

**ANNEXURE A: DETAILED REQUIREMENT SPECIFICATIONS
INTEGRATED MIS/ERP SYSTEM - FOODBEV SETA
BID NUMBER: FB-SETA (25-26) T0003**

1. INTRODUCTION

This annexure provides the detailed functional, technical, and non-functional requirements for the Integrated MIS/ERP system. The solution must address all core business processes of FoodBev SETA as a Schedule 3A Public Entity operating under the Skills Development Act.

2. SOLUTION VISION

A single, integrated, cloud-based system that digitalizes and automates all business processes, replacing current manual and fragmented systems, enabling data-driven decision-making, and ensuring compliance with all relevant legislation in an Enterprise Resource Plan approach.

3. FUNCTIONAL REQUIREMENTS

3.1. LEARNING PROGRAMMES AND STRATEGIC PROJECTS (LPSP)

3.1.1. Mandatory Grants Management (not limited to)

- a) Online WSP/TR submission, extensions and approval workflow
- b) Levy calculation and allocation per SDL Act
- c) Automatic grant calculation based on levy payments
- d) Integration with SARS for SDL verification
- e) Non levy company registration
- f) Online appeal process for rejected applications
- g) Online SDF registration
- h) Automated verification of banking details

- i) Automated reports for all the mandatory grants functions

3.1.2. Discretionary Grants Process (not limited to):

- a) Digitised programme-specific application forms (Bursary, Learnership, etc.)
- b) Application wizard with mandatory field validation
- c) Automated online evaluation, adjudication and scoring
- d) Automated contract generation and signing from approved templates
- e) Project linkage and GL code assignment
- f) Special Projects Management:
- g) Target and budget sweeping from unallocated DG funds
- h) Non-pivotal APP target allocation
- i) Online application and approval workflow
- j) Automated reports for all DGs functions

3.1.3. Learner Lifecycle Management (not limited to)

- a) End-to-end learner registration from application to certification
- b) Learner registration must be validated against DHET and NSFAS database.
- c) Home Affairs learner ID validation
- d) Learner tracking across programmes (AET, Artisans, Candidacy, Learnerships, Skills Programmes, Bursaries, Internships, Work Experience, TVET Placement, short courses). Automated reminder letters for overdue activities.
- e) Automatic generation of learner numbers and contract linkages
- f) Termination/extension workflows with automated notifications

- g) Generation of Proof of registration/de-registration and completion letters
- h) Automated reports for all learner lifecycle management
- i) Performance milestone tracking

3.2. Quality Assurance

3.2.1. Assessment & Moderation (not limited to)

- a) Automated and digitised registration and scheduling of assessments
- b) Automated and digitised moderator/SME allocation and management
- c) Digital submission and storage of assessment materials
- d) Digitised result capturing and verification
- e) Automated payment processing for moderators/SMEs
- f) Digital moderation workflows with approval chains
- g) Bulk certification with Statement of Results (SoR) generation
- h) Digitised application for external moderation and site visits
- i) Online external moderation and site visit reports
- j) Automated reporting for all QA functions

3.3. Monitoring & Evaluation (M&E)

- a) Digital Site Visit Management
- b) Risk-based scheduling (high-risk providers/employers flagged automatically)
- c) Mobile-enabled site visit checklists with offline capability
- d) Geolocation tagging and photo evidence capture
- e) Real-time findings recording and assignment
- f) Automated report generation from checklist data

- g) APP (Annual Performance Plan) Tracking:
- h) Real-time target achievement monitoring
- i) Evidence validation against TID (Target, Indicator, Definition)
- j) Automated rejection of non-compliant evidence
- k) Quarterly and annual performance dashboards
- l) Stakeholder Compliance Monitoring:
- m) Provider/employer performance scoring
- n) Compliance trend analysis
- o) Early warning system for at-risk stakeholders

3.4. FINANCIAL MANAGEMENT

3.4.1. General Ledger & Accounting

GRAP (Generally Recognised Accounting Practice) compliance:

- a) Standard GRAP chart of accounts
- b) Segment reporting capability (programmes, projects, cost centres)
- c) Automatic allocation of transactions to segments
- d) Transaction Processing:
- e) Journal entry with full audit trail
- f) Budget checking before commitment
- g) Three-way matching (PO, GRV, Invoice)
- h) Prevention of one-legged journals
- i) Month-end Processing:
- j) Automated accruals and prepayments
- k) Recurring journal templates

- l) Batch processing capability

3.4.2. Revenue & Receivables

Levy Income Processing:

- a) Import of DHET levy files in multiple formats (CSV, TXT, PDF)
- b) Automatic allocation to categories (Admin, Discretionary, Mandatory, Penalties)
- c) Reconciliation against bank statements
- d) Levy statement generation per employer
- e) Accounts Receivable:
- f) Invoice generation and printing
- g) Automated reminder letters for overdue accounts
- h) Credit note processing
- i) Age analysis reporting

3.4.3. Expenditure & Payables

Procure-to-Pay Workflow:

- a) Electronic requisition submission
- b) Automated routing for approvals based on delegation of authority
- c) Purchase Order generation and electronic dispatch
- d) Goods Received Note (GRN) capture
- e) Invoice scanning and OCR processing
- f) Three-way matching automation
- g) Supplier Management:
- h) CSD (Central Supplier Database) integration for supplier validation

- i) BBBEE status tracking with expiry alerts
- j) Tax compliance verification
- k) Supplier performance evaluation

3.4.4. Budget Management

Budget Formulation:

- a) Online budget submission by cost centre managers
- b) Consolidation and version control
- c) Approval workflow
- d) Budget Monitoring:
- e) Real-time expenditure vs budget tracking
- f) Commitment accounting (reservations against budget)
- g) Virement (transfer) request workflow
- h) Monthly variance reporting with commentary
- i) Forecasting:
- j) Rolling forecasts based on actual expenditure
- k) What-if analysis scenarios
- l) Multi-year budget projections

3.4.5. Asset Management

- a) Asset Register:
 - o Comprehensive asset information (description, location, custodian, value)
 - o Barcode/QR code generation for physical verification
 - o Asset categorization (movable, immovable, intangible)

- b) Asset Lifecycle:
 - Acquisition, transfer, disposal workflows
 - Maintenance scheduling and tracking
 - Insurance valuation tracking
- c) GRAP Compliance:
 - Automated depreciation calculation (straight-line, reducing balance)
 - Revaluation processing
 - Impairment testing triggers
 - Asset movement journals

3.4.6. Cash & Treasury

- a) Bank Reconciliation:
 - Automated import of bank statements
 - Matching rules for recurring transactions
 - Outstanding item tracking
- b) Cash Flow Management:
 - Cash position monitoring
 - Cash flow forecasting
 - Investment tracking
- c) Payment Processing:
 - Bulk payment file generation for banks
 - Electronic Funds Transfer (EFT) processing
 - Payment approval workflows

3.5. SUPPLY CHAIN MANAGEMENT (SCM)

3.5.1. Demand Management

- a) Annual Procurement Planning:
 - Departmental procurement plan submission
 - Consolidation and analysis
 - Categorization by commodity and BBBEE preference
 - Approval workflow
- b) Requirement Specification:
 - Standard specification templates
 - Technical evaluation criteria setup
 - Bill of quantities management

3.5.2. Acquisition Management

- a) Sourcing Strategy:
 - Automated supplier sourcing from CSD database
 - Quotation request generation and distribution
 - Purchase order generation
 - Tender advertisement and management
- b) Evaluation Process:
 - 80/20 or 90/10 preference point system calculation
 - Electronic bid opening and recording
 - Evaluation committee scoring
 - Automated bidder notification
- c) Approval Workflows:

- Delegation of authority enforcement
- Committee approval tracking
- Award letter generation

3.5.3. Contract Management

- a) Contract Creation:
 - Automatic generation from approved templates
 - Unique contract numbering system
 - Terms and conditions library
- b) Contract Monitoring:
 - Performance milestone tracking
 - Variation/amendment management
 - Expiry notifications (90, 60, 30 days)
 - Contract value vs expenditure tracking
- c) Supplier Performance:
 - Regular performance evaluations
 - Non-performance reporting
 - Blacklisting management

3.5.4. Asset & Logistics Management

- a) Inventory Management (if applicable):
 - Stock level monitoring
 - Reorder point triggers
 - Stock take functionality

- b) Fleet Management (if applicable):
 - Vehicle tracking
 - Maintenance scheduling
 - Fuel consumption monitoring

3.6. HUMAN CAPITAL MANAGEMENT (HCM)

3.6.1. Human Resources Administration

- a) Employee Master Data:
 - Comprehensive employee records
 - Document management (qualifications, IDs, contracts)
 - Organisational structure management
 - Position management and job profiling
- b) Employee Self-Service:
 - Personal information updates
 - Document uploads
 - Leave balance viewing
 - Payslip access
- c) Lifecycle Management:
 - Recruitment to retirement workflows
 - Probation management
 - Promotion and transfer processing
 - Exit management with clearance certificates

3.6.2. Leave Management

- a) Leave Application:
 - Online submission with supporting documentation
 - Approval workflows with delegation
 - Conflict checking (multiple staff on leave)
- b) Leave Types:
 - Annual, sick, family responsibility, maternity, study, etc.
 - Leave accumulation and forfeiture rules
 - Leave encashment calculation
- c) Integration:
 - Automatic update to payroll
 - Manager dashboards for team leave
 - Leave liability reporting

3.6.3. Payroll Management

- a) Payroll Processing:
 - Multiple company/entity processing
 - Automated calculations (tax, UIF, SDL, pension)
 - Bonus and overtime calculations
 - Third-party payments (garnishees, union dues)
- b) Statutory Compliance:
 - EMP201 generation and submission
 - IRP5/IT3a generation
 - COIDA reporting

- Employment Equity reporting
- c) Integration:
 - Automatic GL postings
 - Bank payment file generation
 - Leave balance updates

3.6.4. Performance Management

- a) Performance Cycle Management:
 - Performance agreement creation and tracking
 - Mid-year and annual review workflows
 - 360-degree feedback capability
- b) Key Performance Areas:
 - Weighted KPAs and KPIs
 - Output and behavioural competencies
 - Development plan linkage
- c) Reward Management:
 - Performance score to reward calculation
 - Bonus allocation based on performance

3.6.5. Talent Management

- a) Succession Planning:
 - Talent pipeline identification
 - Critical position risk analysis
 - Readiness assessment

- b) Learning & Development:
 - Training needs analysis
 - Training request and approval workflow
 - Course registration and tracking
 - Skills database maintenance
 - Bursary management/ Administration
- c) Recruitment:
 - End to End recruitment process
 - Application tracking
 - Interview scheduling
 - Appointment processing
 - Probation Management

3.7. CORPORATE SERVICES & STAKEHOLDER MANAGEMENT

3.7.1. Document & Records Management

- a) Electronic Document Management System (EDMS):
 - Version control and check-in/check-out
 - Metadata tagging and search
 - Retention schedule management
 - Archiving and disposal workflows
- b) Records Classification:
 - File plan management
 - Access control by record type

- Audit trails for all accesses

3.7.2. Stakeholder Relationship Management

- a) Stakeholder Database:
 - Employers, training providers, learners, government departments
 - Communication history tracking
 - Stakeholder categorization and segmentation
- b) Communication Management:
 - Bulk email/SMS communication
 - Template library for standard communications
 - Response tracking
- c) Service Request Management:
 - Query logging and assignment
 - SLA tracking for query resolution
 - Knowledge base for common queries

3.7.3. Meeting & Committee Management

- a) Meeting Scheduling:
 - Calendar integration
 - Venue and resource booking
 - Agenda creation and distribution
- b) Meeting Documentation:
 - Minutes capturing and approval
 - Action item tracking

- Decision register maintenance

3.7.4. Risk & Compliance Management

- a) Risk Register:
 - Risk identification and assessment
 - Control implementation tracking
 - Risk treatment monitoring
- b) Compliance Monitoring:
 - Legislative requirement tracking
 - Compliance checklist management
 - Exception reporting

4. TECHNICAL REQUIREMENTS

4.1. System Architecture

- a) Cloud-based SaaS solution with multi-tenant capability
- b) Microservices architecture for modular deployment
- c) API-first design for seamless integration
- d) Responsive web design for all device types
- e) Progressive Web App (PWA) capability for mobile access

Integration Requirements

4.2.1. External System Integration

System	Integration Type	Frequency	Purpose
DHET SETMIS	API/Web Service	Real-time/Batch	Learner data submission
QCTO Database	API	Real-time	Qualification/OFO validation
NAMB System	API/File transfer	Batch	Artisan registration
SARS eFiling	API	Real-time	Tax compliance verification
National Treasury CSD	API	Real-time	Supplier validation
Banking Systems	API/SWIFT	Real-time	Payment processing
DHA (Home Affairs)	API	Real-time	ID verification
SAQA Database	API	Real-time	Qualification verification
NSFAS Database	Data share	At request	Learner Funding
SASSA Database	Data share	At request	Grant
UIF database	Data share	At request	Employment status

4.2.2. Internal Integration

- a) Active Directory/LDAP for user authentication
- b) Microsoft 365 (Exchange, Teams, SharePoint)
- c) Power BI for advanced analytics
- d) Existing legacy systems during transition

4.3. Security Requirements

4.3.1. Access Control

- a) Role-Based Access Control (RBAC) with minimum privilege principle
- b) Multi-factor authentication for external users
- c) Single Sign-On (SSO) for internal users
- d) Session management with automatic timeout
- e) Password policy enforcement (complexity, history, expiry)
- f) Password reset via self service

4.3.2. Data Protection

- a) Encryption at rest (AES-256)
- b) Encryption in transit (TLS 1.3)
- c) Data masking for sensitive information
- d) Database activity monitoring
- e) Regular vulnerability scanning

4.3.3. Compliance

- a) POPIA/GDPR compliance for data privacy
- b) Audit trail for all system actions
- c) Regular security assessments and penetration testing
- d) Disaster Recovery with RPO < 15 minutes, RTO < 4 hours

4.4. Performance Requirements

- a) Response time: < 2 seconds for 95% of transactions
- b) Concurrent users: Support for 100+ concurrent internal users
- c) Batch processing: Complete overnight batches within 4-hour window
- d) Availability: 99.05% uptime excluding scheduled maintenance
- e) Scalability: Ability to scale horizontally for increased load

4.5. Data Management

4.5.1. Data Migration

- a) Migration from current systems:
- b) Solugrowth Information Management System (SIMS)
- c) Payspace Payroll
- d) Microsoft Business Central
- e) Microsoft SQL databases
- f) Data cleansing and validation services
- g) Parallel run capability for verification
- h) Data reconciliation reports

4.5.2. Data Governance

- a) Data quality rules and validation
- b) Master data management (customers, suppliers, products)
- c) Data lineage and impact analysis
- d) Data retention and archiving policies

5. NON-FUNCTIONAL REQUIREMENTS

5.1. Usability

- a) Intuitive interface with minimal training required
- b) Consistent navigation across all modules
- c) Context-sensitive help and user guides
- d) Accessibility compliance (WCAG 2.1 AA)
- e) Multi-language support (English primary, others as needed)

5.2. Reliability

- a) Mean Time Between Failures (MTBF): > 720 hours
- b) Mean Time to Repair (MTTR): < 2 hours for critical issues
- c) Automated monitoring and alerting
- d) Performance degradation alerts before failure

5.3. Maintainability

- a) Modular design for easy upgrades
- b) Comprehensive documentation (technical, user, API)
- c) Change management process integration
- d) Backward compatibility for data and integrations

5.4. Scalability

- a) Elastic scaling for seasonal load variations
- b) Database partitioning strategy for large datasets
- c) Load balancing across multiple instances
- d) Caching strategy for improved performance

6. IMPLEMENTATION REQUIREMENTS

6.1. Project Methodology

- a) Agile/Scrum methodology with sprints
- b) Regular stakeholder demonstrations
- c) User acceptance testing (UAT) with FoodBev SETA staff
- d) Phased rollout plan

6.2. Training & Knowledge Transfer

- a) End-user training for all staff
- b) Administrator training for IT staff
- c) Training materials in multiple formats
- d) Train-the-trainer programme

6.3. Support & Maintenance

- a) Service Level Agreement (SLA) with defined metrics:
- b) Critical issues: Response < 15 mins, Resolution < 4 hours
- c) High priority: Response < 1 hour, Resolution < 8 hours
- d) Medium priority: Response < 4 hours, Resolution < 24 hours
- e) Low priority: Response < 8 hours, Resolution < 5 days
- f) Regular health checks and performance reviews
- g) Proactive monitoring and optimization
- h) Annual review of system performance and roadmap

6.4. Reporting & Analytics

- a) Standard reports for all modules
- b) Ad-hoc reporting capability for users
- c) Real-time dashboards for management
- d) Predictive analytics using AI/ML

- e) Data export to multiple formats (PDF, Excel, CSV)

7. COMPLIANCE REQUIREMENTS

7.1. Legislative Compliance

- a) Public Finance Management Act (PFMA)
- b) Skills Development Act
- c) Broad-Based Black Economic Empowerment (B-BBEE) Act
- d) Protection of Personal Information Act (POPIA)
- e) Promotion of Access to Information Act (PAIA)
- f) Generally Recognised Accounting Practice (GRAP)

7.2. SETA-Specific Requirements

- a) DHET reporting requirements (SETMIS, Survey Hub)
- b) QCTO requirements for qualification management
- c) SETA Grant Regulations
- d) National Treasury regulations for supply chain

8. FUTURE CAPABILITIES

The solution should have roadmap capabilities for:

- a) Robotic Process Automation (RPA) for repetitive tasks
- b) Advanced analytics for skills planning and forecasting