

BID NUMBER	ECIC09P-2023/24
NAME OF BID	INVESTMENT VALUATION AND REPORTING SYSTEM INCLUDING SUPPORT AND MAINTENANCE

QUESTIONS AND ANSWERS

The following questions were received by the Export Credit Insurance Corporation of South Africa (SOC) Limited (ECIC) on the abovementioned bid, and are hereby responded to as follows:

Number	Question		Reference	Respo	nse	
	Good Afternoon ECIC Procurement We are in the process of preparing our response to ECIC RFP reference number ECIC09P-2023/24. We will appreciate it if you would be so kind as to answer the following questions.					
		•		Numbe	er of users	Type of user
	1.1. How many users will	be accessing the			2	Administrators
	solution?			2	Super Users	
					10	End users
1.	1.2. How many of the users in requirement to capture d into the system and approval prior to finaliz other outputs?	ata and/or comments or effect traceable		2 (Super Users)		
	1.3. Microsoft Dynamics 365 and Workday is mentioned for integration. Please confirm a list and number of all the systems for integration into and from the new system?			1.3.1.	Microsoft Dy	namics 365 (ERP)
				1.3.2.	Workday Actool)	daptive (Budgeting and modeling
				1.3.3.		(Importing data, such as credit ument prices, custodian holdings,



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Number	Question	Reference	Response
			1.3.4. File Transfer Protocol (FTP);1.3.5. Application Programming Interface (API); and1.3.6. Email.
	1.4. Please confirm whether the POC will need to be done on ECIC data, in other words a customized demonstration need to be built by bidders? or will a generic technical demonstration of addressing the TOR suffice?		General technical demonstration will suffice.
	1.5. If a POC will need to be done, please advise when and how the data can be obtained from ECIC for this purpose.		Yes, data can be sent once NDA is signed.



NAME OF BID AND MAINT

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Number	Question	Reference	Response
	1.6. In addition to 5 [question 1.5] above we anticipate an NDA will have to be concluded prior to ECIC sharing data for the POC. We have a standard reciprocal NDA that can be provided to ECIC for review, alternatively please be so kind as to share your preferred NDA with us for our legal review.		You can share and our legal department will review.
	1.7. Will the new system be required to post to the accounting system? It is our understanding that ECIC is using Microsoft Dynamics 365 for accounting, is that correct?		Yes that is correct.
	Thank you very much, we look forward to receiving your Kind Regards	answers.	
2.	Good day please advice on		



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Number	Question	Reference	Response
	2.1. the phase one compliance proces [process] will it be starting on the stated date or be completed		ECIC plans to evaluate proposals received as soon as the bid closes. Depending on the number of proposals and availability of resources, the compliance process will commence as stated in the bid document or immediately thereafter.
	2.2. Th [The] estimate price for training , maintananc [maintenance], licence [license] and designe [design] from budgeted		The bid is issued under the 80/20 preference points system, as it is expected that the cost may not exceed R50 million. In the event that all acceptable bids received are above the R50 million threshold, the bid will be evaluated using the 90/10 preference points system. With regards to the budget, we are unable to provide such information and the bidders are required to propose.
3.	Hi Mehnaaz, How are you? Thanks for sending this over. I have a couple of questions:		
	3.1. What are the total assets for ECIC's Asset Management activities?		R 9.5 billion (70% in USD and 30% in Rands)



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Number	Question		Reference	Response
		date is 13 th December – This nough time to respond. Can closing date?		ECIC has considered this request and the closing date is extended to 31 January 2024. The is the first and final extension. There will be no further extension.
	Hi Mehnaaz,		I	
	I hope you are keeping w	ell.		
	I am in the process of wo	rking through the RFP you pro	vided, and had	d a some questions:
				Yes, it is suitable.
4.		ce letters - we can provide ters, but would prefer to do so		The reference letters are in fact more of contract condition rather than evaluation, refer to paragraph 11 of the terms of reference, which states that:
	after Phase Thre	e (Demonstration). Can you nether this is suitable?		11. Contract condition
	F			11.1. The appointed bidder shall agree to the following: 11.1.1. provide at least two reference letters from clients where similar services were rendered successfully. ECIC will verify the contents of the
				reference letters with the referees.



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Number	Quest	ion	Reference	Response
	4.2.	Report or MAAA Number - neither of these appear to apply to XXXX [Name redacted by ECIC], as we operate from the UK and France. Can you please confirm if these are required	Item 11	Foreign bidders who do not have a presence in South Africa and are not B-BBEE compliant, will not receive the Specific Goals Points during the evaluation for preference points. The bidders preference points will be limited to price points, and miss out on the Specific Goals points.
		from us?	Item 12	Foreign bidders, if not already registered on the Central Supplier Database hosted by the National Treasury, are not required to have CSD Report or MAAA Number.
				Refer to paragraph 21.2 of the published terms of reference which states that:
	4.3.	Item 13. Tender Submission - do you require a physical copy, or is an electronic one acceptable? egards,		21.2. Submission of the proposals 21.2.1. Bid documents must be clearly marked for ease of reference and be submitted in PDF format on/or before the closing date and time to the following email address:
				procurement@ecic.co.za



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Number	Ques	tion	Reference	Response		
	Dear Mehnaaz Omar					
	Thank you for the opportunity offered by ECIC, we just wanted to get some clarity and some questions below:					
			Number of users	Type of user		
	5.1.	How many users will be using this software and		2	Administrators	
		what is their proficiency level?		2	Super Users	
				10	End users	
5.	5.2.	Secondly what formate do you want the formate to dine I.e face to face online etc [Secondly, what format of user training do you want, i.e. face to face or online, etc]		The training shall be face to face.		
	5.3.	When it comes to the proof of concept will you providing the data sets to be used for the demo?		Yes. In addition, bidders are welcome to use their own data set. Bidders invited for proof of concept and require data set will be required to sign a Non Disclosure Agreement.		
	5.4.	Since this is a bespoke solution, how do you want the demo to be done? Do we need to develop a MVP?		requirements as of The demo, for bid	d be an MVP that addresses the utlined in the scope of work of this bid. dders who makes it to the Proof of be online (via Microsoft Teams).	



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Additional questions received on 17 January 2024

Number	Question	Reference Response				
	Good Afternoon ECIC Procurement					
	We are in the process of preparing our response to ECIC RFP reference number ECIC09P-2023/24. We will appreciate it if you would be so kind as to answer the following questions.					
		Number of users Type of user				
	6.1. How many users will be accessing the	2 Administrators				
	solution?	2 Super Users				
		10 End users				
6.	6.2. How many of the users in above 1 will have the requirement to capture data and/or comments into the system and/or effect traceable approval prior to finalization of reports and other outputs?	2 (Super Users)				
	6.3. Microsoft Dynamics 365 and Workday is mentioned for integration. Please confirm a list and number of all the systems for integration into and from the new system?	6.3.3. Bloomberg (Importing data, such as credit				



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Number	Question	Reference	Response
	6.4. Please confirm whether the POC will need to be done on ECIC data, in other words a customized demonstration need to be built by bidders? or will a generic technical demonstration of addressing the TOR suffice?		General technical demonstration will suffice.
	6.5. If a POC will need to be done, please advise when and how the data can be obtained from ECIC for this purpose.		Yes, data can be sent once NDA is signed.
	6.6. In addition to 5 [question 1.5] above we anticipate an NDA will have to be concluded prior to ECIC sharing data for the POC. We have a standard reciprocal NDA that can be provided to ECIC for review, alternatively please be so kind as to share your preferred NDA with us for our legal review.		You can share and our legal department will review.
	6.7. Will the new system be required to post to the accounting system? It is our understanding that ECIC is using Microsoft Dynamics 365 fo accounting, is that correct?		Yes that is correct.
	Thank you very much, we look forward to receiving you Kind Regards	ur answers.	



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Number	Question	Reference	Response	
	Good day			
7.	7.1. the phase one compliance proces [process] will it be starting on the stated date or be completed		ECIC plans to evaluate proposals received as soon as the bid closes. Depending on the number of proposals and availability of resources, the compliance process will commence as stated in the bid document or immediately thereafter.	
	7.2. Th [The] estimate price for training , maintananc [maintenance], licence [license] and designe [design] from budgeted		The bid is issued under the 80/20 preference points system, as it is expected that the cost may not exceed R50 million. In the event that all acceptable bids received are above the R50 million threshold, the bid will be evaluated using the 90/10 preference points system. With regards to the budget, we are unable to provide such information and the bidders are required to propose.	
8.	Hi Mehnaaz, How are you? Thanks for sending this over.		information and the bidders are required to propose.	
	I have a couple of questions: 8.1. What are the total assets for ECIC's Asset Management activities?		R 9.5 billion (70% in USD and 30% in Rands)	



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Number	Question	Reference	Response
	8.2. The RFP closing date is 13 th December – This doesn't give us enough time to respond. Can ECIC extend the closing date?		ECIC has considered this request and the closing date is extended to 31 January 2024. The is the first and final extension. There will be no further extension.
	Hi Mehnaaz,		
	I hope you are keeping well.		
	I am in the process of working through the RFP you pr	ovided, and ha	ad a some questions: Yes, it is suitable.
9.	9.1. Item 3. Reference letters - we can provide said reference letters, but would prefer to do so after Phase Three (Demonstration). Can you please confirm whether this is suitable?		The reference letters are in fact more of contract condition rather than evaluation, refer to paragraph 11 of the terms of reference, which states that: 11. Contract condition 11.1. The appointed bidder shall agree to the following: 11.1.1. provide at least two reference letters from clients where similar services were rendered successfully. ECIC will verify the contents of the reference letters with the referees.



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Number	Quest	ion	Reference	Response
	9.2. Item 11. B-BBEE Status and Item 12 CSD Report or MAAA Number - neither of these appear to apply to XXXX [Name redacted by ECIC], as we operate from the UK and France. Can you please confirm if these are required		Item 11	Foreign bidders who do not have a presence in South Africa and are not B-BBEE compliant, will not receive the Specific Goals Points during the evaluation for preference points. The bidders preference points will be limited to price points, and miss out on the Specific Goals points.
		from us?	Item 12	Foreign bidders, if not already registered on the Central Supplier Database hosted by the National Treasury, are not required to have CSD Report or MAAA Number.
				Refer to paragraph 21.2 of the published terms of reference which states that:
	9.3. Kind r	Item 13. Tender Submission - do you require a physical copy, or is an electronic one acceptable? egards,		21.2. Submission of the proposals 21.2.1. Bid documents must be clearly marked for ease of reference and be submitted in PDF format on/or before the closing date and time to the following email address:
				procurement@ecic.co.za



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Number	Questio	on	Reference	Response	
		ehnaaz Omar ou for the opportunity offered by ECIC, we just	wanted to ge	t some clarity and s	ome questions below:
				Number of users	Type of user
	10.1. H	How many users will be using this software		2	Administrators
		and what is their proficiency level?		2	Super Users
				10	End users
10.	f	Secondly what formate do you want the formate to dine I.e face to face online etc [Secondly, what format of user training do you want, i.e. face to face or online, etc]		The training shall be face to face.	
				Yes.	
		When it comes to the proof of concept will you providing the data sets to be used for the demo?		In addition, bidder set.	rs are welcome to use their own data
				will be required to	proof of concept and require data set sign a Non Disclosure Agreement.
	V	Since this is a bespoke solution, how do you want the demo to be done? Do we need to develop a MVP?		The demo should be an MVP that addresses the requirements as outlined in the scope of work of this big. The demo, for bidders who makes it to the Proof Concept stage will be online (via Microsoft Teams).	



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QUESTIONS AND ANSWERS

Undated questions and answers 18 January 2024

Number	Question		Reference	Poenoneo		
Number	•		Reference	Response		
	Good day I hope you are well.					
	Please see below our que	estions regarding the RFP.				
				Number of users	Type of user	
			6.1.2	2	Administrators	
	11.1. How many end	users require access to the	0.1.2	2	Super Users	
	system?			10	End users	
	11.2. Will users be limit any external users	ted to ECIC resources or will s be included?	6.1.2	The users will be limit	ted to internal resources	
11.	11.3. What source / ap to enrich data alternative data of such as Bloombe	7.1.1.2	Both, internal and extension data	ternal data sources will be used to		
		is validation of input data ality checks and/or accuracy, ests)?	7.1.1.2	.2 The input data will need to be validated by internal us		
	11.5. Is the expectation manually upload processed by the	7.1.1.4	Scheduled data sent version the system automatic	via email will need be processed by ally		
	11.6. Will any input	data be required to be lued or calculated by the	7.1.1.4	Yes		



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Number	Question		Reference Response	
	11.7. Does ECIC have a cloud environment ar what cloud environment? Is the hosting solution in this cloud an option?	*	2.1	ECIC uses a hosted Windows server environment with a SQL database which will be used to host the solution
	11.8. To what extent is the monitoring management of configurations via the frequired (limited to changing setting calculations or would modification or processes be required)?	ontend ngs of 7.1.2	2.2	Monitoring and management of configurations via the front end
	11.9. What does "lookups" refer to?	7.1.2	2.2	Any lookup data or tables that will be used to transform the input data.
	11.10. Are there any regulatory guideline regards to data storage (FAIS, PC examples)? In this case, does ECIC requirements differ from previously mer regulations?	OPI as 's data 7.1.3	3.1	Yes, the solution will need to comply with POPIA requirements in terms of data privacy and processing. From a reporting perspective, the solution would need to be compliant with the insurance regulatory framework (e.g. SAM – Solvency Assessment Management)
	11.11. Is all "input data" included and lim 7.1.1.4?	ited to 7.1.3	3.2	This is the current data input requirement however there may be new data requirements in the future which would be dealt with as part of the support and maintenance of the solution going forward.
	11.12. What does "other sources that may be d	7.1.4	1.2	This would be to cater for any unforeseen or new data sources in the future. These can also be catered for as part of the support and maintenance of the solution going forward.



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Number	Question	Reference	Response			
	11.13. Will all data for report generation be provided or are calculations prior to report generation required to be performed by the system?	7.1.4.4	There may be a requirement for calculations at the reporting level based on the report parameters (e.g. period selected, etc.), however these would be standard reports.			
	11.14. Are reports required to be fixed form / flexible (what level of report customisation is required via the frontend)? Example	7.1.4.4	The reports should be flexible to accommodate changes in reporting requirements. ECIC currently has PowerBI licenses which could be used to build the reports.			
	11.15. How rigid should the system be on overwriting values?	7.1.5.2	Only dedicated users (Super Users) should be able to overwrite data in the system. There should also be an audit trail to track any changes in the data.			
	11.16. Does ECIC currently have SFTP capability?	7.1.5.4	Yes			
12.	Good Day We wish you all the best for 2024. Our solution architects and delivery team are in the property property provision of an investment valuation and the will appreciate receiving your answers on the follows:	reporting syst	5			
	12.1. From how many different e-mail addresses does ECIC receive e-mails with excel and .pdf files that contains data to be imported into the new system? The data will be received from various external addresses directed to one dedicated ECIC address.					



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Number	Quest	ion	Reference	Response
	12.2.	How many different ECIC e-mail addresses are each receiving different e-mails from the above different sender/s?		See the response to question 12.1 above
	12.3.	Over and above the files attached to e-mails that contain the data sets to be imported into the new system, please explain if there is anything else of interest in the emails that are received? I.e, Subject, Body, To/CC		None.
	12.4.	Kindly provide information in the 2 last columns of the below table [on pages 20 and 21 below]:	7 7 7 7	Refer to the table on pages 20 and 21 below.
	12.5.	We would like to understand a bit more arou imported into the new system:	nd the .pdf fil	es from where data need to be lifted and automatically
		12.5.1. Please confirm if all the .pdf files being sent to ECIC sent is in a structured format and not a scanned document.		Structured format. For South African fund managers, we require them to send the data using the ASISA SAM format. For international fund managers the structure is agreed upfront.
		12.5.2. Are senders able to send any other structure or along with the PDF? For example, some systems can send XML/CSV/JSON payloads, all of which are a lot faster and more accurate to process.		Yes
		12.5.3. Please describe the contents of the PDF files. Kindly stipulate contents and combinations of : text,		As per the response above, the data will be received in a structured format.



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Number	Quest	ion		Reference	Response
			tables/grids, graphs/charts. Kindly stipulate types of graphs/charts such as pie charts, line charts, bar charts that typically form part of the .pdf file contents.		
	12.6.	We wou	ld like to understand how you are curre	ntly obtaining	the Bloomberg data
		12.6.1.	Do you use Bloomberg terminal for exporting the data from Bloomberg terminal into Excel? If no, please describe how you obtain Bloomberg data.		Yes
		12.6.2.	How many Excel reports per month?		2-4 excel reports (mainly for data input, including instrument classifications and benchmarking information).
		12.6.3.	How many of the reports are in Bloomberg enabled Excel?		As above, the reports are extracted in excel format.
		12.6.4.	How many of the reports are from a web-based Bloomberg interface?		As above, the reports are extracted in excel format.
	12.7.	We wou	ld like to better understand the stipulate	d requiremen	t for a relational database.
		12.7.1.	For which other purposes, over and above the centralisation of investment valuation and reporting solution data, is a relational database required?		This is the main requirement currently (i.e., for the centralisation of investment valuation and reporting solution data).



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Number	Question		Reference	Response		
	12.7.2.	In Table 3 several processes are listed, for instance the process "Rebalancing bands tranches (ECIC / Investment Policy Statement (IPS) bands)). Please explain how these processes are currently being executed. We are interested in understanding:		These processes are currently processed manually on an Excel spreadsheet.		
	12.7.3.	Are the listed processes currently being executed manually in Excel only or are you also using other tools?		Yes.		
	12.7.4.	What are you currently using for collaboration purposes, for example are files shared via Teams/Sharepoint/e-mail?		Microsoft 365 (Email, Teams and SharePoint).		
	12.7.5.	How are you currently managing delegation of authority (approvals) and/or segregation of duties?		The process is currently manual based on the roles and responsibilities of the delegated employees.		
	Please do not hesitate to contact me if you need additional context to the above questions.					
	Kind Regards					



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Response for question **12.4** on page **17** above:

Information as per table 2 in paragraph 7.1.1.4 of the published terms of reference					Response	
Process	Description	Current Format	Current Source	Frequency	Number of files per frequency?	Average size of files?
Daily Net Asset Value (NAV) Market Value (MV)	Portfolio market value.	Excel	Email	Daily	4	67- 200 KB
Monthly NAV	Portfolio market value and transactions.	Excel and PDF	Email	Monthly	10	9.67-10.3 KB
Fund manager Performance Statements	Returns in percentage form.	Excel	Email	Monthly	10	1.45 MB
The Association for Savings and Investment South Africa (ASISA) files.	Holdings (all the securities) within 10 different fund manager portfolios, transactions, trades, credit ratings, classifications (money market, bonds, equities, derivatives), Issuers (credit ratings, currency), interest rate, maturities.	Comma Separated Value (CSV) and Excel	Email	Monthly	10	1.20 -1.40 MB
Fees	Portfolio management fees and custody fees.	Excel and PDF	Email	Monthly	20	1,70 MB
Statement of Movement	Beginning MV, transactions and Ending MV.	Excel	Email	Monthly	10	850 KB
Benchmark constituents (JSE).	Prices of all the portfolio instruments and constituents of the different indices.	CSV and Excel	Email	Daily (market close)	182 SWIX + 20 ALBI	Expect 5-10 MB
Fund Manager bank statements.	Unsettled trades, cash positions, fees.	PDF	Email	Yearly	10	3.40 - 5 MB



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Information as per table 2 in paragraph 7.1.1.4 of the published terms of reference					Response	
Process	Description	Current Format	Current Source	Frequency	Number of files per frequency?	Average size of files?
Fund manager holdings from the custodian.	Portfolio holdings, trades, custody charges.	CSV and Excel	FTP	Daily	2	1.93 -2.20 MB
Offshore instruments credit ratings.	¹ Bloomberg.	Excel	Export from Bloomberg	Monthly	More than 200 instruments	1.20 -2.9 MB
Offshore index data.	Bloomberg.	Excel	Export from Bloomberg	Monthly	1480 MSCI, +/- 200 bonds	Expect 5-15 MB

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