ANNEXURE B: MANDATORY COMPLIANCE MATRIX

INTEGRATED MIS/ERP SYSTEM - FOODBEV SETA

BID NUMBER: FB-SETA/MIS-ERP/01/2026

INSTRUCTIONS TO BIDDERS:

1. This Compliance Matrix "MUST" be completed and submitted as part of Volume 1 of your bid.

2. For each requirement, select ONE response option:

C = COMPLY (Meets requirement 100% with standard solution)

PC = PARTIAL COMPLY (Meets requirement with customization/modification)

NC = DOES NOT COMPLY (Does not meet requirement)

3. Mandatory Narrative: For every item marked "PC" or "NC", you MUST provide a detailed explanation in the "Notes/Explanation" column.

4. Failure to complete this matrix may result in disqualification.

5. Note: Requirements marked with (*) are MANDATORY. Failure to comply with ANY mandatory requirement will result in disqualification.

BIDDER INFORMATION:

Company Name: _____

Date: _____

Authorized Signatory: _____

SECTION 1: QUALITY ASSURANCE & LEARNING PROGRAMMES (ETQA/SPLP)

Ref	Requirement	C	PC	NC	Notes / Explanation
1.1	**QUALITY ASSURANCE MANAGEMENT**				
1.1.1	End-to-end digital management of all Quality Assurance functions.	☐	☐	☐	
1.1.2	Digital workflow for qualification development (SME inputs, QAS reviews, version control).	☐	☐	☐	
1.1.3	Full workflow automation for accreditation of providers, assessment centers, workplaces.	☐	☐	☐	
1.1.4	Digital capture and storage of learner assessment data, moderation outcomes.	☐	☐	☐	
1.1.5	End-to-end EISA management (registration, scheduling, conducting, results).	☐	☐	☐	
1.1.6	Automated generation of SoRs, endorsement reports, QA documentation.	☐	☐	☐	
1.1.7	QA dashboards for accreditation pipeline, moderation cycles, compliance trends.	☐	☐	☐	
1.1.8	Repository of QCTO-aligned templates, tools, policies with audit trails.	☐	☐	☐	
1.2	**MANDATORY GRANTS PROCESS**				
1.2.1*	Secure online registration/renewal of Levy Paying Organizations & SDFs.	☐	☐	☐	
1.2.2	Online capturing, assessment, approval of WSP, ATR, PTP, PTR.	☐	☐	☐	

1.2.3	Online viewing of levy status by stakeholders.	☐	☐	☐
1.2.4	Automated compliance checking and reporting	☐	☐	☐
1.2.5	Integrated stakeholder management with online communication and appeal process.	☐	☐	☐
1.2.6	Automatic generation of payment list and integration into financial processes.	☐	☐	☐
1.2.7	Calculation of mandatory grants payable in line with SDL Act.	☐	☐	☐
1.2.8	Online submission of Mandatory Grant Annexure 2 reports.	☐	☐	☐
1.3	**DISCRETIONARY GRANTS PROCESS**			
1.3.1*	Secure online application management (application, analysis, approval, contracting)	☐	☐	☐
1.3.2	Process to upload learners with auto-save capabilities during session interruptions.	☐	☐	☐
1.3.3	Wizard-guided user interface for application capturing.	☐	☐	☐
1.3.4*	Validation to eliminate floating learners through DHET system integration.	☐	☐	☐
1.3.5	DHA integration for validation of ID numbers, proof of life.	☐	☐	☐
1.3.6	Linkage of DG process to organizational APP and Strategy Plan.	☐	☐	☐
1.3.7	Online assessment, shortlisting, and communication of rejections/approvals.	☐	☐	☐

1.3.8	Automated compliance checking and reporting.	☐	☐	☐
1.3.9	Online approvals by governance structures.	☐	☐	☐
1.3.10	Auto-generation of contract numbers, contracts, and GL/Project numbers.	☐	☐	☐
1.3.11*	Notification of contract expiry (at least 30 days before)	☐	☐	☐
1.3.12*	Interface capability with prescribed reporting systems (DHET, SAQA, NAMB, SETMIS, QCTO)	☐	☐	☐

1.4   BURSARIES MANAGEMENT

1.4.1	Online application, assessment, and allocation.	☐	☐	☐
1.4.2	Integration with educational institutions for qualification linkage.	☐	☐	☐
1.4.3	Online approval by governance structures with workflow process.	☐	☐	☐
1.4.4	Online registration by educational institutions for curriculum updates.	☐	☐	☐
1.4.5	Online registration of bursary awardees for query resolution and allowance management.	☐	☐	☐

1.5   DIGITAL SITE VISIT MANAGEMENT

1.5.1	Digital site visit scheduler with annual/quarterly/monthly planning views.	☐	☐	☐
1.5.2	Risk-based site visit triggering (high learner volume, high-risk providers)	☐	☐	☐
1.5.3	Real-time findings captured on site (photos, geolocation, timestamped notes)	☐	☐	☐

1.5.4	Automated validation of submitted documents before submission.	☐	☐	☐
1.5.5	Workflow automation for findings and recommendations.	☐	☐	☐
1.5.6	Auto-generation of site visit reports from completed checklists.	☐	☐	☐
1.5.7	Automated notifications for upcoming/overdue site visits.	☐	☐	☐
1.6	**M&E DASHBOARDS & PERFORMANCE REPORTING**			
1.6.1	Dynamic dashboards for M&E with drill-down capability.	☐	☐	☐
1.6.2	Learner evidence validation aligned to APP TID requirements.	☐	☐	☐
1.6.3	Automated rejection of inadmissible evidence.	☐	☐	☐
1.6.4	Trend analysis with multi-year performance statistics (5+ years historical data)	☐	☐	☐
1.6.5	Site visit completion rates by quarter, province, stakeholder, programme type.	☐	☐	☐
1.6.6	Open vs closed findings and implementation tracking.	☐	☐	☐
1.6.7	Integration with APP dashboard for real-time reporting	☐	☐	☐

SECTION 2: FINANCIAL MANAGEMENT

Ref	Requirement	C	PC	NC	Notes / Explanation
2.1	**GENERAL LEDGER & REPORTING**				
2.1.1*	GRAP-compliant TB and GL structure with roll-up and segment reporting.	☐	☐	☐	
2.1.2	Automated financial reporting (monthly, quarterly, annual)	☐	☐	☐	
2.1.3*	Integration with learner management, asset, payroll, leave, and SCM systems.	☐	☐	☐	
2.1.4	Integration with banking system for EFTs and bank reconciliation.	☐	☐	☐	
2.1.5	GRAP-compliant Asset module with automated depreciation calculation.	☐	☐	☐	
2.1.6	System validations to prevent unapproved transactions and one-legged journals.	☐	☐	☐	
2.1.7	Enforced segregation of duties.	☐	☐	☐	
2.2	**ACCOUNTS RECEIVABLE & REVENUE**				
2.2.1	Invoice capture and printing.	☐	☐	☐	
2.2.2	Integration with Cashbook module for receipts.	☐	☐	☐	
2.2.3*	Integration of DHET levy files and creation of posting journals.	☐	☐	☐	
2.2.4	Aged analysis reporting.	☐	☐	☐	
2.3	**LEVY & GRANT MANAGEMENT**				
2.3.1	Capability to import levy files in PDF, Word, TXT, XLS, CSV formats from DHET.	☐	☐	☐	
2.3.2	Allocation of imported levy income per SDL Act ratios.	☐	☐	☐	

| 2.3.3 | Statements of levies received per employer from 2000 to date. | ☐ | ☐ | ☐ | |

2.4 ACCOUNTS PAYABLE (PROCUREMENT)

2.4.1	Full procurement workflow (requisition, quotations, PO, receipt, invoice, 3-way match)	☐	☐	☐	
2.4.2	Supplier email notification on approved purchase orders.	☐	☐	☐	
2.4.3	OCR capability for invoice processing.	☐	☐	☐	
2.4.4	Email notification to approvers for requisition/PO/invoice approvals.	☐	☐	☐	
2.4.5	Download bank upload file for payment processing.	☐	☐	☐	
2.4.6	Analysis and outstanding purchase orders reports.	☐	☐	☐	

2.5 BUDGET MANAGEMENT

2.5.1	Budget monitoring for all expenditure, capex, assets, liabilities.	☐	☐	☐	
2.5.2	Monthly, quarterly, annual expenditure vs budget reporting.	☐	☐	☐	
2.5.3	Cost center budget owner views with variance commenting capability.	☐	☐	☐	

SECTION 3: SUPPLY CHAIN MANAGEMENT (SCM)

Ref	Requirement	C	PC	NC	Notes / Explanation
3.1	**DEMAND MANAGEMENT**				
3.1.1	Capturing and consolidation of divisional procurement plans.	☐	☐	☐	
3.1.2	Workflow for procurement plan approval.	☐	☐	☐	

3.1.3	Automated notifications to end users for new RFP processes.	☐	☐	☐
3.1.4	Tracking with date inputs for reporting.	☐	☐	☐

3.2 **ACQUISITION MANAGEMENT**

3.2.1*	Interface with National Treasury Central Supplier Database (CSD)	☐	☐	☐
3.2.2*	Enforcement of supplier rotation, preventing re-use of suppliers.	☐	☐	☐
3.2.3	Interface with budget function to confirm available budget.	☐	☐	☐
3.2.4	Automatic creation and electronic sending of purchase orders.	☐	☐	☐
3.2.5	80/20 preference points scoring system.	☐	☐	☐
3.2.6	Online tender processing and record maintenance.	☐	☐	☐

3.3 **SUPPLIER MANAGEMENT**

3.3.1	Supplier database with CSD integration.	☐	☐	☐
3.3.2	Vendor number generation linked to CSD number.	☐	☐	☐
3.3.3	Automated notifications for expired BBBEE certificates.	☐	☐	☐
3.3.4	Automated notifications for non-tax compliant suppliers.	☐	☐	☐

3.4 **CONTRACT MANAGEMENT**

3.4.1	Contract generation with unique reference numbers.	☐	☐	☐
3.4.2	Platform to upload all approved contracts.	☐	☐	☐
3.4.3	Contract amount tracking with spending and remaining amounts.	☐	☐	☐

| 3.4.4 | Supplier performance evaluation by end users. | ☐ | ☐ | ☐ | |

| 3.4.5 | Up to date contract register and commitments schedule. | ☐ | ☐ | ☐ | |

3.5 REPORTING

| 3.5.1 | BBBEE segregation spend reporting. | ☐ | ☐ | ☐ | |

| 3.5.2 | Deviation and variation reporting. | ☐ | ☐ | ☐ | |

| 3.5.3 | Requisition, RFQ, and Tender Register Status. | ☐ | ☐ | ☐ | |

SECTION 4: HUMAN CAPITAL MANAGEMENT (HCM)

Ref	Requirement	C	PC	NC	Notes / Explanation
4.1	**HR ADMINISTRATION**				
4.1.1	Employee details registration with supporting documentation.	☐	☐	☐	
4.1.2	Employee self-service for personal detail changes.	☐	☐	☐	
4.1.3	Resignation process with exit interview forms and asset recovery workflows.	☐	☐	☐	
4.2	**LEAVE MANAGEMENT**				
4.2.1	Electronic leave request submission and approval.	☐	☐	☐	
4.2.2	Leave balances and reporting.	☐	☐	☐	
4.2.3	Automatic execution of forfeited leave days.	☐	☐	☐	
4.2.4	Integration with payroll system.	☐	☐	☐	
4.3	**PAYROLL MANAGEMENT**				
4.3.1*	Payroll for multiple companies with bonus, tax, and structuring capabilities.	☐	☐	☐	

4.3.2	Electronic payslip generation.	☐	☐	☐
4.3.3*	Integration with general ledger for automatic ledger updates.	☐	☐	☐
4.3.4	Calculation of monthly bonus provision.	☐	☐	☐

4.4   PERFORMANCE MANAGEMENT

4.4.1	Performance Contract Agreement with tracking.	☐	☐	☐
4.4.2	Self and manager performance appraisal functionality.	☐	☐	☐
4.4.3	Appraisal completion dashboard.	☐	☐	☐
4.4.4	Linking of scoring to financial rewards.	☐	☐	☐
4.4.5	Output and Behavioral performance categories with weighted KPAs/KPIs.	☐	☐	☐
4.4.6	Individual Development Plan capture.	☐	☐	☐
4.4.7	Training request and approval workflow.	☐	☐	☐
4.4.8	Balanced scorecard reporting and analysis.	☐	☐	☐

4.5   TALENT MANAGEMENT

4.5.1	Workforce planning functionality.	☐	☐	☐
4.5.2	Organizational structure design and export capability.	☐	☐	☐
4.5.3	E-Recruitment from advertising to appointment.	☐	☐	☐
4.5.4	Learning and development tracking against IDPs.	☐	☐	☐
4.5.5	Bursary management for employees.	☐	☐	☐

SECTION 5: TECHNOLOGY & INFRASTRUCTURE

Ref	Requirement	C	PC	NC	Notes / Explanation
5.1	**SYSTEM ARCHITECTURE**				
5.1.1*	Cloud-based (SaaS) solution.	☐	☐	☐	
5.1.2*	99.9% uptime SLA with included DR (automatic failover)	☐	☐	☐	
5.1.3	Business continuity approach including periodic simulations.	☐	☐	☐	
5.1.4	Active Directory authentication for internal users.	☐	☐	☐	
5.1.5	Database authentication for external stakeholders.	☐	☐	☐	
5.2	**INTEGRATION CAPABILITIES**				
5.2.1*	Integration with external systems: DHET SETMIS, QCTO, NLRD, NAMB.	☐	☐	☐	
5.2.2*	Integration with Microsoft 365 (Outlook, Teams, Power BI)	☐	☐	☐	
5.2.3	Integration with digital signature systems and character recognition capability (OCR)	☐	☐	☐	
5.2.4	Integration with banking systems.	☐	☐	☐	
5.3	**SECURITY & COMPLIANCE**				
5.3.1*	POPIA/GDPR compliance.	☐	☐	☐	
5.3.2*	Password policy enforcement.	☐	☐	☐	
5.3.3	Role-based access control (RBAC)	☐	☐	☐	

5.3.4	Comprehensive audit trails for all transactions.	☐	☐	☐
5.3.5	Regular security testing and vulnerability assessments.	☐	☐	☐

5.4	**REPORTING & ANALYTICS**			
5.4.1	Business Intelligence (BI) tools with user-built report capability.	☐	☐	☐
5.4.2	Customizable dashboards for CEO, CFO, department heads.	☐	☐	☐
5.4.3	Real-time analytics and insights.	☐	☐	☐
5.4.4	Artificial Intelligence (AI) and Machine Learning (ML) capabilities.	☐	☐	☐

5.5	**DATA MANAGEMENT**			
5.5.1	Electronic Document Management System (EDMS) as document repository.	☐	☐	☐
5.5.2	Data migration from current systems (SIMS, Payspace, Business Central)	☐	☐	☐
5.5.3	Data imports from spreadsheets and other data sources.	☐	☐	☐
5.5.4	Regular backup schedules and business continuity planning.	☐	☐	☐

5.6	**USER EXPERIENCE**			
5.6.1	Web-based portal for external stakeholders.	☐	☐	☐
5.6.2	Mobile-responsive design.	☐	☐	☐
5.6.3	Intuitive, user-friendly interfaces.	☐	☐	☐
5.6.4	Accessibility compliance (WCAG 2.1 AA standard)	☐	☐	☐

SECTION 6: SERVICE & SUPPORT

Ref	Requirement	C	PC	NC	Notes / Explanation
6.1	**SUPPORT MODEL**				
6.1.1*	Defined SLA for support tiers (P1-P4 with response/resolution times)	☐	☐	☐	
6.1.2	On-site support resources availability.	☐	☐	☐	
6.1.3	Back-end developer and technical specialist support.	☐	☐	☐	
6.1.4	24/7 support for critical system issues.	☐	☐	☐	
6.2	**CHANGE MANAGEMENT**				
6.2.1	Included annual pool of development/enhancement hours.	☐	☐	☐	
6.2.2	Clear change request process.	☐	☐	☐	
6.2.3	Regular system updates and upgrades at no additional cost.	☐	☐	☐	
6.3	**TRAINING & KNOWLEDGE TRANSFER**				
6.3.1	Comprehensive training program for end-users.	☐	☐	☐	
6.3.2	System Administrator training.	☐	☐	☐	
6.3.3	Training materials and user documentation.	☐	☐	☐	
6.3.4	Knowledge transfer to FoodBev SETA IT staff.	☐	☐	☐	

SECTION 7: COMMERCIAL & CONTRACTUAL

Ref	Requirement	C	PC	NC	Notes / Explanation
7.1	**PRICING MODEL**				
7.1.1	Per user per month licensing model.	☐	☐	☐	
7.1.2	Fees covering future system developments and updates.	☐	☐	☐	
7.1.3	Clear escalation rates for Years 2-5.	☐	☐	☐	
7.1.4	No hidden costs - all-inclusive pricing.	☐	☐	☐	
7.2	**CONTRACT DURATION**				
7.2.1	5-year contract term.	☐	☐	☐	
7.2.2	Annual performance review with SLA measurement.	☐	☐	☐	
7.2.3	Clear termination clauses for poor performance.	☐	☐	☐	

DECLARATION

I hereby certify that:

1. All information provided in this Compliance Matrix is true and accurate to the best of my knowledge.

2. I understand that any misrepresentation may lead to disqualification from the bidding process.

3. Our proposed solution meets or exceeds the requirements as indicated in this matrix.

4. We commit to delivering the solution as described in our proposal.

Signature: _____

Name: _____

Position: _____

Company: _____

Date: _____

Company Stamp: _____

END OF COMPLIANCE MATRIX