

EDRMS BRIEFING SESSION QUESTIONS

1. With regards to the 100 users mentioned in the bid document: are they concurrent or main users?
 - *This is number of required licenses that should be available to us (including user, super user and administrator). As this will differ from application to application licensing terms it must be clearly specified on the quotation indicating the pricing and the type of licensing that is proposed to us. As we can't dictate the application licensing terms.*
 - *preferably not concurrent user licenses.*
2. Is there any hardware pricing expected from suppliers?
 - *ICASA will provision the hardware bases on the specification requirements or recommended.*
3. Is there data outside of the current system (for example, data on paper) that will need to be migrated into the new system?
 - *No data outside the system (agreed that they will be none, as our team will be responsible what is outside the current system such as listed example list on the question).*
4. What is the size of the current system with 30 000 files?
 - *The database size is currently sitting at 2351.06 MB (taking in consideration that records are being added on the daily bases by the team the size will also grow)*
5. Are the required licenses subscription or perpetual?
 - *Dictating type of the licenses may hinder us in losing the best solution. Let them specify what types of licenses available from the propose system solution and best suited for our requirements.*
6. With regards to Ko-fax, who has ownership of those services?
 - *ICASA has the ownership and delegated access to service provider for support management.*
7. Are we integrating the current workflow? And is there any workflow that needs to be migrated?

- No workflows in the current system, but we require this feature on the new system to be available. For the next implementation phase or future.
- there are no current workflows in the current system.

8. Must the workflow tool be quoted on separately?

- We agreed to a separate quote (for future implementation) or to determine if it is within current budget for implementation.
- If the workflow tool requires a separate licence, please indicate pricing. If however the workflow is part of the EDRMS solution, then please specify

9. RMS: Is there an existing one in place?

- *The Azure RMS is in place and RMS policy configured. Managed by our IT division.*

10. With regards to the declare website records, is this referring to the whole website or a page? No (records published on the website.

- *The system should be able to manage email as records and records published in the website*

11. With regards to authenticity of documents, is there one currently in place?

- *The system should guarantee the authenticity of records,*

12. Confirm the exact number of people to be trained on how to use the system?

- *100 people to be allocated with access need to be trained on how use the system at different levels (end user; super user, system administrator etc.)*
- *For change management strategies 300 staff to be workshopped for awareness purposes including senior management for buy in and usage*

13. Is subcontracting a prerequisite for this tender?

14. System functionalities and storage: what are the current backup systems?

And is this referring to the backup or archiving?

- *Question base on reference [6.1.2 Storage Table bulletin (f)] on the Tender document. This refers to the backup system which the propose system must be supported either by Hyper-V or VMware where it will be backed up using Veeam Backup Solution.*
- *Most EDRMS systems are expected have an archiving functionality*

15. What antivirus is ICASA currently using?

- *Currently Microsoft Endpoint Protection.*
- *Plans are in progress to moving to McAfee anti-virus*

16.Scanning clarifications: provide the versions.

- *Kofax 10.0*

17.Provide the correct number of records that need to be migrated.

- *This is a catching one as the team continues to add records on the system*
- *Currently we have 40,000. Maybe they should prepare for 50000*

18.Provide further clarity on technical compliance.

- *All the technical requirement is listed and describe on the tender document [6.2 ICASA TECHNICAL REQUIREMENTS]. In short if I were to summaries [6.2 ICASA TECHNICAL REQUIREMENTS]: the new / propose solution must integrate with (our existing systems / infrastructure) highly preferable to Active Directory for single-sign-on and right/access permission delegation)*