

S.No.	Clause No.	Page Number	Requirements/Clause	Queries from Niche Integrated Solutions
1	1.6	Pg. 8	It must be possible to select a Grant Application Category e.g., Arts & Culture, Sport etc. as specified in the South African National Lotteries Act, which will then open the respective defined sub-categories (and sub-categories to be defined) and their specific compliance requirements.	Please advise how many numbers of Grant Application Category forms are to be creation in the application? NLC currently receives approximately 10,500 Grant applications a year. With dematerialisation this is expected to grow 3 fold in the next 2 to 3 years. Please refer 1.45. There will, however, only be one Grant Application Form per application.
2	-	-		Please confirm how many nodes are required in each workflow. E.g.: A financial approval will require two nodes in business workflows (maker-checker)
3	-	-		We expect at least 5 nodes. Please refer 1.5
4	1.13	Pg. 9	Escalation/services levels to be customizable according to NLC's ongoing and changing requirements (e.g., in hours, minutes from date and time of logging requests).	Please confirm whether the business users or only admin must be provided with such access so that the SLA configuration be customized from time to time? Only core business user will be required.
5	1.14	Pg. 9	Provision for Screen Based input fields amendments, additions and deletions should be allowed without manipulation of processes. From indicative sizing perspective, Phase 1, which will focus on the Core Grant Operations process covers 13 stages with 520 input fields.	Please confirm whether it means that there will be 13 types of forms with total 520 fields to be configured across those forms? There are approximately 520 fields across 15 stages in a single application. Propose the best way you could do this.
6	1.24	Pg. 10	Records Classification and Retention Schedules a) The proposed solution must support the classification of records in accordance with the records classification system outlined by the National Archives and Records Service of South Africa Act, Act 43 of 1996 (NARSSA) and as articulated and captured in the approved NLC File Plan. No	Please explain with the help of a use case or share more content to understand better. This is self-explanatory and be referenced through the act or through an appropriate SME
7	1.24	Pg. 10	b) Maintain and adhere to retention schedules specified by NARSA for different categories of records and must be compliant to ISO 15489 and as specified in 4.3 COMPLIANCE TO ISO, LEGISLATIVE AND INDUSTRY BEST PRACTICE AND TECHNOLOGY STANDARDS below.	The records management in our solution is highly configurable in nature. It is considered that the relevant retention policy by document type or request type will be provided for configuration. Indicate your compliance to this in the scoring matrix.
8	5	Pg. 6	The solution must include Website Portal access, access and collaboration with both public and private external stakeholders (such as CIPC, SARS, Home Affairs, Social development, etc.) that minimises risk, Self Service capabilities (via Service Centres), USSD, Mobile applications, Call Centres, Webinars, User-Information sessions, Grant Application facilities and other related business service and operational offerings.	Please confirm whether creation of native mobile application, downloadable from Android playstore and Apple App Store, is also in scope? Yes it is. Or, progressive web application accessible using a utility or mobile browser will be suitable. That could be considered.
9	-	-		Please mention if any data migration activity is in scope. Yes it is. From the Oracle Fusion environment.