

# SECTION 1. NOTICE TO BIDDERS

THE CONTENT OF THIS REQUEST FOR PROPOSAL (RFP) IS STRICTLY CONFIDENTIAL AND REMAINS SUBJECT TO THE CONFIDENTIAL INFORMATION DISCLOSURE NOTICE. THE INFORMATION MAY ONLY BE USED FOR THE DEVELOPMENT AND PREPARATION OF THIS PROPOSAL.

## 1. INVITATION TO TENDER

The South African Nursing Council (hereinafter SANC) invites Bidders whom has a proven capability and capacity to provide, deploy, maintain and support the required solution to submit proposals for a comprehensive SANC Membership Management System (MMS). The proposal must include 60 months support and maintenance capability and capacity, which duration will be subject to the annual review and renewal thereof based upon the performance of the solution and the quality of support and maintenance related services being rendered by the Bidder. High-level Support duration requirements are described in Section 9.

The table below reflects the important dates and other key information relevant to RFP NO: **SCM 23/2017/SANC**:

#	Name of the Project Work	Implementation of the Membership Management System (MMS)
1.	Tender Number	<b>RFP NO: SCM 23/2017/SANC</b>
2.	Tender Issue Date	<b>12/11/2017</b>
3.	Availability of Tender document	The tender documents will be available for collection from the SANC offices at <b>602 Pretorius Street, Arcadia, Pretoria, 0083</b> at a fee of R350
4.	Number of pages	73 pages
5.	Contact details for clarification	The details of the main contact person are as follows: Mr Mpho Makhuvha <b>Supply Chain Management</b> Tel: 012 426 9570 e-mail: <a href="mailto:MMakhuvha@sanc.co.za">MMakhuvha@sanc.co.za</a>
6.	Compulsory Briefing Session	The compulsory briefing session will be held as follows: Date: <b>20/11/2017</b> Time: 11H:00 AM Venue: <b>SANC - 5th Floor Council Chambers</b>
7.	Last date and time for seeking clarification via email	<b>27/11/2017</b>
8.	RFP closing date and time	All tenders must be submitted on or before <b>11/12/2017</b> at <b>11:30</b> in the Black tender box situated at the small pedestrian gate at the SANC offices at <b>602 Pretorius Street, Arcadia, Pretoria, 0083</b>
9.	Tender validity	120 days from closing date
10.	Communication of decision to shortlisted Service Provider	To be Communicated
11.	Max 2hr formal presentation of the proposal done by the	To be Communicated

	shortlisted bidders as per the evaluation criteria	
12.	Appointment and contracting of a preferred service provider	To be Communicated
13.	Project start date	1 February 2018

## 2. PROPOSAL SUBMISSION

### 2.1.1. INSTRUCTIONS FOR SUBMISSION

Bidders must submit an electronic / soft copy of the proposal written to CD (the technical submission must be on a separate CD's and not include any pricing information which must be contained on separate CD's) and the duly signed hard copies of the same must be submitted. The hard copy submissions for the technical and pricing submissions must be secured in separately sealed envelopes or containers together with the relevant CD's. Bidders must ensure that their technical proposals respond to this RFP and address each of the requirements as per the outline specified in the following section. Any additional material may be provided as annexures to the submitted proposal.

Proposals submitted in response to this RFP must address all technical, functional and other requirements which are contained within this RFP.

### 2.1.2. DELIVERY INSTRUCTIONS

All proposals must be delivered to the SANC offices at **602 Pretorius Street, Arcadia, Pretoria, 0083**, during normal business hours (weekdays between 08:00- 15:30, excluding public holidays). All tender documents must be deposited into the black tender box situated at the small pedestrian gate which can be accessed 24/7. Bidders must ensure that their proposals are delivered timeously on or before 11 December 2017 at 11:30 and at the correct address. Any documents delivered to the wrong address will not be considered. No late documents will be considered. Bids are considered to be late if arrives **any time** after 11:30.

Any proposal to be submitted but which cannot be deposited into the tender box due to the size of the submission is to be handed in person to the nominated SANC supply chain management representative and the related register to confirm such actions is to be completed.

### 2.1.3. GENERAL

SANC is under no obligation to provide reasons for rejecting any proposals. SANC is not compelled to accept any of the proposal and reserves the right to negotiate further with one or more Bidders. SANC furthermore reserves the right, at its sole discretion, to not award the bid.

Bids received after the closing date will not be considered and will be disqualified.

No contract may be awarded to a person who has failed to adequately provide proof of Tax Compliance *inter alia* in the form of a Tax Clearance Certificate from the South African Revenue Service ("SARS") certifying that the taxes of that person is in order or that suitable arrangements have been made with SARS.

Where it is discovered that a Bidder submitted a fraudulent B-BBEE certificate, such bid submission will be disqualified.

### 3. ABBREVIATIONS AND ACRONYMS

APC	Annual Practicing Certificate
APC Period	1 January to 31 December
Categories	Nurses are allocated to a specific category based on training attained
CommServe	Community Service
CPD	Continuous Professional Development
MMS	Membership Management System
NEIs	Nursing Educational Institutions
Nurse	An individual who has completed the minimum required training and who is admitted as a Practitioner by SANC
RFP	Request For Proposal
SANC	South African Nursing Council
Student	An individual who is registered for formal studies with an NEI

## 4. SCOPE OF WORK

### 4.1. BACKGROUND AND SCOPE OF WORK

#### 4.1.1. BACKGROUND INFORMATION

The South African Nursing Council (SANC) is the body entrusted to set and maintain standards of nursing education and practice in the Republic of South Africa. It is an autonomous, financially independent, statutory body, initially established by the Nursing Act, 1944 (Act No. 45 of 1944), and currently operating under the Nursing Act, 2005 (Act No. 33 of 2005).

In terms of Section 3 of the Nursing Act, 2005, the Nursing Council is convened to establish, improve and control conditions, standards and quality of nursing education and training.

Section 4 of the Nursing Act makes provision for the accreditation and inspection of nursing education institutions, the monitoring of assessments conducted by accredited institutions, the conducting of nursing examinations, and the granting of diplomas and certificates.

Section 58(1)(f) of the Nursing Act, 2005 provides for regulations relating to qualifications and the conditions to be complied with, which entitle a person to be registered as a nursing practitioner (education and training regulations).

SANC is / will be involved in the monitoring of nursing standards by:

- a) Registering nursing practitioners, therefore permitting them to practise as nurses
- b) Accreditation of new nursing education institutions and nursing education programmes
- c) Recognizing CPD training service providers
- d) Assessing the minimum required capacity and capability for prospective nurse to be registered through the administering of a Board Exam,
- e) Inspection of nursing education institutions and clinical facilities
- f) Constantly reviewing nursing education and training to be in line with the needs of the Republic of South Africa
- g) Providing counselling and guidance to the nursing profession regarding the implementation of the nursing education and training policies
- h) Managing and facilitating matters related to the assessment of nursing practitioner behaviour or related incidents which is deemed to impact negatively on the quality of nursing services delivered
- i) Licencing of NEI's and Training providers,
- j) Acquisition, publishing and administering training material for use by the nursing practitioners

The objectives of the SANC are to:

- a) Promote the improvement of health standards of the inhabitants of the Republic of South Africa
- b) Control and exercise authority in respect of all matters affecting the education and training of all categories of registered nursing practitioners
- c) Control and exercise authority in respect of the manner of practices pursued by all categories of registered nursing practitioners
- d) Promote effective and efficient liaison on matters pertaining to the education and training of nursing practitioners, and the quality standards referred to above as well as compliance with the published applicable Regulations of the practices referred to above, both in the Republic of South Africa and elsewhere; and to promote the standards of such education and training and the manner of the exercise of such practices in the Republic
- e) Advise the Minister of Health on any matter falling within the scope of the Nursing Act, 2005

- f) Communicate to the Minister of Health information on matters of importance acquired by the Nursing Council in the course of the performance of its functions as defined in under the Nursing Act, 2005
- g) Advise the Minister of Health on the amendment or adaptation of the Nursing Act, 2005 so as to support the universal norms and values of the nursing profession and to place greater emphasis on professional practice, the standards of education and training, democracy, transparency, equity, accessibility and community involvement.

#### 4.1.2. PURPOSE OF THE RFP

The purpose of this Request for Proposal (RFP) is to invite Bidders whom has a proven capability and capacity to provide, deploy, maintain and support the required solution to submit proposals for a comprehensive SANC Membership Management System (MMS). The proposal must include capacity and capability to provide support for a 60-month period, which duration will be subject to the annual review and renewal thereof based upon the performance of the solution and the quality of support and maintenance related services being rendered by the Bidder. High-level Support durations requirements are described in Section 9.

#### 4.1.3. CONFIDENTIAL INFORMATION DISCLOSURE NOTICE

This RFP may contain confidential information that is proprietary to SANC

No part of the contents hereof may be used, copied, disclosed or conveyed in whole or in part to any party in any manner whatsoever, other than for the purpose of preparing a Bid in response to this RFP, without prior written permission from the Requestor

All copyright and intellectual property rights herein vest with SANC.

#### 4.1.4. BACKGROUND TO THE MEMBERSHIP MANAGEMENT PROJECT

SANC is regulated to administer and manage the legislatively mandated regulatory affairs associated with registration, certification, education, training and practice of nursing practitioners. The nursing practitioners are employed by various public and private employers across a number of industries within South Africa and abroad and some practitioners practise within their private capacity.

Nursing practitioners are educated at a number of Nursing Education Institutions (NEI's), whom are formally accredited by SANC on a number of programs which differ in duration. The programs are directly associated with the various categories of the nursing practice. It is a legislative requirement that all nursing practitioners be registered with SANC so as to be able to practise. SANC is also legislatively mandated to accredit and oversee the professional education compliance performance of all registered NEI's.

The current membership management system used by SANC does not comply with the current and future SANC requirements of a regulated environment membership system. The technical and database design, functional compliance, integration capabilities with third party systems, processing performance, configurability and cost to change do not support the SANC operational and strategic requirements.

SANC embarked on a change program which includes the requirement to replace the current membership registry system with a Membership Management System (MMS) product which is designed to effectively, efficiently and cost appropriately manage all of the required membership processes of its stakeholders – notably the:

- Registration of nursing practitioners, student nurses, accredited education providers, recognized training and continuing professional development training providers, employers and other regulatory or industry stakeholders
- Integrated Case Management System (Legal Cases) requirements
- Event management requirements / capabilities
- Cash / payment management requirements
- Inventory management requirements
- Sales management and debtors management requirements
- Membership and basic learning assessment functionality requirements

The required system needs to comply with current mainstream information technology integration and interface standards and practices and provide advanced reporting and data analytical capabilities (refer to section 2.3 for more information).

## 4.2.OBJECTIVE AND SCOPE

### 4.2.1. OBJECTIVE

The objective of the project is to successfully acquire, implement and operate MMS, which will assist the organisation in achieving the following:

- a) Compliance with evolving best practice principles of membership management principles.
- b) Scalability of solution to align with future membership differentiation and membership growth as well as product differentiation.
- c) Acceptable total cost of ownership of product as compared to international benchmarks for similar solutions.
- d) Flexibility pertaining to the full ambit of good practice membership management solution process definition and changes (all processes to be configuration orientated, requiring no coding to effect changes)
- e) Flexible stakeholder access to relevant data.
- f) Productivity and efficiency improvements.

### 4.2.2. SCOPE OF WORK

SANC requires a service provider to implement a membership management system, including the purpose of this Request for Proposal (RFP) is to invite Bidders whom has a proven capability and capacity to provide, deploy, maintain and support the required solution to submit proposals for a comprehensive SANC Membership Management System (MMS). The proposal must include capability and capacity to provide support and maintenance for a period of 60 months, which duration will be subject to the annual review and renewal thereof based upon the performance of the solution and the quality of support and maintenance related services being rendered by the Bidder.

High-level Support durations requirements are described in Section 9. The level of support and / or the extent of maintenance and support may be changed during the period of 5 years so as to reflect the knowledge adoption by SANC and this may result in changes to the scope of services for the maintenance and support agreement as from year 3. This RFP outlines the high-level business and technical requirements, the business requirements specific to the MMS application, are to:

- a) Manage all activities and events related to its Member Management within a single integrated solution environment.

- b) Provide the internal and external users of the system with an “easy-to-use” and intuitive web based front-end.
- c) Ensure real time asynchronous integration capability with other SANC or third party applications/solutions (e.g. ERP, Talent Management, CRM (Customer Relationship Management), Learning Management, Conduct Case Management, SANC Web page and Office 365 email, Short Message System Solution and on-line merchant banking transaction processing system) as well as with other third party training content providers
- d) Implement a solution which will deliver superior processing performance.
- e) Establish a single, integrated database for all Members and associated communities of users.
- f) Provide workflow enabled work scheduling management, approval and systems performance management capabilities within the solution for all processes where applicable.
- g) Provide flexible process and activity definitions through the use of a configurable solution.
- h) Implement a web based solution which can be accessed from multiple devices (including cell phones, notebooks and laptops).
- i) Ensure the effective management of data.
- j) To facilitate seamless access to information and communication between communities of users in accordance with the associated rights and privileges assigned to the users...
- k) Manage all debtor management requirements associated with the various membership types and must include, but not necessarily be limited to, sales of products and services at variable costs and which provides the capacity and ability to manage secondary cost allocation and recovery based upon configurable business rules e.g. delivery costs, volume discounts, early payment discounts etc.
- l) Implement a solution for which the Total Cost of Ownership (TCO) is clearly articulated and understood and that it is sustainable for at least the next 5 to 10 years.
- m) Implement a relevant, cost effective and flexible solution support and maintenance capability.
- n) Implement a solution from a Bidder which has the capacity and capability to provide timeous, quality and customer –centric maintenance and support services with the geographical area of SANC

#### 4.2.2.1. HIGH LEVEL BUSINESS FUNCTIONS

The table below indicates the high-level business processes that should be implemented in the MMS solution:

Membership Management System processes	
1.	<b>Student Administration Process (South African Student, Foreign Student, Student Refugee and Elective Practice for Foreign Students/Nurse)</b>
	<ul style="list-style-type: none"> <li>a) Student Registration process</li> <li>b) Student Licencing</li> <li>c) Student monitoring</li> <li>d) Exam Registration Process</li> <li>e) Exam Appeal Process</li> <li>f) Student Termination Process</li> <li>g) Student Completion and Conversion Process (SANC Administered exams and NEI Administered process)</li> <li>h) Student Completion and Conversion Process (CommServe)</li> </ul>

	<ul style="list-style-type: none"> <li>i) Upload Question papers for Board Exam and SANC Administered and NEI Administered exams</li> <li>j) Board Exams (Professional Assessment)</li> <li>k) Publishing of exam results electronically via SMS and email and mobile cellular telephony devices</li> <li>l) Issue encrypted electronic certificates where required</li> </ul>
<b>2.</b>	<b>Nurses Administration Process</b>
	<ul style="list-style-type: none"> <li>a) Electronic and encrypted APC (Annual Practice Certificate) Newly Qualified and Normal Process</li> <li>b) APC Group Payment Process</li> <li>c) Sales Process</li> <li>d) Automatic Removal Process</li> <li>e) Restoration Process</li> <li>f) Publishing and distribution of all relevant documents via electronically via SMS and email and mobile cellular telephony devices</li> </ul>
<b>3.</b>	<b>Foreign Application Process (Employment and Post Basic Qualification)</b>
	<ul style="list-style-type: none"> <li>a) Foreign Application Process (Employment and Post Basic Qualification)</li> <li>b) Foreign Volunteer Application Process</li> <li>c) Foreign Refugee Application Process</li> <li>d) Verification of Migrant Nurses Process</li> <li>e) Additional Qualifications Process</li> <li>f) Solution need to be able store all related documentation on the database, linked to the applicant and allow for work flow processing to schedule and conclude applications.</li> <li>g) Solution needs to recognise and enable automated communication to applicants when application status updates is processed.</li> </ul>
<b>4.</b>	<b>CPD (Continuing Professional Development) Process</b>
	<ul style="list-style-type: none"> <li>a) CPD Individual Process on-line and manual Point of Evidence (POE)</li> <li>b) On-line and manual CPD Group Process (POE)</li> <li>c) CPD Training Provider Recognition Application Process</li> <li>d) CPD Training Provider Accreditation Process</li> <li>e) CPD Training Provider Accreditation Approval Process</li> <li>f) CPD Training Provider Licencing Process</li> </ul>
<b>5.</b>	<b>Nursing Education Institution (NEI) Process</b>
	<ul style="list-style-type: none"> <li>a) NEI Registration process</li> <li>b) NEI Accreditation Approval Process</li> <li>c) NEI Assessment/ Inspectorate Process</li> <li>d) Nurse Development Plan</li> </ul>
<b>6.</b>	<b>Documentation and Reporting</b>
	<ul style="list-style-type: none"> <li>a) Extensive standard reporting on all of the above in hard and soft copy format</li> <li>b) Ability to access data for custom report generation based upon rights and privileges associated with user groups and users.</li> <li>c) Uploading of documents in different formats to the solution and to be indexed so as to create association with members, transaction and / event</li> </ul>
<b>7.</b>	<b>Inventory Management</b>
	<ul style="list-style-type: none"> <li>a) Determent Requirements</li> <li>b) Order Processing</li> <li>c) Order Follow-up</li> </ul>



	<ul style="list-style-type: none"> <li>d) Goods receipt and Inventory Management</li> <li>e) Invoice Verification</li> <li>f) Invoice Processing</li> <li>g) Payment processing</li> </ul>
<b>8.</b>	<b>Sales Management</b>
	<ul style="list-style-type: none"> <li>a) Pricing management</li> <li>b) Sales Quotation</li> <li>c) Sales Order</li> <li>d) Availability check</li> <li>e) Billing/ Invoicing</li> <li>f) Payment process</li> <li>g) Collection/ Goods issue</li> <li>h) Dispute Management</li> <li>i) Customer Returns Management</li> <li>j) Accounting</li> <li>k) Reporting</li> </ul>

#### 4.2.3. IMPLEMENTATION TIMELINES

The appointed service provider will be required to start immediately after signing the contract and should complete the design, data preparation and data take-on, testing, training, snag list resolution and deployment within the agreed timelines from the project start date. SANC requires that the solution be available for productive use within the shortest period possible.

High-level Support durations requirements is a requirement. The level of support and / or the extent of maintenance and support may be changed during the period of 5 years so as to reflect the knowledge adoption by SANC and this may result in changes to the scope of services for the maintenance and support agreement as from year 3. The vendor is to propose a detailed support and maintenance agreement scope of work for year 1 and 2 which will actively promote and enable the transfer of knowledge and solution capabilities to the client organisation.

## 5. EVALUATION METHODOLOGY

All bids received by SANC will be evaluated according to the detailed three phased methodology and criteria detailed below.

Phases	Description	Section in RFP
Phase 1	Administrative Compliance	3
Phase 2	Technical Mandatory Criteria	4
Phase 3	Functionality with formal presentations	5
Phase 4	Price & Preference	

### 5.1.PHASE 1: ADMINISTRATIVE COMPLIANCE

During this phase, bidders' responses are reviewed to check whether bidders have responded according to the RFP document issued by the SANC. Bidders must comply with all the pre-qualified requirements in order for the bid to be deemed responsive.

If the bidder has failed to comply with the below mandatory administrative requirements, or SANC is unable to verify compliance with the requirements, the bid will be deemed non-responsive and disqualified.

Description	Yes	No
Valid Tax Clearance Certificate from South African Revenue Services in respect of the service provider and all companies to be sub-contracted to it or all parties forming a Joint Venture / Consortium, alternatively the relevant PINs need to be provided for electronic verification before contracting. SANC will also consider the submission of a CSD number to verify tax compliance as responsive for the purposes of tax compliance. Foreign companies who neither has a South African tax obligation nor a history of doing business in South Africa will be required to provide confirmation from SARS in terms of National Treasury SCM Instruction 7 of 2017/18 prior to award, if relevant.		
Copies of the last three (3) years' audited or reviewed annual financial statements		
Certified copy or original CIPC Registration Certificate or relevant company registration information for a foreign company		
Signed and completed SBD forms/ returnable documents attached to RFP (Section 7)		
Company profile indicating corporate presence of the bidder in South Africa and elsewhere with the address of the head office and any relevant satellite offices on which the bidder will rely during any of the phases of the project also indicating the capability and capacity of each individual offices		
Where a bidder bids as part of a Joint Venture, the bidder must provide the signed JV agreement. Where the Joint Venture is subject to a successful bid, the JV agreement will be deemed a requirement for contract.		

## 5.2.PHASE 2: TECHNICAL MANDATORY CRITERIA

The mandatory requirements for the technical solution are detailed in the tables included under Section 6.2 below. Bidders are required to complete the tables and will be evaluated based on their indicated level of compliance as well as comments provided and the documents/information provided as part of the response in support thereof. Bidders are requested to clearly refer to the parts of the response where the proof of compliance is provided for ease of reference.

These requirements are mandatory and any bidder who fails to meet the requirements will be disqualified. Failure to complete the tables provided in Section 4 will lead to disqualification.

### 5.3.PHASE 3: FUNCTIONALITY

All bidders who have met the Administrative Compliance and Technical Mandatory criteria will be evaluated, scored and ranked in terms of functionality.

As stated above, SANC reserves the right to negotiate with one or more of the highest scoring bidders where the underlying pricing risks and/ or operational matters require further negotiation before entering into a valid agreement with the successful service provider.

Section 5 of the RFP provides a detailed breakdown of the evaluation criteria. The table below indicates the functional evaluation threshold:

Description	Total eligible points	Threshold
Functionality	100	80

#### - **Functionality**

Only those bids who met the functional threshold of 80 points will be considered for price and preference. The following themes will be evaluated:

- Company experience and local representation
- Technical requirements
- Project management requirements
- Maintenance and support requirements

### 5.4.Phase 4: Price & Preference

Each bid that passed the functional threshold will be evaluated on price and preference. For the purpose of this tender, the 80/20 split between price and preference will apply, where price will be weighted at 80 and preference at 20 out of a total of 100 points for final evaluation. The total cost of service will be determined as a total of the following prices:

- 1) the initial cost of implementation and six (6) months post Go-Live support;
- 2) 54 months of support and maintenance; as well as
- 3) The projected future costs of the MMS.

The following formula will be used to calculate the price points for each bidder:

$$P80 = 80 \left( 1 - \frac{Pe - Pmin}{Pmin} \right)$$

P80= Points scored for price of tender under consideration

Pe= Price of tender under consideration

Pmin= Price of lowest acceptable tender

#### - **Preference**

Failure to provide a valid B-BBEE Certificate will lead to bidders forfeiting the allocated points but will not lead to disqualification from the process. The following table must be used

in order to determine the points of each bidder based on their verified B-BBEE contribution level:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Bidders who bids as part of a Joint Venture should submit a B-BBEE certificate for the Joint Venture. Bidders who will make use of subcontractors for more than 25% of the total cost of service amount must submit B-BBEE certificates for each of the subcontractors and should a subcontractor to whom more than 25% is allocated does not have a similar B-BBEE score as the main bidder, the point allocated for B-BBEE will be that of the lowest scoring subcontractor.

## 6. TECHNICAL MANDATORY REQUIREMENTS

Each bidder must indicate its compliance/ non-compliance to all the requirement in the below sections. The requirements listed below are mandatory and a system that does not provide/ cannot be customised to provide the solution will not be considered.

Bidders are requested to indicated their compliance to the listed requirements and provide comprehensive comments, where applicable, with appropriate reference to their bid response in evidence of compliance.

### 6.1.GENERAL SOLUTION REQUIREMENTS

No	Description	Yes	No	Comment
RQ-001-1.	The Bidder must have extensive experience in implementing similar systems which are (inter alia) able to register members, register members for examinations, provide for annual fees / licences, send out reminders, and update other relevant systems (such as the general ledger) with relevant data and functions / Processes and described in section 7 of this document.			
RQ-001-2.	The Bidder must, at a minimum, propose and provide a MMS solution which is currently in use by other clients with high volume of members for and must be able to provide the functionality described in Section 7.			
RQ-001-3.	The Bidder is required to provide the hyper care support for three months after go live which needs to be included in the implementation contract.			
RQ-001-4.	The Bidder is required to provide the application support for 60 months after the hyper care support.			

RQ-001-5.	<p>The Bidder should be able to deploy the solution on the infrastructure that SANC will provide and that the solution complies with the SANC operating system and data base management software standards</p> <p>The Solution Architecture is therefore a key requirements expected from the Bidder. Some of the principles to be applied to the Solution Architecture include:</p> <ol style="list-style-type: none"> <li>a. Customisation should be kept to a minimum level</li> <li>b. The majority of the functionality should be provided by the MMS suite of products and not third party software.</li> <li>c. The integration layer will be a key component given the number and type of external systems that must be interfaced with</li> <li>d. The scalability of the architecture both in terms of transaction and data volume as well as catering for the future rollout (e.g. implementation and/or upgrades).</li> </ol>			
RQ-001-6.	The Bidder's solution must provide integrated document management functionality to link any type of document to a member, an event, a task or a transaction.			
RQ-001-7.	The system should use the role based access control approach to restrict system access to only authorised users. The Bidder must provide detailed information in this regard.			
RQ-001-8.	The Bidder's solution must include security and control functionality. The Bidder must provide detailed information in this regard.			
RQ-001-9.	<p>The Bidder's MMS user interface layer must:</p> <ol style="list-style-type: none"> <li>a. Provide for Access Control as per the technical requirements of this Bid;</li> <li>b. Provide a Web front-end for all general-use transactional functions; and</li> <li>c. Provide a mobile user interface capability. The Bidder must provide detailed information in this regard.</li> </ol>			
RQ-001-10.	The Bidder's solution must have the capability and capacity to integrate with other systems in accordance with current best practice integration and interfacing protocols and technology. The Bidder must provide detailed information in this regard.			
RQ-001-11.	The Bidder's solution must provide workflow functionality which can be maintained by the client organisation and which do not require any specialist information technology / software development skills and/or training. The workflow approach needs to be aligned towards configurability rather than development of workflow.			
RQ-001-12.	The Bidder's solution must provide the ability to allow / disallow online access for NEI and Nurses.			
RQ-001-13.	The Bidder's solution must provide a scheduling capability for long-running processes including both 'batch runs' and reports that must be scheduled to execute in the nightly batch window and as background tasks. The vendor is to provide detailed information any such processes or reporting requirements.			
RQ-001-14.	The Bidder's solution must provide secure audit logs for all system activities /events by all users and provide extensive reporting and analytical interrogation capabilities.			
RQ-001-15.	The Solution must be able to be deployed on the SANC infrastructure and operating systems environment. The			

	vendor does not need or is required to provide any DR capabilities.			
RQ-001-16.	<p>To maximise the success of the planned MMS implementation and long-term operations of the selected solution, the Successful Bidder is required to be accountable and responsible for the following activities for the duration of the project:</p> <ol style="list-style-type: none"> <li>a. Responsibility for resourcing the Bidder team with fully qualified, accredited and experienced staff (relevant to their role application) for the duration of the project and for the maintenance and support agreement period</li> <li>b. Managing the schedule and activities and integrate with the SANC PMO so as to provide all such information on the project as may be required in a timeous, accurate and acceptable format.</li> <li>c. Ensure that the solution implementation lifecycle is agreed to with the SANC PMO and that it complies with good practice standards for the design, build, test, prepare, migrate, deploy and support of solutions.</li> <li>d. Advice and guidance in assessing and deployment of minor or major releases as well as software patches upgrades and patch application;</li> <li>e. Performance assessments and guidance on changes to infrastructure requirements;</li> <li>f. Advising on product roadmaps and availability of new versions;</li> <li>g. Participate in the planning &amp; execution of the data clean up and migration.</li> <li>h. Advising on SANC's support and maintenance structures and competency requirements which is to be deployed in support of the maintenance and support agreement signed with the Bidder</li> <li>i. Provide quality control over deliverables and task outcomes, in the form of reviews, audits and other activities as appropriate and in accordance with the MMS implementation methodologies, practices and guidelines (all such activities is to be included in the price quoted).</li> </ol>			

## 6.2. DETAILED TECHNICAL REQUIREMENTS

No	Description	Yes	No	Comment
RQ-002-1.	<p><b>Licensing</b></p> <ol style="list-style-type: none"> <li>a) Provide licencing cost for 5 years after implementation, including for example: <ol style="list-style-type: none"> <li>i. Product Support License</li> <li>ii. End User License</li> </ol> </li> </ol>			

		<ul style="list-style-type: none"> <li>iii. Database License</li> <li>iv. Tool set License e.g. (Project Management tool, Solution requirements Management tool, testing tools).</li> </ul> <p>The above is to apply to each application required and must be provided per application. The details of the application OEM is to be provided as well.</p>			
RQ-002-2.	<b>Infrastructure</b>	The Solution must be able to be deployed on the SANC infrastructure and operating systems environment. The vendor does not need or is required to provide any DR capabilities			
RQ-002-3.	<b>Applications</b>	<ul style="list-style-type: none"> <li>a) The access services layer in the form of a portal, must make provision for single sign-on, application control, etc.</li> <li>b) The user interface should cater for the following modes of use: <ul style="list-style-type: none"> <li>i. Browser interface;</li> <li>ii. Mobile devices / applications; and</li> <li>iii. Secure external user access via Internet and/or cellular device.</li> </ul> </li> </ul>			
RQ-002-4.	<b>Reports and Dashboards</b>	<ul style="list-style-type: none"> <li>a) Ability for the End user to customise reports, for example to select the fields that are required in a report and change that selection as required.</li> <li>b) Ability to provide extensive standard reports for all aspects associated with membership management events (including debtor's management, cash management and inventory management).</li> <li>c) Ability to provide single view of registered nurses or student nurses for example the system should provide a holistic view of the nurses/ students information.</li> <li>d) Ability to access, on-line, historical event information (by date range / by event type / by member/etc.)</li> <li>e) Provide for Business Intelligence / Business Analytics capabilities in the proposed solution</li> <li>f) Ability to segment data based on various criteria</li> </ul>			
RQ-002-5.	<b>Export of data</b>	<ul style="list-style-type: none"> <li>a) Ability to export data from the system, based on a flexible selection criteria, into Excel, CSV, etc.</li> <li>b) All reports should be exportable</li> </ul>			
RQ-002-6.	<b>Workflow</b>	<ul style="list-style-type: none"> <li>c) The Bidder's solution should provide workflow functionality that: <ul style="list-style-type: none"> <li>a. Enables automating business processes within the system that</li> </ul> </li> </ul>			

		<p>can be controlled and managed by a trained user;</p> <ul style="list-style-type: none"> <li>b. Works consistently across all modules;</li> <li>c. Includes user-role-based routing ;</li> <li>d. Has configurable authorisation steps based on policy requirements such as minimum job grades for approval;</li> <li>e. Provides functionality for workflow administration, such as process flow (forward, backward, decision junctions, etc.), multi-location and organisation implementation, navigation, work steps and approvals (hierarchy), notifications and work lists, user workflow profiles, archiving of profiles, time-outs, escalation, multi-path routing and timed routing;</li> <li>f. Handles delegation of duties or leave-of-absence;</li> <li>g. Triggers exceptions and escalations if workflows are not completed or steps not executed;</li> <li>h. Generates a communication event (e.g. send an SMS or email, open a pop-up screen, or create an entry in a to-do list) when triggered by a transactional or workflow event;</li> <li>i. Provides a task scheduler which is triggered by user-defined events or when data values fall outside defined parameters; and</li> <li>j. Provides performance reporting including throughput profiling and statistical analysis of workflow performance. Performance measurement should be against user-defined Key Performance Indicators or Balanced Scorecards.</li> <li>k. Workflow Groups: where a workflow step is progressed, the following step should be assignable to a group of users with like roles.</li> </ul>			
RQ-002-7.	<b>Integration</b>	<ul style="list-style-type: none"> <li>a) The MMS system is required to integrate/ interface with current SANC and other 3<sup>rd</sup> party systems to ensure efficient end-to-end operation of the business processes.</li> </ul>			



		b) The solution should have the ability to integrate with other systems using Application Programming Interface.			
RQ-002-8.	<b>Data</b>	<p>a) A significant amount of data to enable operational effectiveness of the new MMS solution will need to be uploaded to the MMS solutions as part of implementation. This will involve the transfer of data both from the current Legacy systems that are in electronic format from at least 2 different sources.</p> <p>b) Additional effort may be required to map existing data items to possible new codification schemes/structures that could be introduced as part of the new processes. The guidelines related to the migration of data, estimation of data volumes; formats/standards to be adopted for data elements, data/document retention period and approach to be adopted in respect of data migration need to be clearly set out and reflected in the Bid response in accordance with the manner in which the it is to be applied by the Bidder.</p> <p>c) Data migration tools proposed should support activities such as:</p> <ol style="list-style-type: none"> <li>i. Ability to perform large data take on activities</li> <li>ii. Ability to validate and verify input data and ensure data integrity.</li> <li>iii. Ability to facilitate seamless access to information and communication between communities of users</li> <li>iv. Ability to establish a single, integrated database for all Members and associated communities of users.</li> <li>v. Ability to ensure the effectiveness of master data management</li> <li>vi. Development of data migration strategies, plans and schedules.</li> <li>vii. Defining data cleansing rules and executing data cleansing, per data element.</li> <li>viii. Build and test re-usable Extract Transfer Load (ETL) scripts <ul style="list-style-type: none"> <li>— Perform go-live ETL processes and reconciliations</li> <li>— Document all reconciliation results and justify discrepancies</li> <li>— Address data load errors.</li> </ul> </li> </ol>			

RQ-002-9.	<b>Security</b>	<ul style="list-style-type: none"> <li>a) Ability to ensure secure logical access and authorisation of end users in a segregated fashion on the web based solution.</li> <li>b) Ability to provide and control Emergency (fire fighter) access when needed.</li> <li>c) Ability to provide and regularly review the emergency access audit logs</li> <li>d) Ability to deliver security in a layered format (i.e. data, database, application, network physical).</li> <li>e) Ability to provide role based and class based system security which must be configurable and must establish rules for editing.</li> <li>f) Ability to automatically log off an inactive user.</li> <li>g) Ability to apply security restrictions to report writer utilities.</li> <li>h) Ability to apply security restrictions to global update functions.</li> <li>i) Ability to apply security restrictions to all Open Database Connectivity (ODBC) and Object Linking and Embedding (OLE) activities</li> <li>j) Ability to restrict the accessing of security configuration and audit logs.</li> <li>k) Ability to provide secure audit logs for all system activities /events by all users and require extensive reporting and analytical interrogation capabilities.</li> <li>l) Ability to allow management to review the system administrator's activities by a nominated User.</li> <li>m) Ability to trace transactions through the system using audit reports.</li> <li>n) Ability to log all changes (transactional, master-data, configuration, etc.) in a detailed permanent audit trail, by user ID and time / date.</li> <li>o) Ability to support the encryption of data communications between the client, servers and information exchanged between systems.</li> <li>p) Ability to monitor concurrent users to the database.</li> </ul>			
RQ-002-10.	<b>Access Management</b>	<p>In addition to requirements expressed in the General Solution Requirements Criteria the following critical requirements exist:</p> <ul style="list-style-type: none"> <li>a) User-controlled flexibility is required to specify extract and sort criteria for reports, e.g. access, on-line, historical event information (by date range / by event type / by member/etc.)</li> </ul>			

		<ul style="list-style-type: none"> <li>b) It is required that standard reports are to be made available on-line, able to be exported in different formats, to be printable and for selected users (based upon training and role allocation to set up user defined data queries</li> <li>c) Printing for all reports on locally attached printers except printed output of controlled documents</li> <li>d) Restrictions to specified IP printer devices.</li> <li>e) Downloads of key reports and/or datasets In accordance with role based user access configuration.</li> <li>f) Report should be able to be downloaded in a format which enables the electronic distribution thereof by any user who has the requisite role permissions or as part of standard reporting schedules.</li> </ul>			
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## 7. FUNCTIONAL/ BUSINESS REQUIREMENTS

Student Administration Process					
No	High level Process	Description	Yes	No	Comments
RQ-003-1.	<b>Student Registration Process</b>	<p><b>Registration of nurse practitioners for permission to practise as nurses</b></p> <ul style="list-style-type: none"> <li>a) Only NEIs should be able to register (RSA Student, Foreign Student, Refugee Student, Elective Practical, Student and Nurse) applicants</li> <li>b) System should validate the mandatory fields when NEI is registering for RSA Students, for example RSA ID number, Student Details and at least one contact number.</li> <li>c) System should be able to validate defined mandatory fields when NEI is registering for Foreign Student, Refugee students and Elective Practical</li> <li>d) System should validate documents types when NEI is registering students.</li> <li>e) System should save student's attached documents by the NEI in the student's profiles</li> <li>f) System should have capability to generate New SANC Reference</li> </ul>			

		<p>number for all the approved students for registration.</p> <ul style="list-style-type: none"> <li>g) System should validate the following when NEI is registering students: <ul style="list-style-type: none"> <li>i. Student should not be registered in more than one school during the same period.</li> <li>ii. System should have checklist to be ticked by an NEI after group registration to ensure all the information required was captured.</li> </ul> </li> <li>h) NEI should send yearly learner returns for all registered students.</li> <li>i) Start and end date for Elective Practical should be mandatory and validated</li> <li>j) System should have ability to flag all the students with programmes that are beyond the end date.</li> <li>k) Students for Elective Practical should be provided with a SANC number that will be limited to the duration of their practical.</li> <li>l) System should have ability to archive all information for Elective Practical student.</li> </ul>			
RQ-003-2.	<b>Exam Registration Process</b>	<p><b>Manage and control nursing education programmes and registration of multiple exams.</b></p> <ul style="list-style-type: none"> <li>a) The system must allow uploading of mandatory required documents such as , Proof of Payment or any other supporting documents</li> <li>b) System should recognize the programme dates/duration and validate against the dates</li> <li>c) System should have ability to prepopulate list of registered students per Programme for examination entry.</li> <li>d) System should have ability to validate previous examination written (passed and failed)</li> <li>e) System should flag students who wrote same exam more than three (3) times.</li> <li>f) System should not accept any exam applications for the following year.</li> <li>g) The system needs to generate and manage the allocation of student unique exam numbers for scheduled</li> </ul>			

		<p>assessments and recognize geographical examination Centre scheduling requirements.</p> <p>h) The system should have ability to generate exam timetables and save them under student profiles.</p>			
RQ-003-3.	<b>Exam Remark Process</b>	<p><b>Application for exam remark</b></p> <p>a) Only students who failed an exam paper should be able to apply for remark.</p> <p>b) On the remark e-Form, system should populate the previous theory marks.</p> <p>c) System should validate exam publication date per nursing Programme.</p> <p>d) All students' previous results should be validated against the exams written.</p> <p>e) System should have ability not to allow students that did not write previous exam to apply for remark.</p>			
RQ-003-4.	<b>Student Termination Process</b>	<p><b>Student removal from the nursing register</b></p> <p>a) Only NEIs should be able to apply for student termination.</p> <p>b) NEI should attach a mandatory Termination Training Record.</p> <p>c) Student termination date should be mandatory.</p>			
RQ-003-5.	<b>Student Completion and Conversion Process</b>	<p><b>Accreditation of new and existing nurses</b></p> <p>a) System should have ability to register nurses according to their categories.</p> <p>b) Commencement and completion date of all programmes should be validated.</p> <p>c) User should have option to choose if exams where SANC administered or not.</p>			
RQ-003-6.	<b>Student Completion and Conversion Process (CommServe)</b>	<p><b>Accreditation of new and existing CommServe nurses</b></p> <p>a) System should have ability to exempt CommServe Practitioners from paying APC until completion.</p> <p>b) Commencement date of CommServe should be mandatory and validated</p> <p>c) Validate the completion of the CommServe for Professional Nurse (1<sup>st</sup> year also exempted)</p>			

		<ul style="list-style-type: none"> <li>d) System should validate the CommServe period and send notification to the Practitioners</li> <li>e) System should validate the commencement and completion dates and immediately flag the nurses that have not completed</li> <li>f) For CommServe, 6 weeks before completion date system should generate the invoice and send communication to the Practitioner requesting payment for registration.</li> <li>g) Only CommServe end date should be editable in the system.</li> </ul>			
RQ-003-7.	<b>Uploading Question Paper Process</b>	<b>Uploading of exam question papers</b> <ul style="list-style-type: none"> <li>a) Only users with mandate should be able to upload question papers.</li> <li>b) System should have ability to make question paper available at a prescribed exam date and time.</li> <li>c) Question papers should be uploaded as PDF or JPEG</li> </ul>			
<b>Nurses Administration Process</b>					
<b>No</b>	<b>High level Process</b>	<b>Description</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
RQ-003-8.	<b>APC Newly Qualified and Normal Process</b>	<b>Notifying, applying, payments and issuing of an APC to the individual nurses</b> <ul style="list-style-type: none"> <li>a) All certificates, invoices, notifications etc. will be sent electronically via email or SMS and system should be able to create these and interface with third party systems to upload message and content. Standard messaging will need to be developed for each system generated communication for any of the processes. Documents send e.g. certificates may need to be encrypted/password enabled in order to be viewed – confirm with user community.</li> <li>b) System should have ability to send APC notification a week before for the existing nurses and six weeks before and generate invoice in the preferred feedback method before the commencement of the new APC payment cycle</li> <li>c) System should validate the amount received against the invoice generated and only then process the APC</li> </ul>			

		<ul style="list-style-type: none"> <li>d) System should validate the end date of the grace period and notify the nurse</li> <li>e) System should have ability to accept payments according to payment codes.</li> <li>f) System should have ability to add the received payment in the nurse's profile. Nurse/employer should make APC payment as per invoice and use the Nurse's Reference number and Invoice number as references.</li> <li>g) System should have tolerance amount functionality and communicate the difference to the nurses if tolerance amount is more and APC cannot be generated.</li> <li>h) System should have ability to send statements</li> <li>i) System should have ability to remove/change status of a nurse in the register that have not paid the full amount by end of APC due date.</li> <li>j) System should have ability to calculate APC pro-rata payments.</li> </ul>			
RQ-003-9.	APC Group Process	<p><b>Group application of APC and payment processing</b></p> <ul style="list-style-type: none"> <li>a) System should have an ability of group APC payment for ten or more employees and should be able to generate reference numbers for the employers</li> <li>b) The system should have ability to allow users to search for nurses in the group APC payment screen with SANC reference number.</li> <li>c) The solution must be able to search for one or more nurses at a time and save the information on the screen.</li> <li>d) System should have ability to add APC fee for all the selected nurses on the screen.</li> <li>e) System should have ability to recognize all the imported information and run a data base search and populate the fields with accurate information including status of the nurse.</li> <li>f) System should have ability to generate individual invoices for all the selected nurses and one invoice for group payment.</li> </ul>			

		<ul style="list-style-type: none"> <li>g) System should have ability to save a copy of the APC certificate in the nurse's profile.</li> <li>h) System should have ability to trigger a task if there is a discrepancy in the bulk payment to the Licensing Department.</li> <li>i) System should send notification to the employer and the nurse after processing the APC application.</li> <li>j) System should have ability to generate statement for a group and send it to the employer.</li> <li>k) System should separate payments made by employers and employees.</li> <li>l) System should validate if there are double payments and where there are, reject the employer's payment and keep the payment under the employer's profile.</li> </ul>			
RQ-003-10.	<b>Sales management</b>	<p><b>Sales and distribution of epaulettes</b></p> <ul style="list-style-type: none"> <li>a) System should have ability for nurses to buy distinguishing devices online.</li> <li>b) System should have ability to validate 1<sup>st</sup> time buyers of distinguishing devices.</li> <li>c) System should have option for a user to select if they're 1<sup>st</sup> time buyer or not.</li> <li>d) 1<sup>st</sup> time buyers should buy epaulette in batches.</li> <li>e) System should validate nurses (Distinguishing devices) DDs against qualifications.</li> <li>f) Only nurses that have paid their APC should be allowed to buy DDs.</li> <li>g) System should validate APC payment for buying DDs.</li> <li>h) System should have ability to restrict buying of DDs to 3 pairs per APC calendar year.</li> <li>i) System should not process buying of DDs if the payment is not received by SANC.</li> <li>j) System should not process buying of DDs if proof of payment is not attached.</li> <li>k) System should allow SANC user to review the application and confirm payment.</li> <li>l) A nurse should be able to choose delivery option (Post Office or Courier).</li> </ul>			



		<ul style="list-style-type: none"> <li>m) System should have ability to capture parcel tracking number for each parcel dispatched in the system.</li> <li>n) System should send notification to the nurse after the parcel tracking number is captured.</li> <li>o) For walk-ins, system should allow cashier to user activity reference number or nurse's reference number to retrieve the application.</li> <li>p) System should have ability to allow capturing of returned packages.</li> <li>q) If package is returned, the system should send notification to the nurse.</li> <li>r) System should have ability to generate credit notes for all the returned packages.</li> </ul>			
RQ-003-11.	<b>Inventory Management</b>	<p><b>Inventory management process</b></p> <ul style="list-style-type: none"> <li>a) System should be able to determent stock level and requirements</li> <li>b) System should be able to perform an order Processing</li> <li>c) Users must be able to follow-up on orders</li> <li>d) Goods receipt and Inventory Management</li> <li>e) System should be able to perform invoice Verification</li> <li>f) System should be able to process invoices</li> <li>g) System should be able to conduct payment processing and provide users with various payment options</li> </ul>			
RQ-003-12.	<b>Automatic Removal Process</b>	<p><b>Removal of the nurses from the nurses register</b></p> <ul style="list-style-type: none"> <li>a) System should have ability to run APC payments received checks the following day after due date.</li> <li>b) System should have ability to do automatic removals a week after the annual fee due date.</li> <li>c) System should run monthly check for all extensions (newly qualified) and remove all nurses that haven't paid their APC after the annual fee due date.</li> <li>d) Users with mandate should be able to remove nurses from the register</li> <li>e) System should flag all the removed nurses and reason for removal.</li> <li>f) System should have ability to send notification to nurses after removal</li> </ul>			

		<ul style="list-style-type: none"> <li>g) System should have ability for nurses to apply for voluntary removal (online).</li> <li>h) Only nurses that have paid their annual fee in the year that the removal is requested should qualify for voluntary removal.</li> <li>i) System should validate APC payment for a nurse to qualify for voluntary removal</li> <li>j) System should have ability to configure condition rules for removals</li> <li>k) System should validate the processed date, not the completion date for removals.</li> </ul>			
RQ-003-13.	<b>Restoration Process</b>	<p><b>Restoration of removed nurses in the nurse register.</b></p> <ul style="list-style-type: none"> <li>a) Restoration on the nurses register after APC payment should only be done online.</li> <li>b) User should complete and save the form before the system can generate the invoice</li> <li>c) System should not process the restoration application if the payment is not received</li> <li>d) System should validate and not submit incomplete form to SANC for review.</li> <li>e) System should have ability to flag negative declaration on the form and route the application to Legal Department.</li> <li>f) System should have ability to flag nurses who have been out of practice for more than 3yrs.</li> <li>g) If outcome is positive from Legal Department, system should allocate the activity to Licensing Department. If the outcome is negative, reject the activity and send notification to the nurse.</li> <li>h) System should have Dropdown list options to choose if the nurse had an APC for the previous year or not.</li> <li>i) If the nurse had an APC for the previous calendar year, they should not complete the restoration form. System should just allow them to submit the form, all other fields should be greyed out.</li> <li>j) System should have ability to allow extensions only for nurses with disciplinary outcomes.</li> </ul>			

		<p>k) Only users with mandate can capture APC extension period.</p> <p>l) Only maximum of 6 weeks should be awarded for extensions.</p> <p>m) System should have ability to validate the extension period and remove nurses on the register after the extension period expires.</p>			
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**Foreign Application Process (Employment and Post Basic Qualification)**

No	High level Process	Description	Yes	No	Comments
RQ-003-14.	<b>Foreign Post basic Prospective Student</b>	<p><b>Registration of Foreign post basic Prospective Student process.</b></p> <p>a) When registering on the system, the foreign post basic <b>Prospective Student Applicant</b> should attach the following mandatory documents:</p> <ul style="list-style-type: none"> <li>a. SAQA evaluation certificate</li> <li>b. Student permit from Dept. of Home Affairs</li> <li>c. Passports</li> </ul> <p>b) When registering on the system, the foreign applicant <b>Seeking Employment</b> should Attach the mandatory documents:</p> <ul style="list-style-type: none"> <li>a. Professional Qualification Certificates</li> <li>b. Educational Certificate</li> <li>c. Practicing License from country of origin</li> <li>d. Provisional Acceptance Letter from Prospective NEI).</li> <li>e. Passport</li> </ul> <p>c) System should not process the application if the user has not completed the foreign post basic prospective student/Employment LOI and Application form.</p>			

RQ-003-15.	<b>Foreign Volunteer Application Process</b>	<p>a) When registering on the system, the foreign Volunteers seeking work should Attach the following mandatory documents :</p> <ul style="list-style-type: none"> <li>i. SAQA evaluation certificate</li> <li>ii. Endorsement Letter from Dept. of Health</li> <li>iii. Permit from Dept. of Home Affairs</li> <li>iv. Passport</li> <li>v. Qualification Certificate</li> <li>vi. Educational Certificate</li> <li>vii. Practicing License from country of origin</li> </ul>			
RQ-003-16.	<b>Foreign Refugee Application Process</b>	<p><b>Application of foreign Refugee Process</b></p> <p>a) When registering on the system, the refugee should have the required documents.</p> <p>b) When registering on the system, the refugee can upload an optional Qualification Certificate.</p> <p>c) System should only process the application of the user that has completed the Foreign Refugee Employment LOI and Application form.</p>			
RQ-003-17.	<b>Verification of Migrant Nurses Process</b>	<p><b>Verification of Migrant Nurses Process</b></p> <p>a) When registering on the system, the refugee should have mandatory documents</p> <p>b) When registering on the system, the refugee can upload an optional Qualification Certificate.</p> <p>c) System should only process the application of the user that has completed the Foreign Refugee Employment LOI and Application form.</p>			
RQ-003-18.	<b>Additional Qualifications Process</b>	<p><b>Additional Qualifications Process</b></p> <p>a) System should validate the nurse's qualification.</p> <p>b) User should have option to choose if exams were SANC administered or not.</p> <p>c) If user selects SANC administered exam, system should not generate Invoice.</p>			
<b>CPD (Continuing Professional Development) Process</b>					
<b>No</b>	<b>High level Process</b>	<b>Description</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>

RQ-003-19.	<b>CPD Individual Process</b>	<p><b>Monitor and Control of the CPD Individual Process</b></p> <p>a) System should prepopulate the e-Form with the following information (Nurse Reference Number, Name and Surname, Nurse Category, Employer Details )</p> <p>b) System should only display activities that are related to the User (Nursing Category)</p> <p>c) System should update the CPD points before sending the notification to the user.</p>			
RQ-003-20.	<b>CPD Group Process</b>	<p><b>Monitor and Control of CPD Group Process</b></p> <p>a) System should display a group CPD User Landing Page for employers</p> <p>b) System should prepopulate the e-Form with the following information (Nurse Reference Number, Name and Surname, Nurse Category, Employer Details)</p> <p>c) User should be able to search for a Nurse using a SANC Reference Number</p> <p>d) System should validate the employer details and should not allow an employer to update external employees CPD</p> <p>e) System should have ability to display a list all the updated/completed employees CPD scores on the screen</p> <p>f) System should display the following fields for the Employer (SANC Ref Number, Nurse Category, Themes Updated, Score )</p> <p>g) Employer should capture individual CPD activities at a time.</p>			
<b>Nursing Education Institution (NEI) Process</b>					
<b>No</b>	<b>High level Process</b>	<b>Description</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
RQ-003-21.	<b>NEI Registration Process</b>	<p><b>NEI Registration Process</b></p> <p>a) When registering the NEI, the following fields should be mandatory (Name of the NEI, Type, Physical Address, Postal Address, Contact Number, Email Address, Fax Number, NEI Principal Name and Surname, NEI Principal Contact Details, Number of Programmes,</p>			

		Number Learners and Intakes per Programme, Number of Clinical Facility ) b) Only users with mandate should be able to register NEIs.			
Documentation and Reporting					
No	High level Process	Description	Yes	No	Comments
RQ-003-22.	Documentation	<b>Templates to be generated by the system</b> a) Invoices b) Statement c) Digital Certificate (Registration Certificates, APC ) d) Various Acknowledgments letters <ul style="list-style-type: none"> <li>i. Registration Acknowledgement Letter/ message</li> <li>ii. Payment Acknowledgment Letter/ message</li> <li>iii. Student Termination Letter/ message</li> <li>iv. Exam Registration acknowledgement Letter/ message</li> <li>v. Results Letter/ message</li> <li>vi. Invoice letter/ message</li> <li>vii. Student Completion and Conversion Letter/ message</li> <li>viii. CommServe Practitioner Registration Letter/ message</li> <li>ix. Foreign application acknowledgment Letter/ message</li> <li>x. DDs purchase acknowledgment Letter/ message</li> <li>xi. DD's Return acknowledgment letter/ message</li> <li>xii. APC Reminder Letter/ message</li> <li>xiii. Statements</li> <li>xiv. Other</li> </ul> e) Exam Timetable f) e-Forms required g) Letter of Intent e-Form for foreign applications should be standard, user should be able to select options from the dropdown list. (mandatory fields should be indicated) h) Work Permit i) Study Permit j) Study (Post basic)			

		<ul style="list-style-type: none"> <li>k) Refugee</li> <li>l) Volunteers</li> <li>m) Verification</li> <li>n) Transcript</li> <li>o) System shall allow users to add documents in MS Word, PDF</li> <li>p) System should validate that all required documents are attached.</li> <li>q) System should be able to save document versions</li> <li>r) System should be able to allow users to view uploaded documents if they have mandate.</li> <li>s) All individual documents attached should be saved under their profiles</li> <li>t) Reporting on all of the above</li> </ul>			
RQ-003-23.	<b>Reporting</b>	<p>User should be able to select status of the following stakeholders</p> <ul style="list-style-type: none"> <li>a) Students (Active, Inactive)</li> <li>b) Practitioners (Active, Inactive)</li> <li>c) Nurses (Active, Inactive)</li> <li>d) NEIs ( Active, Inactive)</li> </ul>			

## 8. PROJECT REQUIREMENTS

No	Description		Yes	No	Comments
RQ-004-1.	<b>Organisation/ Governance</b>	<ul style="list-style-type: none"> <li>a) Implement MMS as per best practice standards for system implementations and project management.</li> <li>b) Ability to apply and implement a mainstream Project Management methodology and approach.</li> <li>c) Implement MMS and aligning it with the SANC Policies, Procedures, Standards and Regulations</li> </ul>			
RQ-004-2.	<b>Project Management</b>	<ul style="list-style-type: none"> <li>a) Integrate with the SANC PMO as per its requirements:</li> <li>b) Ability to develop the detailed project plan for the implementation of MMS (Including schedule, resourcing plan, deliverable / milestone schedule, cash flow plan, Quality approach and plan, risk and issue management plan, Change control / management plan and approach, Deliverable definition and agreed acceptance criteria, communication plan and</li> </ul>			

		<p>identification of KPI to be used e.g. EV etc.)</p> <p>c) Provide tools to manage the project deliverables for example tools to document defects, document testing scenarios.</p> <p>d) Guide and Lead the Project team (Vendor's team and SANC user team) during the project phases.</p> <p>e) Manage the overall Projects activities in accordance to standards agreed to with the SANC PMO and report on related matters</p> <p>f) Agree on and comply with the requirements as set by the SANC PMO relevant to MMS Project Governance requirements</p> <p>g) Provide adequate capacity and capability to ensure that the assignment project management and related administration activities is effectively and efficiently executed and that the SANC PMO governance requirements are complied with.</p> <p>i. Provide the required Project Administrator resourcing</p>			
RQ-004-3.		<p>Ability to conduct the workshops and other activities to gather and define and finalise the:</p> <ul style="list-style-type: none"> <li>• detailed business requirements document</li> <li>• Functional design document</li> <li>• Technical design document</li> <li>• Testing strategy, plan and schedule</li> <li>• Data migration strategy, plan and schedule,</li> <li>• Training strategy, plan and schedule</li> <li>• Performance testing strategy, plan and schedule,</li> <li>• Go-live strategy, plan and schedule</li> </ul> <p>A detailed list of all deliverables (including above) is to be provided)</p>			



RQ-004-4.	<b>Resources</b>	a) Provide only resources which are appropriately skilled, certified and experienced to meet project objectives.			
RQ-004-5.	<b>Project Phases</b>	a) Apply a logical project phased approach which complies with the chosen and agreed to project management approach and related best practise			
RQ-004-6.	<b>Training</b>	a) Ability to provide technical knowledge transfer to the relevant staff during the Application support. b) Ability to design training strategy and plans c) Ability to develop training material to be used after Go-Live including future use. d) Ability to provide train the trainer skills e) Ability to train the Super User f) Ability to train the end users			

## 9. MAINTENANCE AND SUPPORT

No	Description	Yes	No	Comments	
RQ-005-1.	<b>Maintenance Support</b>	a) The Vendor should provide three months Hyper Care support which will be included on the implementation contract; b) The vendor should be able to provide Application support after the Hyper care support phase for 60 months and which will be subjected to the annual review of the performance of the system c) The vendor should be able to provide knowledge transfer during the Application support phase. d) The vendor is to propose a detailed support and maintenance agreement scope of work for year 1 and 2 which will actively promote and enable the transfer of knowledge and solution capabilities to the client organisation. e) Ability to produce the helpdesk, incident management and problem resolution procedures which will be aligned to SANC			

		procedure and policies, software and solutions.			
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## SECTION 2. FUNCTIONALITY

Each bid that complies with the administrative compliance as well as the technical mandatory requirements will be evaluated in terms of the below requirements. The bidder will receive a score out of a total of 100 points with a threshold of 80 points. Bidders who does not make the threshold will not be considered further.

Please note that sub-criteria listed below may indicate a score higher than the total weight for that section as per the 4<sup>th</sup> column. The score for the sub-criteria will be weighted down proportional to the weight indicated in the 4<sup>th</sup> column.

Functionality Criteria					
Heading	Criteria	Sub-Criteria	Weight out of total score for the heading	Score	Description
1 Company Experience and Local Representation	Company Profile	Number of years in business: - 0-2 years (points - 2) - 3-5 years (points - 5) - 6-7 years (points - 7) - 8-9 years (points - 9) - 10+ years (points 10)	10	45	Years in business
		Local presence nationally (points- 5) No local presence nationally (point- 0)	10		Years in business - Local
	Company's experience	Company track record of similar assignments (provide signed reference letters in letter letterheads with contact details and overview of assignment scope of work) Note - One project is equivalent to 1 year: - 0-2 years (points 3) - 3-5 years (points 6) - 6-7 years (points 9) - 8-9 years (points 12) - 10+ years (points 15)	25		Experience of similar implementations with similar scope of work
<b>Total Scoring</b>					
Heading	Criteria	Sub-Criteria	Weight out of total score for the heading	Score	Description
2 Technical requirements	MMS Solution	Ability to implement Off the Shelf Solution -Solution will be customised (Point - 2)	8	20	Ability to implement the MMS solution

		-Solution requires less customisation (point-5) - Solution requires no customisation ( point - 7)			with less customisation
	Reports and Dashboards	Ability to provide MMS reports, Dashboards -Ability to provide standard report and Functionality for End user to the report layout(point-7) -Ability to provide standard report and Functionality for ICT to the report layout (point - 5) -Ability to provide standard report and NO Functionality to the report layout (point - 2)	4		Ability to provide reports and Dashboards
	Integration	MMS solution should be able to interface with the current legacy systems and other ERP solution - Interface to other ERP solution with modification requirements of MMS system (point-2) - Interface to other ERP solution with less modification requirements of MMS solution (point -5) - Interface to other ERP solution with no modification requirement of MMS solution (point -7)	4		Ability to interface with Legacy system and other ERP solution
	Data	Ability to provide data migration tool and data cleansing tool - Provide Data migration Tool with no Data cleansing Tool and No guidance to SANC during cleansing (point - 1) - Provide Data migration Tool with Data cleansing Tool and but provide guidance to SANC during cleansing (point -3) - Provide Data migration Tool with no Data cleansing Tool and no guidance to SANC during cleansing (point -3) - Provide Data migration Tool, Data cleansing Tool and guidance to SANC during cleansing (point -7)	4		Ability to provide a Data Migration tool, Data cleansing tool
<b>Total Scoring</b>					
<b>Heading</b>	<b>Criteria</b>	<b>Sub-Criteria</b>	<b>Weight out of</b>	<b>Score</b>	<b>Description</b>

			total score for the heading		
3 Project Management Requirement	Project Management Methodology	- Provide Project Management methodology and approach.(point -7)	4	15	Ability to set up a Project Management Office with SANC including the following: i. Governance requirements ii. Project Manager iii. Project Administrator
	Project Plans	- Ability to provide manageable project Plans with traceable timelines, Predecessors, Resource levelling, critical path and contingency plans.( point -7) - Ability to provide manageable project Plans with traceable timelines, Predecessors, Resource levelling and critical path( point -6) - Ability to provide manageable project Plans with traceable timelines, Predecessors and Resource levelling.( point -5) Ability to provide manageable project Plans with traceable timelines and Predecessors ( point -4) Ability to provide manageable project Plans with traceable timelines( point -3) Ability to provide manageable project Plans ( point -2)	3		Ability to develop the detailed project plan for the implementation of MMS.
	Training	Ability to provide to provide training to SANC before User Acceptance Testing and during the Support phase. - Provide training to Train the trainer-(point -7) -Provide training to both Train the Trainer and End users (point - 5).	3		Ability to provide training during MMS implementation and support.

	Team skills and capabilities	<ul style="list-style-type: none"> <li>- Project Manager with required certificate and +10 years implementation and Support experience (point - 7)</li> <li>- Project Manager with required certificate and 5-9 years implementation and Support experience (point - 5)</li> <li>- Project Manager with required certificate and 2-5 years implementation and Support experience (point - 3)</li> </ul>	5		Team skills and capabilities
		<ul style="list-style-type: none"> <li>- Integration Manager with 7-9 years' experience (point - 7)</li> <li>- Integration Manager with 5-7 years' experience (point - 5)</li> <li>- Integration Manager with 2-4 years' experience (point - 3)</li> </ul>			
		<ul style="list-style-type: none"> <li>- Data Lead with 7-9 years' experience (point - 7)</li> <li>- Data Lead with 5-7 years' experience (point - 5)</li> <li>- Data Lead with 2-4 years' experience (point - 3)</li> </ul>			
<b>Total Scoring</b>					
<b>Heading</b>	<b>Criteria</b>	<b>Sub-Criteria</b>	<b>Weight out of total score for the heading</b>	<b>Score</b>	<b>Description</b>
4 Application Support	Application Support Requirement	<p>Ability to provide the Application support for 60 months after the Hyper care phase.</p> <p>Ability to provide the application support plan for 24 months and knowledge transfer plan (point- 5)</p> <p>Ability to provide the application support plan for 24 months, knowledge transfer plan and handover plan to business (point- 7)</p>	20	20	Ability to support and maintain the solution after Go-Live
<b>Total</b>				100	

## **SECTION 3. PRICE\_PROPOSAL**

- Prices must be provided inclusive of VAT
- Pricing Template will be sent to the Bidders after the compulsory briefing session.
- The Bidders are required to complete all the sections in the Pricing template. Failure to submit the pricing schedule fully completed will be deemed a non-responsive bid. All aspects of the pricing schedule must be completed and priced
- Any deviations from the bid must be submitted by providing a deviation schedule as well as a secondary pricing schedule indicating the pricing based on deviations