

RFP Number: T29/08/23

RFP description: REQUEST FOR PROPOSAL FOR THE MASTER DIGITAL PLATFORM (MDP) PHASE 1

Question and Answers Version 1

No.	Question	Type	Answer
1	Data Migration •Please specify the volume of existing project data, and any additional information, which needs to be migrated to new platform system?	Technical	The volume of existing data is not big at all. Small amounts of Project data. There are 2 sources of data i.e Project data submitted from the website and data from the SOURCE system. Data from these systems must be migrated to the central database and then to the Business Intelligence tool. We have a few GIGs of data and not Terabytes of data to be specific.
2	Integration •Please indicate which technology/platform is used to support the current SOURCE application and ISA website development?	Technical	The SOURCE is proprietary based software and built on Microsoft sharepoint 2016. ISA website is based on wordpress with the aim to move towards portal technology.
3	DMS •Please specify which document management system(dms) is currently used by ISA?	Technical	ISA does not have a document management system and currently uses Microsoft Sharepoint.
4	Data Store •Does ISA currently utilise a universal data store? If yes, which database platform is used for the universal data store?	Technical	No, SOURCE has its own database and the Website has its own separate database. We a single integrated universal database with BI reporting.
5	Integration - Integration Layer •Please clarify if there is any existing middleware/ integration layer. It is recommended to have an integration layer for a project of this scale.	Technical	There is no integration or middleware. We have to ensure that data that enters the front end system as well as the SOURCE system filter to the central database. Once we add the back end systems HR, Finance and Procurement seamless information must then also integrate to the BI reporting. This back end systems are part of the PHASE 2.
6	Planning •There is an indicative project timeline period of 4 to 6 months mentioned in the RFP? Is this indicative or was any estimation done for arriving at this timeline?	Technical	This is the indicative based on the fact that it is mainly greenfields set up. Ideally we would like to align to the timeline however we are open to confirm why the timeline requires additional time. The timeline was also measured against implementation of this nature.
7	BRS - F6 •There is mention of Existing project assistance - is this requirement a request for operational support i.e., like customer service or is this a request for additional funding? This can be both. This clarification is required to determine if we need a module called Service for the MDP project.	Technical	Project types refers to the different project types i.e the system must be able to categorise the different project types. Existing project or a new project. An existing project might a project that is already running in the public sector but might need assistance in terms of funding etc.
8	BRS - F42 •The requirement states the need for automated marketing and campaign management. Are we expecting a fully fledged marketing tool with ability to run campaigns? 1. How many emails are sent via campaigns 2. How many campaigns are typically run in a time period of 1 month 3. How many users are targeted via the campaign?	Technical	No no fully fledged market campaigns. Standard Market campaigns for eg Project that may need to request funding, could use then be used or email accordingly.
9	Licensing •With respect to software licensing, could you please provide the Bill of Materials?	Technical	We don't have any bill of materials, only using Microsoft office 365 licenses for current staff count.
10	Licensing •Is the IDC team able to procure the Microsoft licensing from an authorised Microsoft Reseller?	Technical	Yes the IDC team has a EA agreement and can be procured under the agreement.
11	A supplier to build (Custom dev) a new ERP system?	Technical	It is more for a supplier to use an existing platform and customise to ISA specification & functionality. Ideally we don't want to develop the solution from scratch.
12	Customize (modify an existing system) an ERP System?	Technical	Agree, this is the ideal approach, not any over customisation as well on the selected platform.
13	Is this a SAP Implementation	Technical	Not necessary we opened up the RFP to select the best solution aligning to the MDP requirements.
14	When submitting the said proposal should the existing technologies be taken into consideration (SAP and Microsoft 365 Dynamics)?	Technical	Yes it should be included in the proposal.
15	Do you already have a Data Warehouse? What is the size of it?	Technical	There is no Central Database. The bespoke applications SOURCE and Web front end has its own database but not integrated at present.

Integration with Data Sources		
16	What are the type of sources(rest apis, databases, manual inputs, web, etc) and their delivery mode(pull,push). Any real time data sources, if yes how many?	Technical The current sources are the web front end (where current project applications are received), SOURCE system (Where approved projects are captured for publishing). The solution must cater for future data sources as well such as the ESRI application.
17	Are social media data sources also to be considered?	Technical Yes, it can be considered. When content is loaded on the website it can be loaded on Social media for example.
18	List of external data sources and already existing licences if any.	Technical Current only Webfront end using Wordpress as well has current project data from the SOURCE application.
19	Is a migration necessary from existing data sources to the target warehouse?	Technical Yes, the data size is very small. Consisting of Project related application data from the Web front end as well as the SOURCE application.
20	Assuming the data can be structured, semi structured or unstructured, what are the different formats for data(xml, csv, excel, pdf, etc). Apart from textual data is image processing also to be considered?	Technical The formats identified is acceptable. Image processing will be needed as part of project application information submitted as well going forward. This is could be the location view of the project etc.
Data Handling		
21	Do you have a data steward team?	Technical No, will need to be allocated
22	Any explicit quality checks to be performed on the data?	Technical Yes, initial quality check for the quality of data per format.
23	Assuming the data contains Personal Identifiable Information(PII), what kind of anonymization(full or pseudo) is necessary?	Technical Data validation fields will be required.
24	what is the volume of historical data?	Technical Very small and not huge at all. It is only referenced from 2019.
25	What are the key performance indicators (KPIs) that need to be tracked and reported on?	Technical These are identified in the National Infrastructure Plan target and performance that can be aligned. The document is publicly available.
26	What is the expected data volume and growth rate?	Technical Expect maybe 10% -15% increase initially on an annually basis to start with. We will then align the growth accordingly based on ISA project growth rate?

AI Modelling			
27	What kind of AI model do you want to build? What are the key use cases do you want to cater to?	Technical	We would initially like to see if there are existing AI models available as part of the current solution. Initial Use cases would be to use current data sets to align KPI and using economic forces to identify potential outcomes of project submitted to ISA for example. Another would be to align which project are more critical from each sector and why?
28	Will the models be embedded directly within the data warehouse or accessed externally through APIs?	Technical	Ideally by the data warehouse where possible as we would like all key data to reside in the data warehouse which can be accessible by the BI Application.
29	Are there any regulatory considerations that need to be addressed when using machine learning with data stored in the data warehouse?	Technical	POPI needs to be considered. Most importantly where our data will reside in the cloud.
30	How will users interact with the machine learning models deployed in the data warehouse? Will there be dashboards, reports, or APIs to access the model outputs?	Technical	We would probably use dashboard & reports at the start and then confirm later going forward based on progress and the level of future integration. It would be easier to start at the base of the warehouse first.
Reporting			
31	How much operational Analytical reporting exists?	Technical	Very limited. Current use of manual reports.
32	What percentage of reports to be accessed by external & internal users?	Technical	10%, there a level of manual reporting that would want the BI to automate and replace.
33	Is the data expected to be consumed by external users via REST APIs?	Technical	Not necessarily.
34	What specific use cases and insights are you aiming to derive from the integration of digital twins with the data warehouse?	Technical	None at present. This will need to be confirmed.
35	For digital twin is real-time integration necessary, or will periodic updates suffice?	Technical	Periodic updates would suffice for now.
36	Need more information on infrastructure investment projects.	Technical	https://infrastructuresa.org/wp-content/uploads/2023/09/ISA-WORK-PROGRAMME.pdf
37	Need more information on the creation of the infrastructure investment projects.	Technical	https://infrastructuresa.org/register-a-public-sector-project-programme/ https://infrastructuresa.org/register-a-private-sector-project-programme/ See the above links above
38	Need more information on the process of the projects.	Technical	See Design documents, reference Document A ISA Portfolio Management
39	Need more information on the data-points of the projects.	Technical	See Design documents, reference Document A ISA Portfolio Management
40	Need more information on the stages of the processes.	Technical	See Design documents, reference Document A ISA Portfolio Management
41	Need more information on the data validation approach for each stages.	Technical	See Design documents, reference Document A ISA Portfolio Management
42	Need more information on the interfaces provided external systems	Technical	See Application Integration Catalogue for detailed applications as well as Document 1.0 the positioning document.
43	Which will be the users for this platform.	Technical	From internal users including the Project sponsor, Project member, coordinator.
44	Which roles have to be defined	Technical	Currently we have Project Member, Project manager, Project Sponsor, Project coordinator. The roles will be added as part of the new proposed role based system. Additional roles will also be included as part of the project management process.
45	Which process has to be considered for training and change management	Technical	No BI tools we need to create and define a BI Tool to use as part of the project. The system implementation needs to be considered as part of the training and Change Management application.
46	Need more information on the external BI tools that we need to support.	Technical	No BI tools we need to create and define a BI Tool to use for ISA based on the solution recommended.
47	Need more information on the document analysis.	Technical	https://infrastructuresa.org/wp-content/uploads/2023/09/ISA-WORK-PROGRAMME.pdf
48	Is document optical character recognition integration to be considered as part of scope ?	Technical	No at a later stage.
49	What type of documents have to be included as part of support?	Technical	All Project documents types from application information, business case, project information etc. In some instances might also include video and image files as part of the project information.
50	Need information on the maximum rise off	Technical	https://infrastructuresa.org/wp-content/uploads/2023/09/ISA-WORK-PROGRAMME.pdf
51	Need more information on the projects sponsor process.	Technical	See Design documents - Document A
52	Need more information on the ISA Data store.	Technical	No ISA data store available, we need to create a central data as part of the project.
53	Need more information on the GIS Integration.	Technical	As project application are register with ISA, the GIS coordinates must be one of the fields that must be included as part of the registration process.
54	Need more information on the ESRI GIS software.	Technical	https://www.esri.com/en-us/home
55	Required information on the reporting dashboard.	Technical	This will be needed to confirm from business however, we would to identify all Project type, where they are, which stage, why they was rejected, unblocking of projects as well. In essence the BI dashboard might be able to report the project exactly where it is in the process. See Additional Information Tab for example of Dashboard.
56	Please elaborate the ISA Strategy and Mandates.	Technical	https://infrastructuresa.org/about-us/
57	Please provide the interfaces form which document upload can happen.	Technical	See design documents - Application Integration catalogue & Document A.
58	Need more information on the email document upload feature.	Technical	https://infrastructuresa.org/register-a-public-sector-project-programme/ https://infrastructuresa.org/register-a-private-sector-project-programme/ See the above links above
59	Do we need real time push notification on mobile as well as portal?	Technical	Will commence on portal first and then mobile as phase 2 later.
60	Who will be the recipients of the notifications	Technical	This will be all members of the PMO as part of the project management process as well as the technical committee approving the Project document as they are registered at ISA. See additional Information Tab on Project stages.
61	What will be the project categories	Technical	See Additional Information Tab
62	What are the project categories and their respective workflows	Technical	See Additional Information Tab = Project Stages
63	Which will be the different Project states and their details	Technical	See Additional Information Tab = Project Stages
64	Which will be the project statuses to be considered and other information related to the same	Technical	See Additional Information Tab
65	Need more information on abilities that need to be cater for artificial intelligence	Technical	We require AI models to be easily included or extended as part of the solution. The ability to use data to predict forecasting scenarios within the BI tool.
66	Can user have multiple roles?	Technical	Yes, users can have.
67	Need more information on the active actors/roles on the projects.	Technical	We only have the existing roles for now. We will align the roles based on the new role based system.

Assumptions			
1	Vulnerable testing is done by the client.	Technical	Yes
2	All the interfaces for the external systems will be provide by client.	Technical	Yes
3	We will prepare three environment development, staging and production.	Technical	Yes
4	Project will run in agile mode; we need respective customer SPOCs to be part of all scrum ceremonies.	Technical	Yes
5	The application will be hosted in client's environment and the client will provide the required infrastructure.	Technical	No, This needs to be hosted in the cloud environment.
6	We will have kubernetes cluster for the application deployment.	Technical	Not necessarily.
7	Each environment will have isolated/independent clusters.	Technical	No
8	Every cluster has the internet access.	Technical	Yes