5. Project Rollout/implementation plan.6. Project Issue log.7. Project Steering committee (appointment letters of members).8. Term of Reference of Project steering committee.9. List of sites if there any.10. Approved Disaster Recovery Plan and Testing report from service Provider.11. Approved Backup Policy from Service provider.12. Approved Backup Procedure from Service Provider with clear backup schedule/file path, backup tool used.13. Progress reports as per SLA14. Approved Change management policy from service provider.15. Approved Change management Procedure from service provider. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

**USER REQUIREMENTS**

**The proposed software application must cover the following high-level requirements:**

* 1. **User friendly**

|  |  |
| --- | --- |
| Description | **Points** |
| The software must be extremely user friendly and must address project management information in a simple and uncomplicated manner. A wide range of users of the system, some of which do not have project management qualifications and experience, will use the application. The application must therefore be easy to use for all users. Of importance that the system must also provide interactive help, logistical support, enhancement calls and live chat within the software for the users. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Management of scheduled workloads**

|  |  |
| --- | --- |
| Description | **Points** |
| The system must provide on-line management of workflows (i.e. tasks and responsibilities assigned will automatically be allocated to the workload of specific users). On-line collaboration must provide facilities for multiple people, who are working simultaneously on projects to be able to monitor their workload, provide central updates on progress and accumulate supporting information in relation to the project. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Web Enabled**

|  |  |
| --- | --- |
| Description | **Points** |
| The application must be 100% web enabled to allow authorised users to access it (with the necessary username and password) through a standard web browser. No software except for the web browser should be loaded on the user computer to access the application. |
| Bidder to substantiate how this requirement will be achieved |  **1** |
| Bidder did not substantiate how this requirement will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Access to Functionality**

|  |  |
| --- | --- |
| Description | **Points** |
| The application must include the functionality to allow each user group access to specific functionality. For example, a Project Managers’ user group will have access to register projects whereas a Project Team Members user group will only have access to view project information and not register projects. |
| Bidder to substantiate how all the requirements will be achieved |  **1** |
| Bidder did not substantiate how all requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Access to Information**

|  |  |
| --- | --- |
| Description | **Points** |
| The application must have the capability to allow users belonging to a specific user group to only see specific information and not others. Thus, users belonging to Department / Sector A must only see projects that are being executed by that Department / Sector while users in Department / Sector B will only see their projects. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **History**

|  |  |
| --- | --- |
| Description | **Points** |
| The application must store and secure all history of previous projects and related entities like tasks, issues, risks, costs etc. This must be available within the data store of the application and must be accessible through the application’s web front-end as and when required. |
| Bidder to substantiate how this requirement will be achieved |  **1** |
| Bidder did not substantiate how this requirement will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Audit Log**

|  |  |
| --- | --- |
| Description | **Points** |
| A full real time audit log of all access to the application and changes to any information and data must be maintained and be available. This audit trail should also extend to system administration changes. |
| Bidder to substantiate how this requirement will be achieved |  **1** |
| Bidder did not substantiate how this requirement will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Tracking**

|  |  |
| --- | --- |
| Description | **Points** |
| All information and data modified must be tracked to ensure that users know who effected changes to the information and when. This should be available real time through the front-end where and when applicable. |
| Bidder to substantiate how this requirement will be achieved |  **1** |
| Bidder did not substantiate how this requirement will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Inbox / My Workspace/ Home Page**

|  |  |
| --- | --- |
| Description | **Points** |
| The application should have an Inbox / My Workspace/ Home Page screen which is specific for each user who logs into the application. This screen should show all items (tasks, risks etc.) that have been assigned to the specific user. This page should be user configurable and the option to add customizable widgets that have different graph types and can display measures like: My projects expenditure to date, Schedule Performance Index, Cost Performance Index and Earned Value. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Project Registration**

|  |  |
| --- | --- |
| Description | **Points** |
| Projects ideally will be registered within HIPS and need to be created programmatically on approval of the UAMP. The system should also allow users with the necessary access authority to register projects through the application. Each project should receive a unique code and provide information pertaining to project such as description, objectives, time span, responsible people, etc. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Project Approval**

|  |  |
| --- | --- |
| Description | **Points** |
| The application should allow for workflows where specific project stages require approval (e.g. Business Case, Gateway review, Section 42 transfer, etc.). In addition, specific users with the necessary access must be able to approve and change the stages of the project. This must be reflected on the applications and reports. Ability to add own workflows for other entities like Documents and time entries approval. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Project Structure**

|  |  |
| --- | --- |
| Description | **Points** |
| The application must allow for programme, portfolios and individual projects. In addition, it must support Mother and Child relationships between projects.Must support the archiving of completed / closed projects |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **Performance Dashboarding**

|  |  |
| --- | --- |
| Description | **Points** |
| The application must include graphical high-level dashboards of the underlying data to allow senior management to get a bird’s eye view of the portfolio, programmes and projects. Where applicable the dashboards should allow for drill to detail functionality. A specific example of this is a one-liner report, which provides information pertaining to progress made vs. planned progress, as well as total budget vs. expenditure.The application must also have a robot / traffic lights functionality to allow items to be flagged as Red – Orange – Green. This information must be available on reports to allow management to get a bird’s eye view of the projects and programmes based on these indicators. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **SPECIFIC REQUIRED FEATURES FOR THE HEALTH INFRASTRUCTURE:**

|  |  |
| --- | --- |
| Description | **Points** |
| Project List – This should form the base of the system as all other entities mentioned here will be linked to a project.Project Identification:· Project name· Project numberProject Location:· Name of province· Name of local municipality/metro· Name of district municipality· GPS coordinates· Site or erf description· Title deed details[The PMIS will need to be able to cross-reference the location of the facility with an embedded cadastral mapping capability]Basic GIS functionalityProject Type:· Infrastructure Development - Projects· Health Technology· Organisational Development and Infrastructure Planning· Other (Such as administrative or document management)Nature of Investment and its associated sub statuses to be provided in a tree format:· New or Replaced Infrastructure· Upgrade and Additions· Rehabilitation, Renovations & Refurbishment· Maintenance and RepairsDelivery Mechanism:· Individual· Packaged ProgrammeBuilding Technology:· Conventional· Alternative Building Technology Including ParkhomesEconomic Classification:· Buildings and other fixed structures· Machinery and Equipment· Goods and services· Infrastructure transfersProject Ownership:The ability to link different role players to the project like:· Project Approver· Project Verifier· Project Coordinator/ Leader· Project MonitorProject Progress:· Status· Milestone Reached· FIDPM Stage and Gate· All high-level dates like estimated and actual start and end dates for the entire project and construction.Facility List – A facility list, with facility documentation and other information associated should be maintained of all health-related facilities. GIS capability would be a requirement on this. These should be tied to the Master Facility List (MFL) and facility list within HIPS.Facility particulars:· Facility Name· Facility Type· Facility Status· Year Opened/ Required· High level information:* Designed capacity, wards, beds etc.
* Gross and net building area
* Population catchment

Source of Project Funding and R value per source: [HFRG, ES, EPWP, donor, other]Value of Project:* Total Project Cost [R]
* Estimate Type (OOM, Elemental, Priced BOQ etc.)

Key Project Level Dates:* Date of tender
* Date of award of tender
* Completion date [as planned]
* Approved extension of time [days]
* Final completion date

Responsible parties:* Provincial Department of Health
* National Department of Health
* Implementing Agent
* Principal Agent
* Main contractor

In each of the above instances the name, telephone and email particulars of the responsible party need to be noted.It must also include notification & workflow to manage the scope of projects and register scope change requests and approval of information. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| Description | **Points** |
| * + 1. Scheduling of tasks/activities for projects that must include:

Planning & workflow functionality GANTT chart creationRecording of project tasks, deliverables and milestonesTask dependencies and hierarchyAssigning responsibility per taskNotification on tasks |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| * + 1. Costing

This is a crucial component of the system as all financial information is reported on monthly with the integrated Infrastructure Reporting Model (IRM) of National Treasury.· Measures budget, budget adjustments, spent and estimates to complete· Cash flow forecasting and management· All invoices and payments made through BAS are captured on the system and also reported to IRM.· Ability to lock financial periods and keep opening and closing balances· Alignment to the PFMA | **Points** |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| * + 1. Commitment Register

Must include the ability to produce a commitment register · List of contracts issued· Contract values· Expenditure against the contract· Remaining balances· Opening and closing balances |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| Description | **Points** |
| * + 1. Variation orders / scope changes / extension of time

· Must include the ability to log variation orders, scope changes, and extensions of time· Must have the ability to do online approvals of changes |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| Description | **Points** |
| * + 1. Work in Progress Register and Asset Register

Must include the ability to compile the asset register for buildings and other fixed structures· Opening and closing balances per financial year· Project status to determine the register the project is placed on· Movement between registers to be shown |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| Description | **Points** |
| * + 1. Risk management

Must include risk identification, categorization, rating, notification and assigning of responsibility to manage the risks. Risk management will need to monitor the following:· Cost· Time· Project scope· Quality· Safety· Contractor payments· Labour relations· Contract dispute· Weather* Other (Specify)

Generate Risk register |
| Bidder to fully substantiate how all these requirements will be achieved |  **1** |
| Bidder did not fully substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| Description | **Points** |
| * + 1. Issue management

Of importance here is the notification, workflow, history tracking and reporting of issues by assignee, status, type and priority. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| Description | **Points** |
| * + 1. Packaged Projects

Projects that are delivered through a packaged procurement approach should also be catered for. Emergency and backlog maintenance are good examples of this. Parent and child project configuration. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| Description | **Points** |
| * + 1. Data Quality Management

A system should provide a way of monitoring the quality of information. This quality can refer to frequency of updates if the project timelines are in line with the progress related fields and cost information is aligned across different entities. It is important that these quality indicators be configurable by the PMIS Administrator and be accessible from the front end.It should also cater for action items to enable the tagging of users with quality and meeting related actions |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| Description | **Points** |
| * + 1. User-friendly system configuration and administration

The system should support a user-friendly, interface for administrators to make system configuration changes without coding or the need of a developer. A user in an administrator role should have access to the following functionality:* + Creating or modifying project related entities.
	+ Adding, editing project fields.
	+ Adding, editing data field lists or drop downs.
	+ Creating dependencies between fields.
	+ Template project creation.

Security adjustment, ability to manage user access and functionality. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| Description | **Points** |
| * + 1. Quality Management

In this regard it is required to create a matrix showing whether or not certain identified matters have been taken account of in the project, as well as noting the applicable date the matter was attended to. The matters identified are as follows:· Conclusion of an agreement to secure the rights to develop a health facility on the land in question [e.g. agreement of sale, lease or access agreement];· Site and building plans approved;· Geotechnical assessment completed;· Compaction tests for earthworks;· Testing and hand over of civil services;· Foundation design completed and approved;· Termite control fumigation;· Approval of roof design and specification;· Foundation inspection and approval;· Concrete testing;· Roof inspection and approval;· Final building inspection [all aspects];· Electrical clearance certificate;· Testing and certification of mechanical equipment;· HT equipment installation completed;· HT equipment training completed; and· Occupation certificate obtained |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| Description | **Points** |
| * + 1. Document Governance

As part of compliance to the FIDPM framework specific documents should be captured at certain stages of a project. A system should be capable of monitoring this compliance.  |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| Description | **Points** |
| * + 1. Detailed project reporting documents

The software must generate and filter reporting documents on all project information. The software must generate consistent, accurate filter progress (performance) reports, including graphs, on the following for (a) each project (b) projects per district (c) projects per province (d) all the projects:* Project stage or phase

Per stage reached in the project life cycle:* *Investigation/assessment*
* *Viability study*
* *Preparation of the project brief/scope of work*
* *Appointment of planning/design professionals*
* *Concept design*
* *Design development*
* *Preparation of technical documentation*
* *Tender phase*
* *Award of contract*
* *Construction*
* *Practical completion*
* *Commissioning*
* *Final account and close out*
* Building progress

In this instance it is necessary to monitor the percentage of building work completed. Reasons for any construction delays need to be noted.* Project checklist information (e.g. retention money paid)
* Actual versus planned expenditure report
* Cash flow reports

A schedule is to be created showing the:* Original projected cash flow
* Revised projected cash flow [including VO’s etc.]
* Actual expenditure and projected cash flow against a horizontal scale of months of the year. A graphic presentation illustrating cumulative original cash flow as against cumulative actual expenditure and projected cash flow needs to be created from the actual figures contained in the schedule.

Cost (over budget or under budget) and schedule (behind schedule or ahead of schedule) performance indices. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| **Unlimited storage for documents, projects and** **project related entities.**The system must provide unlimited storage capacity to accommodate the dynamic and growing volume of documents, projects, and associated information. The storage solution should be scalable to handle the expanding needs of the department, ensuring that users can store and retrieve data without constraints.  |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| **Document Management** The application must have a documentation management module, which will allow all documents (of formats Word, Excel, PowerPoint, PDF, Project and graphics) to be uploaded and stored within the application. A selection ofproject photographs need to be allowed for. The PMIS must have the capability to archive previous photographs submitted and record only current photographs on the project profile. All photographs on the profile and thosearchived must be dated. The application should allow for the storing of all versions of a specific document. The application should have the ability to use folders and structures in the document section.The application should allow for documents to be linked to other data in the application as and when required. For example, the Risk Mitigation Plan for a specific risk should be able to be linked to the applicable risk. Bulk downloading and uploading are also an essential feature.It should facilitate synchronization with file structures locally and upload documents in the background whenever the user is online. It should also enable the download of an entire data library via the same mechanism as if users have access to it. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| **Time Entries Functionality.**Users should be able to capture time entries related to time spent on project activities like issues, risks, tasks, and other related entities. Included in the reports a weekly and monthly time sheet report would be required and the ability to send time entries for approval (Approval workflow). |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| **IT Service Continuity*** Backup policy and procedures according to the Auditor General (AG) requirements
* Backup log and evidence of restore done
* Backup transfers to offsite location
* Disaster Recovery Plan (DRP)
* Evidence of testing DRP
* List of all incidents with the following attributes:
	+ Unique incident number
	+ Category/classification
	+ Priority
	+ Status (open/closed)
	+ Responsible person
	+ Date closed/resolved
	+ Person who resolved

Resolution steps/efforts |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| **User Access Management****User Management** This function is vital as new users are added continuously and it must be ensured that the new users receive the appropriate training and the correct access to the system. User’s also change roles, move to other departments, or leave the department completely. This also needs to be managed actively as a requirement from the AG. Understanding when last a user logged in assisted in managing the user audience and remove any dormant users* Alignment to the current user access management policy
* User access electronic form with online approval
* System generated log of al user amendments that include:
	+ Access creation date
	+ Access amendment date
	+ Access termination date
	+ Functions allocated to each user/ user group
	+ User account status
	+ Last login date
	+ Password reset date
 |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| **Methodology, Process and Templates**The application must allow for easy access to online PMBOK methodology, linking to interactive process descriptions, templates, guidelines, and procedures in a consistent, yet simple user-friendly format. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

* 1. **SPECIFIC TECHNICAL REQUIREMENTS**

The proposed software application must answer the following technical requirements:

|  |  |
| --- | --- |
| **Description** | **Points** |
| * + 1. **Web-Front End**

Does the system provide a web-based user-interface?Are all the functionalities of the system available through web front-end (i.e. no separate fat client interface required for power users)?Is the web front-end well-crafted in pure HTML, CSS, and JavaScript, etc. This means it does not rely on extra components such as ActiveX or Java that need to be installed on a PC.Is Microsoft Edge and Google Chrome supported? |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate all how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| * + 1. **Scalability**

Can the system scale to several thousand users, using commodity hardware?Can the database server layer be run on a separate server/s from the application layer?Does the system make use of caching to reduce the load on the database server? |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| * + 1. **Application Program Interface (API)**

Is an API provided as part of the solution to provide system to system integration?Is all the functionality of the system available through the API web methods?Can the API be used to extract data for reporting, or data warehousing purposes? |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| * + 1. **Security**

The Auditor General has set minimum requirements for the security of the system. Password length, complexity, expiry, and history should comply to these minimum requirements. Users’ functionality should be limited and commensurate with their roles/ job titles within the department for example a project administrator cannot have the same access as a finance user. Access should also be limited to what information a user can see based on his user group. A user from Limpopo DOH should only be able to see projects in his province and no other provinces’ projects. Thus, functionality associated should be configurable in terms of data (what a person can see) and functionality (what a person can do)Secure Password Storage:* Use strong, industry-standard hashing algorithms (e.g., bcrypt, Argon2) to securely store user passwords.
* Add a unique salt to each password before hashing to prevent rainbow table attacks.

Password Policies:* Enforce strong password policies, including minimum length, complexity requirements, and password expiration.

Account Lockout Mechanism:* Account lockout policies to prevent brute-force attacks.
* Lock user accounts temporarily after a certain number of failed login attempts.

Secure Password Recovery Mechanism:* Secure and user-friendly password recovery mechanism.

Secure Transmission:* Use HTTPS (SSL/TLS) to encrypt data transmitted between the user's device and the server.

Session Management:* Secure session management to handle user sessions after authentication.
* Secure, randomly generated session IDs.
* Appropriate session timeouts.

Multifactor Authentication |  |
| Bidder to fully substantiate how all these requirements will be achieved |  **1** |
| Bidder did not fully substantiate how these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| * + 1. **Network** **Utilisation**

Is the system efficient in terms of bandwidth utilization and consist of the following characteristics:* Data Compression
* Caching Mechanism
* Load Balancing

Efficient Data Formats like JSON instead of XML |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| * + 1. **Ownership of the solution**

The ownership of the Intellectual Property (IP) should reside with the National Department of Health (NDOH), except for instances where the IP is already in the public domain, such as the Infrastructure Delivery Management System (IDMS), in alignment with the Project Management Institute (PMI). The standard structures and concepts inherent in the Project Management Information System (PMIS) are thus also excluded from the IP.Upon the project's conclusion, the source code for the solution is required to be transferred to the NDOH through a well-documented process. Additionally, the resource requirements for maintaining the solution should be thoroughly documented and communicated to the NDOH at the project's commencement. This early communication is essential to provide the NDOH with sufficient time to establish the necessary resources within their environment. | **Points** |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |

|  |  |
| --- | --- |
| **Description** | **Points** |
| * + 1. **IMPLEMENTATION** **TIME FRAME**

The successful bidder should as part of their bidding documents provide a detailed schedule outlining specific timelines to achieve the above deliverables. This schedule is expected to provide an in-depth overview of all stages within the development lifecycle and include Data migration and a Piloting phase. The Department reserves the right to terminate the contract based on non-performance, non-delivery, misrepresentation of experience and qualifications. |
| Bidder to substantiate how all these requirements will be achieved |  **1** |
| Bidder did not substantiate how all these requirements will be achieved |  **0** |
| ***Substantiate here:*** |