QUESTIONS FROM BIDDERS AND RESPONSES FROM NDOH FOR BID: NDOH 07-2024/2025

No	QUESTION FROM BIDDERS	DATE	NDoH RESPONSE
1.	• For the signature on the CVs by the CV owner, will a digital/e-signature suffice?	**27 November 2024**	• Yes digital signatures will suffice.
2.	17.1 Mapping of the Department's infrastructure project management process • What is expected scope of "assist with the mapping of project management processes"? (On the lower end of the spectrum, this requirement could mean taking existing well-documented PPM processes and governance in the Department and identifying which elements of the processes and governance map to which elements of the solution. On the higher end of the spectrum the requirement could mean the design of PMO processes and governance from scratch)		**1 Implementation of a Gateway Review Process**: • Introduce a **gateway approval process** to ensure projects cannot progress to the next stage without the required approvals being completed and uploaded to the system. • Implement **hard governance controls** that enforce compliance by preventing stage progression without the necessary documentation and approvals. • **2 Gap Identification and Alignment**: Conduct a review of existing processes to identify any gaps in alignment with the FIDPM and Infrastructure Delivery Management System (IDMS). • Provide recommendations and make targeted adjustments to ensure full compliance with the frameworks while maintaining existing governance standards.
3.	17.2 Development / provision of suitable application This requirement can only be satisfied with either a bespoke development or a system based on Open Source. Several vendors would like to		• The requirement for the Project Management Information System (PMIS) is to develop a bespoke system that meets the Department's specific needs. The Intellectual Property (IP) and source code for this system must be owned by the Department of Health.

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	propose solutions based 1) SaaS, which cannot be installed on servers and 2) Commercial Off The Shelf (COTS) systems for which the IP and source code cannot be transferred to the Department. During the briefing session this question was asked, but the answer seemed to be that proposals based on SaaS and/or COTS won't be disqualified.		This is a fundamental aspect of the tender, as the Department requires full ownership of the system and its source code to ensure long-term control and flexibility. This implies that SaaS and COTS will be disqualified if IP and source code cannot be transferred.
4.	17.3 Customisation & Configuration Please provide ".. the latest reporting template…"		The solution consists of two key components: • **Pre-built System-Generated Reports**: The system must generate all required reports in accordance with the latest reporting templates using its built-in capabilities, without relying on third-party applications. Ideally, the system should include a basic report-building module that allows users to create these and other customisable reports without needing additional development from the PMIS vendor. The required reports are the Annual Implementation Plan (AIP), Quarterly Report and B5. Attached are the headings to the reports to get an idea of the type of fields are required. The calculations behind the fields can be shared when the full data structure and field list is shared further along in the process. • **Integration via API**: To facilitate integration with external systems like the Treasury IRM, the PMIS must provide a comprehensive API

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			that exposes all relevant data. The API should support full CRUD (Create, Read, Update, Delete) web services, enabling seamless data exchange with both existing and future systems. The extent of specific integrations is less important than ensuring the API is robust and versatile enough to handle most system integration needs. The PMIS development team will collaborate with external developers to establish successful integrations using a project management approach that emphasises structured planning, execution, and testing.
5.	17.5 Data migration Please provide the following information about the historical and active projects: 1. What system is currently used for managing current and historical projects? 2. Please provide information about the data structures: a. Does every project have a Microsoft Project schedule? b. In what format is the data stored? SQL Database? Windows file shares? Excel? SharePoint? c. Where are project documents stored? d. To what extent is the document/folder structures consistent over all projects,		1. SQL Database 2. a) No, while the current PMIS provides functionality to import and export schedules from MSP, it internally stores these schedules as task records. These task records are structured similarly to other entity records within the database, allowing for consistency in data management and facilitating easier querying and reporting. b) SQL Database c) Document storage is on Amazon S3 and all files are encrypted at rest and during transmission d) The current PMIS does not utilise a folder structure for document storage. Instead, consistency is achieved by requiring users to capture specific metadata, such as

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	ranging from no consistency (No prescribed structure) to highly consistent (All projects start with the same folder structure. 3. To what extent is the document/folder structures consistent across projects? 4. Are all projects to be migrated managed by this system? Or are there projects that are managed standalone and unstructured outside of the system? What percentage of the projects have data with compliant structures? 5. Are all project artefacts (Documents, schedules, lists, registers, messages) captured for history? Or only documents? 6. In what format the history of projects stored? Copies of versions in a file share? Version history in SharePoint?		document classification and document type, when uploading documents. This ensures that all documents are categorised and managed uniformly, even though there is no traditional folder-based organisation. 3. As per answer d. 4. Yes, all projects are managed within the system, and there are no standalone or unstructured projects outside of it. All projects are compliant with the existing data structure, ensuring consistent data handling across the board. 5. On the current PMIS all project artifacts, including documents, schedules, lists, registers, and messages, are captured as records within the system. Each record, whether related to projects, issues, risks, documents, or contracts, carries a history item. This history is generated whenever a record is modified, ensuring that changes are tracked and preserved for future reference and displayed on the front end. 6. SQL Database and tied to current record.
6.	<u>17.28 IT Service Continuity</u> Please provide a copy of the document “Backup policy and procedures according to the Auditor General (AG) requirements”		• The **Auditor General (AG)** in South Africa assesses compliance with IT governance and security measures, including backup policies, in accordance with best practices. These practices are often derived from **SITA (State Information Technology**

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			Agency) guidelines, which serve as a foundation for government IT operations. In summary the following is assessed: • Approved Backup Policy and Procedures plus evidence of implementation • Backup log • Evidence of Backup Transferred to an Offsite Location • Evidence of Testing Failover Plan DRP Other areas of importance that are also assessed. • Evidence of access management and control (E.g. Access to data, user access management, password controls, data content restrictions, etc) • Compliance to internal policies and procedures that are developed during deployment such described in training guidelines and user manuals. • Change control policy.
7.	Requests for an extension to the deadline of the NDOH tender with number NDoH-07(2024/2025) for the ACQUISITION OF A PROJECT MANAGEMENT INFORMATION SYSTEM (PMIS)	**28 November 2024**	The tender has been extended to 16 January 2025 at 11H00am, see revised cover page and addendum to be signed and submitted with the tender.

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	FOR THE NATIONAL DEPARTMENT OF HEALTH INFRASTRUCTURE PROJECTS.		
8.	Do we submit the Pricing in a separate envelope? Page 22 -24 (Annexure B)? If so, do we remove page 22 - 24 from the returnable bid documents and add to the separate Pricing envelope? And do same with the USB - Pricing under a Separate folder.	**02 December 2024**	No, the pricing schedule must be a part of the tender document and not separated. No, do not remove page 22-24 from the returnable document as these pages form part of the tender document. The same will apply for the submission of the USB/CD the price must not be separated.
9.	I am writing to request your assistance in providing a pricing table, as the attached document does not include one. Additionally, could you please advise if we are permitted to use our own template for pricing?	**02 December 2024**	The pricing schedule must be completed as provided in the tender document (page 22-23). Bidders are not permitted to use their own template.
10	10.1 Ownership : Will the department also require ownership of the platform's source code (RAD, **proprietary**) , or do they only require ownership of purpose-built modules (code) and all configuration associated with the full implementation. 10.2 What is scope of 'Knowledge Transfer'? Is it to the end-users only on use of system? Or also from software developers to system administrators, etc? Who will be the recipient of the transfer? 10.3 How many reports are envisaged? Is there a list of reports the Department know they will require with specifications? 10.4 Provide scope of 3rd party integration.	**02 December 2024**	10. 1 The requirement for the Project Management Information System (PMIS) is to develop a **bespoke system** that meets the Department's specific needs. The **Intellectual Property (IP)** and **source code** for this system must be owned by the Department of Health. This is a fundamental aspect of the tender, as the Department requires full ownership of the system and its source code to ensure long-term control and flexibility. This implies that SaaS and COTS will be disqualified if IP and source code cannot be transferred. 10.2 A full knowledge transfer is required to all role players and roll out plan on how this will be achieved.

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			10.3 The current PMIS system contains a multitude of pre-built reports. The requirement however is to rather have built-in report building module to allow the user to build their own reports without relying on the PMIS vendor to develop these reports. Additionally where required the tool should also allow for integration to third party tools like PowerBi and therefore having a full Application Programming Interface (API) would be crucial. 10.4 To facilitate integration with external systems like the Treasury IRM, the PMIS must provide a comprehensive API that exposes all relevant data. The API should support full CRUD (Create, Read, Update, Delete) web services, enabling seamless data exchange with both existing and future systems. The extent of specific integrations is less important than ensuring the API is robust and versatile enough to handle most system integration needs. The PMIS development team will collaborate with external developers to establish successful integrations using a project management approach that emphasises structured planning, execution, and testing.