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SOUTH AFRICAN QUALIFICATIONS AUTHORITY RESPONSES TO QUESTIONS FROM BIDDERS FOR TENDER NO SAQA 0003/21 EO – BUSINESS PROCESS AUTOMATION

No	Bidder's Question	SAQA's Response
1	<p>Dear SAQA,</p> <p>Below is a list of questions I would like to ask and hope for answers that will help us respond to your tender, reference number SAQA0003/21 EO titled "Design, Develop, Configure, Implement, Maintain and Support a Business Process Automation System for SAQA".</p> <ol style="list-style-type: none"> 1. Does the tender call for replacement of the ACCPAC system as well? Is SAQA looking at getting a new ERP system as part of this tender? 2. What version of ACCPAC is currently implemented in SAQA and who is providing Support and Maintenance on it? Is it SAGE or an accredited service provider? 3. Is your PAYROLL run from ACCPAC or another system? 4. What Microsoft licensing agreement do you have and what products are included in the agreement? 	<ol style="list-style-type: none"> 1. Yes, SAQA needs to replace the SAGE ERP (ACCPAC) system with an ERP system. 2. The current SAGE ERP 300 2018 version is in use and service provider (TMP consulting) is supporting the ACCPAC. 3. Yes, PAYROLL run from the SAGE people. 4. SAQA use Microsoft 365 A3 faculty and educational Microsoft licenses (Windows 10 pro, Office Professional Plus 2016, Windows server 2016 Standard, SQL 2016 Standard, Project standard 2016, and Visio 2016), and NLRD uses Oracle 12c software.

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	<p>5. Do you use MS Active Directory for authentication?</p> <p>6. Your requirement includes digital and electronic signatures. Are you looking at Advanced Electronic Signatures (AES - Level 4) as defined by the ECT Act or is any level acceptable as long as it offers secure signing?</p> <p>7. If you need AES how many users will use AES?</p> <p>8. What is the size of data to be migrated into the new system and for which existing systems and repositories?</p> <p>9. For Document and Records Management requirement is the any imaging / scanning of current records expected as part of this tender? If so how many records and pages to be scanned?</p>	<p>5. Yes, MS Active Directory is used for authentication.</p> <p>6. Preferably AES-level 4 or any secure digital and electronic signature may be proposed that complies with the ECT Act.</p> <p>7. 85 users are envisaged to use the AES.</p> <p>8. The table below describe the systems and average data size's:</p> <table border="1" data-bbox="1391 576 2040 1046"> <thead> <tr> <th data-bbox="1391 576 1675 655">NAME</th> <th data-bbox="1675 576 1816 655">Size_MBs</th> <th data-bbox="1816 576 2040 655">Size_GB</th> </tr> </thead> <tbody> <tr> <td data-bbox="1391 655 1675 695">BankServ_ZA_CIT</td> <td data-bbox="1675 655 1816 695">45056</td> <td data-bbox="1816 655 2040 695">44</td> </tr> <tr> <td data-bbox="1391 695 1675 735">DFQEAS_Online</td> <td data-bbox="1675 695 1816 735">27352</td> <td data-bbox="1816 695 2040 735">26</td> </tr> <tr> <td data-bbox="1391 735 1675 775">DNQFIMS</td> <td data-bbox="1675 735 1816 775">23</td> <td data-bbox="1816 735 2040 775">0</td> </tr> <tr> <td data-bbox="1391 775 1675 815">Eque</td> <td data-bbox="1675 775 1816 815">5036</td> <td data-bbox="1816 775 2040 815">4</td> </tr> <tr> <td data-bbox="1391 815 1675 855">Eque30092021</td> <td data-bbox="1675 815 1816 855">5000</td> <td data-bbox="1816 815 2040 855">4</td> </tr> <tr> <td data-bbox="1391 855 1675 895">HemisUnaudited</td> <td data-bbox="1675 855 1816 895">3869</td> <td data-bbox="1816 855 2040 895">3</td> </tr> <tr> <td data-bbox="1391 895 1675 935">HEQCIS</td> <td data-bbox="1675 895 1816 935">8047</td> <td data-bbox="1816 895 2040 935">7</td> </tr> <tr> <td data-bbox="1391 935 1675 975">NQFIMS</td> <td data-bbox="1675 935 1816 975">14</td> <td data-bbox="1816 935 2040 975">0</td> </tr> <tr> <td data-bbox="1391 975 1675 1046">Verifications</td> <td data-bbox="1675 975 1816 1046">71006</td> <td data-bbox="1816 975 2040 1046">58</td> </tr> </tbody> </table> <p>9. We estimate over 500 000 records to be scanned.</p>	NAME	Size_MBs	Size_GB	BankServ_ZA_CIT	45056	44	DFQEAS_Online	27352	26	DNQFIMS	23	0	Eque	5036	4	Eque30092021	5000	4	HemisUnaudited	3869	3	HEQCIS	8047	7	NQFIMS	14	0	Verifications	71006	58
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	<p>10. Does SAQA currently have a Payment Gateway into the National Payment System? Do you currently process Bulk Electronic Funds Transfers via your bank? What is the level of integration with your current bank if any beyond your online banking platform?</p>	<p>10. SAQA uses Bankserv payment gateway.</p>
2	<p>Good day,</p> <p>Could you please assist us with the below questions from CrossStream team for the above mentioned RFB.</p> <p>1. Current applications as listed in section 2.3 (SAQA's current infrastructure and processes)</p> <p>a. Which of these applications will be replaced in the new system?</p> <p>b. Which of these applications were custom developed versus off-the-shelf applications?</p>	<p>1.</p> <p>a ACCPAC, SAGE VIP, Risk tool, recruitment tool and foreign evaluations system (online workflow and admin module) needs replacement. The National Learner Record Database (NLRD- Oracles xxx) system must be upgraded to the latest software platform. ALL other system systems must fully integrate with the NLRD, or built as NLRD modules (Verifications, Registration and recognitions, Foreign Evaluations, Registers for Misrepresentation and Fraudulent qualifications). Revenue collection for Authentication services and fees collection for Registration and Recognition must be fully integrated with the ERP finance system.</p> <p>1.b NLRD, DFQEAS (online workflow tool and admin), Verifications database, SAQA website, recruitment</p>

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	<p>c. What functionality is included in the Online workflow tracking system (2.3.7)?</p> <p>d. What functionality is included in the Risk Tool (2.3.8)?</p> <p>e. What licenses do you have which could be reused in the new system?</p> <p>f. Is the Risk tool (2.3.8) (currently in development) envisaged to be a module within the Governance, Risk and Compliance Functional Area?</p> <p>g. Do you have any system currently that performs:</p> <ul style="list-style-type: none"> i. Service Orchestration? ii. Workflow management? iii. Document & Records Management? iv. Access Management? v. Integration – Existing Enterprise Service Bus? vi. Integration – API toolset? vii. Application-to-person messaging services 	<p>website, Risk management tool, data validation tool (edu.dex) online workflow tracking system and VeriSearch are custom developed. eSCoE, ACCPAC, SAGE VIP ARE off-the-shelf applications. Refer to Annexure A for more details.</p> <p>1.c The online workflow includes the client registration and application module and online documents uploading functionality.</p> <p>1.d The risk management tool is used to register risks, rate, prioritise, track progress and reporting.</p> <p>1.e Refer to annexure A.</p> <p>1.f The risk tool isn't in-use and should be built as Governance, Risk and Compliance system.</p> <p>1.G refer to Annexure B.</p>

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No	Bidder's Question	SAQA's Response
	<ul style="list-style-type: none"> viii. Gateway communication tool? ix. ChatBOT service? x. Data Quality Management tool? xi. Electronic signing tool? xii. What content repository do you use / prefer / desire? <p>2. ACCPAC and Verification Database (section 3.3 (Project Deliverables))</p> <ul style="list-style-type: none"> a. What is ACCPAC used for at SAQA? b. ACCPAC (now called Sage 300) is an accounting software. Will this not suffice for the Finance Management requirements as specified in the Scope of Services Required? c. What is the Verification Database? d. Is there any application logic around the Verification Database? e. Is this the same as 2.3.3 (Verification System for the verification of national qualifications (MS Database))? <p>3. Duration of Contract (Page 18) compared to Scope of Implementation (section 3.1 on Page 6))</p> <ul style="list-style-type: none"> a. The timelines in the duration of the contract are broken down into Year 1, Year 2 and Year 3. These timelines do not indicate delivery of the following Functional/Process Area: <ul style="list-style-type: none"> i. Research ii. Governance, Risk and Compliance (GRC) iii. Strategy and Performance Management iv. Stakeholder Management 	<p>2 Refer to Annexure A. ACCPAC must be evaluated to meet the full integration requirements or be replace with suitable off-the-self solution.</p> <p>2. c & d The Verification database is used to verify national qualifications and there is no application logic.</p> <p>2.e yes.</p> <p>3. All these systems (Research, Governance, Risk and Compliance (GRC), Strategy and Performance Management and Stakeholder Management) must be developed in year three (3).</p>

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	<p>Is the intention to develop these modules after year 3?</p> <p>4. Number of Users per functional/Process area: To accurately price the solution, the number of users is required. Please provide this for the following Functional/Process</p> <ol style="list-style-type: none"> a. Registration and Recognition b. Authentication Services c. Research d. Governance, Risk and Compliance e. Strategy and Performance Management f. Stakeholder Management g. Supply Chain Management h. Finance Management i. People Management j. ICT & MIS <p>5. Architectural Principles to be followed:</p> <ol style="list-style-type: none"> a. Does SAQA prefer open source or proprietary? b. Are you looking for best of breed, bespoke, or an ERP/ Process automation platform? c. Is hybrid cloud relevant? (i.e. Should any systems be on prem) or all cloud? 	<p>4 Number of Users per functional/Process area:</p> <ol style="list-style-type: none"> a. Registration and Recognition – 20 users b. Authentication Services – 20 users c. Research- 5 users d. Governance, Risk and Compliance – 5 users e. Strategy and Performance Management - 5 f. Stakeholder Management -2 g. Supply Chain Management - 5 h. Finance Management - 5 i. People Management - 5 j. ICT & MIS -12 <p>5. Architectural Principles to be followed:</p> <ol style="list-style-type: none"> a. Propriety is preferred but not compulsory b. Bespoke to SAQA's requirements as outlined in the specification c. Hybrid cloud will be considered, all cloud is preferred due to uptime and reduced maintenance

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	<p>d. For Cloud, does SAQA prefer AWS or Azure or other?</p> <p>e. For Cloud, does SAQA have a tenancy agreement with any of the service providers (AWS/Azure) so the hosting fees may be paid directly by SAQA? This is important as this price element cannot be budgeted for by the service provider.</p> <p>f. In the event of an on-premise solution, the hardware environment will need to be commissioned by SAQA. Will this be ready by commencement of the project?</p> <p>g. Please provide SAQA's infrastructure standards with respect to the following:</p> <ul style="list-style-type: none"> i. Hardware standards ii. Operating Systems standards iii. Data Base standards iv. Security Standards v. High-Availability requirements vi. Load Balancing requirements vii. DR requirements viii. Monitoring requirements ix. Geographical requirements (in terms of your Data Centre location) 	<p>d. Bidders must recommend and motivate why they have chosen a particular cloud provider</p> <p>e. SAQA subscribe to Microsoft azure tenant and SAQA will carry the cost of hosting services.</p> <p>f. Yes it will be, any other further hardware requirements will need to go through SAQA's internal procurement processes</p> <p>g.</p> <ul style="list-style-type: none"> i. Hardware standards – To be furnished in SLA between SAQA and appointed bidder ii. Operating Systems standards – To be furnished in SLA between SAQA and appointed bidder iii. Data Base standards – To be furnished in SLA between SAQA and appointed bidder

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No	Bidder's Question	SAQA's Response
	<p>x. Development standards (eg Microsoft.Net as the Qualification and Part-Qualification which is in development or PHP as in the Risk tool or other)</p>	<p>iv. Security Standards – To be furnished in SLA between SAQA and appointed bidder</p> <p>v. High-Availability requirements – To be furnished in SLA between SAQA and appointed bidder</p> <p>vi. Load Balancing requirements – To be furnished in SLA between SAQA and appointed bidder</p> <p>vii. DR requirements – To be furnished in SLA between SAQA and appointed bidder</p> <p>viii. Monitoring requirements – To be furnished in SLA between SAQA and appointed bidder</p> <p>ix. Geographical requirements (in terms of your Data Centre location) – within South African Borders</p> <p>x. Development standards (eg Microsoft.Net as the Qualification and Part-Qualification which is in development or PHP as in the Risk tool or other) – This is for the bidder to decide which development standard they use, as long as it can integrate with existing systems</p>

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No	Bidder's Question	SAQA's Response
	<p>6. Business Processes</p> <ul style="list-style-type: none"> a. Please list the major business processes by Functional Area. b. Please indicate the complexity level of the business process by functional area on a scale from Simple, Medium, Complex, Very Complex. <p>c. We would like to get insight into your TO-BE processes:</p> <ul style="list-style-type: none"> i. Please provide us with the number of processes that you want automated. ii. Number of Activities (Steps in each process) iii. Indication of size of each Activity (using Small < 6 fields / Med < 12 / Large < 20 / X-Large > 20) iv. Type of integration expected in the processes (systems that will be linked together) 	<p>6. Business Processes</p> <ul style="list-style-type: none"> a. Listed in Section 3 of the specification b. As mentioned in the briefing, SAQA has conducted detailed process analysis and will share Business Process Maps with appointed bidder, this document will cover process complexity. At this stage, bidders must work on the processes as they have been listed in the specification and propose a solution that will fulfil SAQA's requirements. c. The requirements and processes listed in Section 3 – Scope of Work of the Specification are the TO-BE Processes and SAQA's requirements of how the "New SAQA" should operate <ul style="list-style-type: none"> i. Please provide us with the number of processes that you want automated.- The processes are listed in the specification ii. Number of Activities (Steps in each process) - The processes are listed in the specification iii. Indication of size of each Activity (using Small < 6 fields / Med < 12 / Large < 20 / X-Large > 20)-The processes are listed in the specification iv. Type of integration expected in the processes (systems that will be

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No	Bidder's Question	SAQA's Response
	<p>v. What process mapping tool has been used to document the processes?</p> <p>7. Reporting: Please can you share details of the reports, exceptions, views, and dashboards required from the new system:</p> <p>a. How many of the current outputs (reports, etc.) needs to be delivered from this system?</p> <p>b. How are the current reports delivered (via Qlikview, PowerBI etc)?</p> <p>c. How many of the above reports would you classify as Simple, Medium, Complex, Very Complex?</p> <p>d. How many dashboards are expected to be delivered from this tool?</p> <p>e. What is the complexity level (Simple, Medium, Complex, Very Complex) of each dashboard?</p>	<p>linked together) - Based on the challenges defined in the specification, the requirement of integration comes from SAQA not wanting to work in silos. It is up to the bidder to identify areas of integration which will eliminate those silos and enable Management to make informed decisions due to improved data management and MI Reporting</p> <p>v. MS Visio</p> <p>7. Reporting:</p> <p>a. This is not a fixed number as new requests from Management or the Executive may arise as and when, for instance, the recent COVID19 Pandemic has opened up an entire range of key performance indicators we have had to monitor in our reporting</p> <p>b. Manually using Microsoft Access and Excel</p> <p>c. Majority of our reports are Complex</p> <p>d. This is not a fixed number as new requests from Management or the Executive may arise as and when</p> <p>e. Complex</p>

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	<p>f. How many queries are expected to be delivered from this tool?</p> <p>g. What is the complexity level (Simple, Medium, Complex, Very Complex) of the queries?</p> <p>h. Does SAQA have a standard on reporting tools (eg PowerBI, Qlikview)?</p> <p>8. Support Questions</p> <p>a. Do you currently have a help desk/service desk where users can log incidents?</p> <p>b. If you do have a service desk:</p> <p style="padding-left: 20px;">i. What are the hours of operation?</p> <p style="padding-left: 20px;">ii. Will your service desk be utilised to log calls for the new Data Analytics tool?</p> <p>c. Would the SAQA provide normal level 1 and level 2 support, or must the successful bidder offer this?</p> <p>d. Level 3 support is expected from the successful bidder?</p> <p>e. What kinds of Priority levels are assigned to incidents?</p>	<p>f. This is not a fixed number as new requests from Management or the Executive may arise as and when</p> <p>g. Very Complex</p> <p>h. No</p> <p>8. Support Questions</p> <p>a. Yes</p> <p>b.</p> <p style="padding-left: 40px;">i. 7:30 to 16h30</p> <p style="padding-left: 40px;">ii. Yes</p> <p>c. yes</p> <p>d. yes</p> <p>e. 1, 2, and 3</p>

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No	Bidder's Question	SAQA's Response
	<p>f. What are the hours of support expected from the successful bidder:</p> <ul style="list-style-type: none"> i. Normal business hours (08h00 to 17h00) ii. 24-hours support, 365 days a week? iii. Other? Please specify. <p>g. What is the expected:</p> <ul style="list-style-type: none"> i. Mean Time to Respond (MTTR)? ii. Mean-Time-To-Repair per priority level? <p>h. Is there an IT Team to support and maintain after/ within 3 years or will systems be supported and maintained by non-developers?</p> <p>i. How many IT personnel will need to be trained to maintain and support the system post-the contract period?</p> <p>9. Training Questions</p> <ul style="list-style-type: none"> a. How many staff would require training by each functional process? b. What training approach is preferred by the SAQA: <ul style="list-style-type: none"> i. All training to be done by the successful bidder? ii. The successful bidder would only train a selection of SAQA users (to Power User Status) who would then roll-out the training to the rest of the SAQA user base (Train the trainer approach)? iii. Other 	<p>f.</p> <ul style="list-style-type: none"> i. Normal business hours (08h00 to 17h00) yes ii. 24-hours support, 365 days a week? Year or week!! iii. Other? Please specify. During office hours <p>g.</p> <ul style="list-style-type: none"> i. 2hours ii. 4 hours <p>h. Yes</p> <p>i. 6</p> <p>9. Training Questions</p> <ul style="list-style-type: none"> a. Refer to SAQA response item 4 above. b. End-user training <ul style="list-style-type: none"> i. Yes, either face to face or online ii. All users must be trained iii. Other

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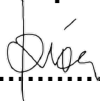
No	Bidder's Question	SAQA's Response
	<p>c. Does SAQA prefer Face-to-face (F2F), or in-class training programmes or would remote training via Zoom/MS Teams etc suffice?</p> <p>d. In the case of F2F training, which locations in South Africa would the training be required?</p> <p>10. Data Migration Volumes (Section 3.2.8 Data Management)</p> <p>a. What is the volume of data (in terms of TerraBytes) to be migrated from the legacy systems into the new data store as a once-off take-on?</p> <p>b. What is the expected duration over which this take-on data would be migrated?</p> <p>c. What is the data format of the legacy data?</p> <ol style="list-style-type: none"> i. Database files ii. Delimited text files iii. Fixed length text files iv. Report/ print files v. Excel files vi. Adobe Acrobat files <p>d. In terms of "Digitisation and migration of paper-based historic records" (Page 18 section "ICT & MIS"),</p> <ol style="list-style-type: none"> i. How many pages need to be digitised? ii. Does SAQA require the successful bidder to perform the digitisation? iii. Are all the "paper-based historic records" at SAQA head-office or distributed across your offices? iv. Does SAQA have scanning devices at each location of the "paper-based historic records" to be utilised for digitisation purposes? 	<p>c. Either face to face or online</p> <p>d. SAQA office-training room at SAQA</p> <p>10 Data Migration Volumes (Section 3.2.8 Data Management) -This is no longer a requirement and shouldn't be quoted for.</p>

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	<p>the answers to the clarification questions (which will be issued by SAQA on 05 November). Based on prior experience on bids similar to the scope defined by SAQA, quality is sacrificed to meet a deadline which is a week after questions are answered. We therefore request an extension of one week (with a closing date of 19th November 2021). An extra week over a 3-year delivery period is not material. Please give consideration to this request.</p>	<p>12. Unfortunately no extension is provided as the Bid is advertised for 21 days; there was a briefing session for clarifications and an opportunity for written questions.</p>

Approval of Bid responses:

Signature:.....

Name:..... Joshua Ntsioa

Date: 05 November 2021.....

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Annexure A - Database Catalogue

Database	Business Owner	Server O/S	Database Server Platform	Purpose	Number of users
1. ACCPAC (Proprietary)	FIN	WS 2012 R2	MS SQL Server 2014	Accounting Financial Management	10
2. SAGE VIP Payroll(Proprietary)	People Management	WS 2012 R2	MS SQL Server 2014	Human Resource Management	10
4. Employee Self Service (ESS) (Proprietary)	People Management	WS 2012 R2	MS SQL Server 2014	Employee Self Service Management	120
5. MS email /outlook (Proprietary)	ICT		IBM NSF Files	Collaboration Administration/ Email management	120
6. IBM BriefingNotes Proprietary)	ICT	Linux	IBM NSF Files	Procurement Workflow Management	120
7. A & R	A & R	WS 2012R2	MS SQL Server 2014	Foreign Qualifications verification workflow administration	20
8. NLRD	ICT	Linux	Oracle 12c	National Learner's Records management	20
9. Verifications	A & R	WS 2012	Access 2016; MS SQL Server 2014	Verification management data repository	20
10. Content Management System	COM	Linux	MySQL	Web content management	-
11. Business Continuity Application	ICT	Access 2016	Access 2016	Repository for business continuity records	-
12. IT Helpdesk system (proprietary)	ICT	WS 2016	PostgreSQL SQL	Repository for IT issue resolution information	10
13. E-Recruitment	HR	WS 2012 R2	MySQL	Repository for staff recruitment information	-

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14. Norming Asset Management	FIN	WS 2012	MS SQL Server 2008R2	Records of tangible Assets in SAQA.	5
15. Thomas International	People Management	Cloud	None	Determine staff competency level	
16. IBM Connections	ICT	Linux	IBM NSF	Pointers to documents	120

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Annexure B; Do you have any system currently that performs:

Service Orchestration?	Yes
Workflow management?	Yes (IBM notes and DFQEAS-online workflow module)
Document & Records Management?	IBM connections/ file server
Access Management?	Ms Active Directory
Integration – Existing Enterprise Service Bus?	No
Integration – API toolset?	No
Application-to-person messaging services	No
Gateway communication tool?	No
ChatBOT service?	No
Data Quality Management tool?	Edu-dex
Electronic signing tool?	No
What content repository do you use / prefer / desire	IBM Connections

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