

QUESTIONS AND ANSWERS FOR CASE MANAGEMENT BID(GPAA 19/2014)

No.	Question	Answer
1	Capture/maintain information, Various users (internal and external GPAA clients) should also be able to log incidents via different channels eg web email sms etc – Are you looking for a whistleblowing facility?	No, strictly case management..
2	Provide Analytics ie. Analyze and prioritize cases that are like/similar/the same across many integrated systems – Please elaborate on this?	The reporting should be able to group / trend similar cases. It should also be able to report on specific categories; e.g. provide all analytics about “High” priority cases.
3	Provide reporting with the ability to <u>easily customize reports</u> – Please elaborate on the underlined?	Should the GPAA require MIS reports they should be able to create their own without requiring and programming skills.
4	Print specific information or save the information in different formats while maintaining its integrity – Please elaborate?	Forensic evidence can be MS Word documents, voice recordings, video files, Adobe (.pdf) files. The system must support the viewing and storage of these files. Integrity means that the system must not corrupt the files no matter the format.
5	Provide search capabilities that permit location and retrieval of requirement records and document maintained in the database or websites using keywords, titles or numbers and <u>full range of Boolean logical combinations</u> - Please elaborate on the underlined?	The facility must search any combination type, e.g. case numbers, wildcards, keywords, dates, times, identity numbers, gender, etc. Boolean logic is simply combining search criteria, e.g. a case number and date.
6	Provide sorting capabilities that will have the ability to sort and display search results in terms of their relevance to the case, thus allowing a better choice of which document is best to download – Please elaborate?	The sorting capability must allow filters. Allow only specific keywords to be displayed in relation to the case being worked on.
7	Provide the ability to <u>integrate with the GPAA</u> and other finance systems to <u>record and/or link losses and recoveries</u> - Please elaborate on the underlined?	For fraud where losses are experienced, these losses are captured on the Finance system. The case system must be able to link the case registered with the loss captured on that financial system.
8	Provide a full audit trail of usage : ie. Who did what and when. This audit/logging facility must also <u>integrate to other GPAA Event Management solutions</u> - Please elaborate on the underlined?	The GPAA does not have an existing Security Incident and Event Management (SIEM) Solution. The solution must however be able to integrate with all common / current in-the-market SIEMs.
9	In section 4.4.2 Technical Proposal on page 19 · The Bidder’s portfolio of subcontracts and subcontracting agreements	This applies specifically to this project.

	Please can you provide clarification on whether this applies to this project specifically or to our portfolio in general.	
10	2.1.1.7 - Refers to delays in retrieving previous/old case data or references. What is the expectation around resolving this in the new system. Will the old cases be captured into the new system ? or is the expectation that new cases will be captured resolving this problem in the longer term.	The solution must allow the capturing of already existing cases as well as new cases.
11	2.2.1.1 - How are sms messages received today ? Is there an incoming gateway available that allows for receiving the electronic message ?	The GPAA uses MS Outlook as an SMS gateway. The solution must provide integration to this and also propose an alternate SMS gateway solution.
12	2.2.1.3 - Is there a rule that indicates which cases are regarded as similar ?	The system should allow for the categorisation of cases; e.g. Computer Crime, Finance Fraud, High, Medium, Low etc., included but not limited to these examples. Hence it should have a rules engine that can map like/similar categories.
13	2.2.1.5 - What type of artefacts must be stored and for how long must they be retained ?	Any format. The RFP talk about documents, spreadsheets, voice, video and image files. The retention period must support the entire forensic lifecycle and also the requirements of the National Archive Act.
14	2.2.1.11 - What kind of information should be printable and what formats should the information be accessible in ?	At least all formats must be printable. Should support a wide range of formats, e.g. pdf, .csv and .xls, included but not limited to these formats.
15	What financial system does GPAA currently use?	ACCPAC / IFMS / CIVPEN
16	To which financial system must the CMS integrate to (Sage ERP /Accpac etc	All common types.
17	Should the system Integrate to (Sage ERP – previously known as Accpac)?	Yes and other common financial systems/applications.
18	Describe the specific integration, should it write or read data etc.?	Read

19	<p>Please would you kindly advise how the 1800 users will be split? Example as table below</p> <table border="1"> <thead> <tr> <th>Description (Cases)</th> <th>Number of Users / Capturers</th> </tr> </thead> <tbody> <tr> <td>Log Cases</td> <td>1800</td> </tr> <tr> <td>Handle Cases</td> <td>20-50</td> </tr> <tr> <td>Approve Cases</td> <td>5-10</td> </tr> <tr> <td>Process Cases</td> <td>20-50</td> </tr> <tr> <td>Audit Cases</td> <td>5-10</td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table>	Description (Cases)	Number of Users / Capturers	Log Cases	1800	Handle Cases	20-50	Approve Cases	5-10	Process Cases	20-50	Audit Cases	5-10			
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20	What are the volume of cases received daily on average (or monthly)?	50-75 per month														
21	Must the Login (person creating the cases in instances be anonymous?	No														
22	Specify which database the Management System will be run on?	This must be proposed. GPAA uses Oracle and SQL database types														
23	How many users internally and externally are expected to use the system?	Between 1000 and 2000 users and at least 50-100 concurrent system users														
24	Will a cloud-based solution be considered?	No														
25	Should the preferred system be a software package solution or can it be a custom-built solution?	Software package solution														
26	How many roles need to be accommodated on the system for different levels of access?	At least 6 levels														
27	Volume of cases currently dealt with?	50-75 per month														
28	Volume of cases expected to be dealt with on the system ie, projected year on year growth?.	Solution should support a base of 4000 cases, with an average growth rate of 900 cases per year. The solution must be scalable to accommodate growth.														

29	Number of supporting documents and projected growth per case?	The minimum is 50 pages of supporting documents, but some cases can contain 5000 pages or more. The solution must thus cater for any growth.
30	What other GPAA Event Management Solutions need to be integrated to?	GPAA uses Kaseya for Event and other ITSM capabilities
31	On page 16 of the RFP the GPAA Confidentiality and Secrecy Undertaking is mentioned? Is this required when submitting a response to the RFP?	Yes

NB: This contains responses to questions that were received prior to the closing date which was close of business Friday, 14 November 2014.