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Tel: +27 (0) 12 843 0001
SIU Hotline: 0800 037 774
Email: info@siu.org.za
www.siu.org.za



QUESTIONS AND ANSWERS

Description of the Project: Appointment of Service Provider to develop Data Warehouse with Data Analytics functionality to meet the data and information storage, processing, management, and governance needs of the Special Investigating Unit (SIU).

Tender Number: RFP: 05/12/2024/ICT

Closing of Date of the Tender: 31 January 2025

NO	QUESTIONS	SIU RESPONSES
1	<p>Other System Integration with the Data Warehouse (DWH) Solution:</p> <p>1. What are the existing infrastructure and systems in place that the new Data Warehouse solution will need to integrate with? It would be more helpful for us to understand the existing process and how the interaction between the Data Warehouse (DWH) and other systems is expected.</p>	<p>To effectively integrate a new Data Warehouse (DWH) / Data Lakehouse (DLH) solution, the SIU acknowledges that it is crucial to understand the existing infrastructure and systems within the organization. However, the SIU is undergoing rapid change with its systems and processes. What we will provide is that the organisation is primarily a Microsoft aligned organisation with Microsoft SQL as the RDMS in most systems.</p>

		<p>The proposal would need to cater to integrate with Financial Management, Case Registration and Monitoring, Human Resource Management, and a Customer Relationship Management solution. This is all internally focused however the SIU core requirement is around investigations and as such the ability to integrate with other sources such as social media platforms, market research, third party vendors, government departments, document management solutions etc.</p> <p>It is very important that the solution will be able to integrate with many varied environments out of the box and provide the SIU to build integrations easily, typically low or no-code solutions.</p>
2	Data Format & Data Source: <ol style="list-style-type: none"> 1. What are the data types and formats (structured, unstructured, semi-structured) that the Data Warehouse will need to accommodate? Are there any specific formats (CSV, JSON, XML, etc.) that must be supported? 2. What are the primary data sources (internal and external) that need to be integrated into the Data Warehouse? 	<ol style="list-style-type: none"> 1. Structured and semi structured 2. Investigation data and reports
3	Reporting and Dashboards: <ol style="list-style-type: none"> 1. What specific types of reports and dashboards are required for different user roles within the SIU? 	<ol style="list-style-type: none"> 1. Interactive dash board and realtime refreshable reports 2. Filtering and drill down capabilities 3. Business Intelligence reporting
4	Live Demonstration (phase) – (Refer to Annexure B the breakdown of allocation of points):	Refer to Annexure B

	<p>1. General Requirements 2. Specific Requirements</p> <p>We have reviewed the RFP and are unable to locate the</p> <p>1. General Requirements</p> <p>2. Specific Requirements</p> <p>files referenced in the Live Demonstration phase (Annexure B).</p> <p>Please share these requirements, if it is available in separate file or document for better understanding</p>	
5	<p>Duration of the Contract:</p> <p>1.Our understanding is that the contract period of three (03) years refers to the overall duration of the agreement, which includes both the implementation phase and the operational period during which the SIU will use the solution. The contract can potentially be extended for an additional two (02) years, depending on the satisfaction and needs of the SIU.</p> <p>2.However, the implementation timeline (i.e., the period required to set up, configure, and fully deploy the solution) can be proposed separately by the vendor and may fall within the three-year contract period, but</p>	<p>1, The understanding is correct.</p>

	<p>the contract itself is not limited to just the implementation—it covers both implementation and operational usage, with an option to extend for an additional two years.</p> <p>Kindly confirm our understanding is correct or not</p>	
6	<p>Training on the Console (12 months):</p> <p>1. Please provide more details about the training expectations for 12 months period. Please give us numbers by type of user.</p> <p>2. Who will be the intended participants for the 12-month training period?</p>	<p>Please see page 28 of the Bid document:</p> <p>The 25 includes Data Analysts (system Users) and ICT personnel (ICT back office and Super users)</p>
7	<p>Pricing Detail (Foreign Currency)</p> <p>1. It is mentioned that pricing can be in South African Rand (ZAR) or any foreign currency. However, the requirement also states that non-firm prices (including those subject to exchange rate variations) will not be considered.</p> <p>2. As a foreign bidder we are intended to quote the pricing in USD. Kindly confirm whether vendors are allowed to propose pricing in USD? as there is another contradicting statement stating "Price needs to be provided in South African Rand (Inc. VAT), with details on price elements must be clearly indicated and must include any additional cost elements such as travel, accommodation where applicable"</p> <p>3. If yes then how vendors should handle pricing if they choose to submit costs in a foreign currency (USD), given that exchange rate fluctuations are typically outside of our control?</p>	<p>If pricing is influenced by foreign exchange, please use the following exchange rates from South African Rands (ZAR) to the following currencies:</p> <ol style="list-style-type: none"> 1. ZAR: US\$ - R18.55 2. ZAR: Euro – R19.30 3. ZAR: British Pound Sterling - R22.85 <p>If another currency is used, please convert to ZAR by using the above currencies. When contracting takes place after award of bid, detailed measures for foreign exchange currency implications will be negotiated.</p>
8	<p>Pricing Detail (Travel Costs):</p>	<p>Domestic Travel costs in order to deliver the products and services at the Head office of the SIU in Pretoria must be costed for in the pricing</p>

	<p>Since travel costs will not be evaluated as part of the bid price, should we assume, these costs will be reimbursed separately, based on actual expenses incurred and in compliance with the SIU's approval process and the National Treasury Framework.</p> <p>We Request SIU to help to understand more on below:</p> <ol style="list-style-type: none"> 1. Please clarify the AA rates and the limitations that apply to foreign bidders. 2. What are the approval criteria required for travel costs to be approved by the SIU project manager? <p>These clarifications will assist us in accurately quoting our costs as requested by the SIU.</p>	<p>assumptions and price given for the products and services in line 1 of the pricing schedule. If travel to provincial SIU offices is needed during the project, this will be contracted for and paid for separately.</p> <p>The SIU project manager will consider in the project plan whether domestic travel to provincial offices is needed in order to roll out services further. However, it is assumed that the majority of the services/products will be delivered at the head office at 74 Watermeyer street, Meyerspark, Pretoria.</p>
9	<p>Pricing Detail (TAX):</p> <p>As we are a foreign bidder, we kindly request to understand which are these taxes are applicable to us.</p> <ol style="list-style-type: none"> 1. Value Added Tax 2. Pay As You Earn 3. Income Tax 4. Unemployment Insurance Fund Contributions 5. Skills Development Levies 	<p>Foreign bidders are advised to check tax implications with the South African Revenue Services (SARS). The SIU is aware that for foreign based products and services there is a "deemed" import tax if the products and services are locally provided. However, the bidders must consult SARS and/or tax experts to consider tax implications and how it will impact on the total overall price.</p>

	Please specify the percentage to be considered of the applicable taxes for the pricing.	
10	Volume Details: What is the current volume of data in the SIU's existing systems (if any)? What volume of data is expected to be handled by the Data Warehouse on a daily, monthly, or yearly basis? What is the expected growth rate of data in year-on-year basis for next 10 years?	The primary source of data is investigative data, here we are looking potentially at petabytes of data over time. However, for purposes of the bid and pricing assumptions, please assume 20 Terabytes of structured data for Implementation and configuration of the Data Warehouse.
11	Environments: Please provide the list of environments that SIU is considering to be included in the scope	To effectively integrate a new Data Warehouse (DWH) / Data Lakehouse (DLH) solution, the SIU acknowledges that it is crucial to understand the existing infrastructure and systems within the organization. However, the SIU is undergoing rapid change and systems and processes. What we will provide is that the organisation is primality a Microsoft aligned organisation with Microsoft SQL as the RDMS in most systems. The proposal would need to cater to integrate with Financial Management, Case Registration and Monitoring, Human Resource Management, and a Customer Relationship Management solution. This is all internally focused however the SIU core requirement is around investigations and as such the ability to integrate with other sources

		<p>such as social media platforms, market research, third party vendors, government departments, document management solutions etc.</p> <p>It is very important that the solution will be able to integrate with many varied environments out of the box and provide the SIU to build integrations easily, typically low or no-code solutions.</p>
12	<p>Personnel:</p> <p>We need clarification on whether the implementation can be carried out in a hybrid model, with most of the technical team based at our fully secured offshore development centre and onsite resources can be provided as needed by the SIU.</p> <p>We kindly request the SIU's preference on this.</p>	<p>Due to the nature of the information that the SIU works with the preference will be for an onsite team.</p>
13	<p>Data Size:</p> <p>Current data size, number of ETLs, number of reports etc?</p>	<p>See 10 above.</p>

NB!!! The closing date of this tender has been extended from the 28 January 2025 to 31 January 2025

The erratum bid document has been uploaded to the SIU Website and the National Treasury e-tender Portal. This update was informed by questions received from bidders. The adjustments to the bid document provide more clarity on pricing.