



the gpaa

Department:  
Government Pensions Administration Agency  
REPUBLIC OF SOUTH AFRICA

## **QUESTIONS AND ANSWERS**

### **BID GPAA 12/2023: REQUEST FOR PROPOSALS (RFP) APPOINTMENT OF A PROFESSIONAL SERVICE PROVIDER TO LEASE AND IMPLEMENT A BIOMETRIC SOLUTION TO AUTHENTICATE AND VERIFY THE GPAA'S INTERNAL AND EXTERNAL STAKEHOLDERS**

Answers highlighted in **yellow**.

#### **We request clarification on the following aspects:**

1. **The solution must be accredited (3.5.3, Question 2): Specify the accreditation necessary for the solution?**

##### **Response:**

The solution must be compliant and suitable for usage with the South Africa Department of Home Affairs as the main data source provider to the Republic of South Africa. (No specific accreditation, however, GPAA prefers to have a system that accredited by a professional body)

2. **PSIRA Certification (6.3.1.6): In the case of a partnership or consortium, is PSIRA certification required for both companies?**

##### **Response:**

If the PSIRA certification can be demonstrated for one entity that should be sufficient.

3. **Biometric Scanners Leasing Intent: Please elaborate on the intention regarding the leasing of biometric scanners?**

##### **Response:**

GPAA does not want to retain assets for ease of licensing, maintenance and/or replacement of faulty equipment.

4. **We missed the briefing, was it compulsory or we can tender?**

##### **Response:**

The bidder cannot tender if they did not attend the compulsory briefing session.

5. **In the Pricing Section there is a mention of a Spreadsheet as per submission for SBD 3**

##### **Response**

The pricing submitted by the bidder must be in the spreadsheet provided by GPAA as part of the tender pack. Not using the spreadsheet provided will lead to disqualification.

6. May we please have a copy of the document, as it is not available on the portal.

**Response:**

The pricing Sheet can be found on this link. <https://www.etenders.gov.za/#> / <https://www.gpaa.gov.za/tenders.html>

7. We request an extension for the attached biometric solution tender initially set for Thursday 14th December 2023.

**Response:**

The extension cannot be granted as the tender closes on the 14<sup>th</sup> of December 2023.

**8. Information session**

In the information session it was said that no enrolment is required, however somethings need to be enrolled on this Biometrics system - enrolment of the following is required:

- Enrolment for system transaction users
- Capture of the Fingerprint / Facial recognition
- Assign authentication certificate to specific user
- Allocate permission rights per user
- Capture / verify the users details on the system
- In terms of the ECT ACT these transaction users must be enrolled in a face to face methodology to ensure forensic legitimacy
- Do a home Affairs IDV (Identity Device Verification) per user
- Enrolment of beneficiaries and other users
- Capture of the Fingerprint / Facial recognition
- Assign authentication certificate to specific user
- Allocate permission rights per user on beneficiary access.
- Capture / verify the users details on the system
- In terms of the ECT ACT these transaction users must be enrolled in a face-to-face methodology to ensure forensic legitimacy
- Do a home Affairs IDV (Identity Device Verification) per user

**Response**

The requirement is not to have the solution doing enrolment it is to ensure that the client or employee is a living body with their specific identity names & number, fingerprint and later the face.

**9. GPAA ICT Environment**

**Mainframe (IBM) environment**

**A)** Are Persal and BAS and SOCPEN used by GPAA for the purpose of supplying The services for the beneficiaries?

**Response**

**No**

## B) Oracle Supercluster

### Question

Is the physical Oracle cloud server / computing system installed at GPAA? **NO**

What Oracle system besides for serving platform are installed

Oracle IDM – **Yes**

Oracle HR – **NO**

Oracle Finance - **NO**

Oracle Database – which model and version – **Yes, version 19**

## 10. High Level Business Process Design

DHA Verification

### Question:

Under this section the Home Affairs verification (IDV) is defined as:

One on many verification - the return Accept decline.

Which we agree on the question to this under 6.3.1.1 point one

### Response:

**Refer to the RFP**

## 11. User Profile and Access

The solution must make use and have capabilities to integrate with the Oracle Identity Access Management system currently in use at GPAA.

### Questions:

Do we integrate via an API or an SDK? – **The bidder must propose in-line with the RFP.**

What purpose have to be achieved for this integration

Replace password with fingerprint? – **NO, likely to use the solution as a hybrid with multifactor capabilities.**

Link certificate authentication process ? – **No certificate authentication process is envisaged.**

Does Oracle IDM run the User and permission control? **For user management.**

Does Oracle IDM form the gate way to all the over system? **Yes**

Does Oracle IDM link to Persal, BAS and SOCPEN? **No**

Hardware requirement

The biometric solution must be able to work on standard PCs (minimum intel CORE i5) and/or Biometric. - **Yes**

## 12. The biometric solution must be accredited.

### Question:

It states here hardware requirements as the heading- but is then referred to under 2.

Solution requirement:

By which authority must the solution be accredited?

And for what purpose must the Biometric solution be accredited for?

### Response:

The solution must be compliant and suitable for usage with the South Africa Department of Home Affairs as the main data source provider to the Republic of South Africa. (No specific accreditation, however, GPAA prefers to have a system that accredited by a professional body)

### **13. Software Requirement**

a) Provide REST API capabilities for synchronous access to the system capabilities.

#### **Question:**

By its nature an API is a system imbedded in another system – what will the host system be?

#### **Response:**

For members and pensioners there is not integration required to GPAA systems. For GPAA employees the fingerprint verification is required to enable the verification of GPAA employee who performs certain transaction of the GPAA mainframe.

b) **Be able to be invoked from a BPM workflow engine**

#### **Question:**

What system is the BPM that we must invoke to?  
And for what purpose must we invoke to the BPM system

#### **Response:**

The solution must be to integrate to any workflow engine.

c). **Be able to integrate with leading OEM and Identity Management Solutions.**

#### **Question:**

The solution required in this tender is Oracle IDM what other leading solutions  
One needs to have a list of the required solutions to ensure we have SDK's and or API's?

#### **Response:**

The solution must be able to work stand alone to be able to verify GPAA's clients i.e Members and Pensioners. The solution must be able to integrate to any workflow engine GPAA may choose to use.

d). **Solution Requirements**

The solution must provide capability to interface with the Department of Home Affairs National Identification System (HANIS) to source member, pensioner, beneficiary, or third-party information based on the reading of the fingerprint

#### **Question as under 10.**

The IDV system from Home Affairs only allows the description under point 3.5.1  
None Home Affairs systems are not allowed to source information from HANIS is this assumption correct?

#### **Response:**

The GPAA has an agreement with DHA to source information from HANIS

**14. The solution must authenticate and verify the member, pensioner, beneficiary or third party upon reading of the fingerprint through the Department of Home Affairs National Identification System (HANIS) or when facial recognition is conducted**

**Question**

The IDV system from Home Affairs only allows the description under point 3.5.1 None Home Affairs systems are not allowed to source information from HANIS is this assumption correct?

As far as our knowledge goes facial recognition has not been made fully operational at DHA

**Response:**

See previous answers

**15. The solution must have the capability to retain, store and retrieve member, pensioner, beneficiary or third-party information into GPAA system**

**Question**

What GPAA System must this information be integrated to?

**Response:**

Refer to 3.5.4. of the RFP

**16. The solution must enable the GPAA designated employees to log on to the GPAA system by placing multi-fingerprint and facial recognition on the Biometric solution and by dual authentication**

**Question**

What is meant by dual authentication usually dual is given as two different factors like? Biometrics Fingerprint plus password

Biometrics Fingerprint plus electronic / digital certificate

**Response:**

Biometrics Fingerprint plus user ID/password

**17. Where the GPAA designated employee identity does not match their user profile, the solution must automatically raise red flags of any unauthorised attempt.**

**Question:**

To? and via which system must the flag be raised

**Response:**

Forwarded by email.

**18. The solution must provide the on-screen output of the authenticated member, pensioner, beneficiary or third-party fingerprint and facial recognition information to the GPAA designated employee.**

**Question:**

In which system must this information be shown by?

**Response:**

On the provided solution.

**19. A. The solution must provide an audit trail and reporting capability of all the database transactions according to time and date.**

**Question:**

Via and in which system must this information be presented by

Out of which system must be reported from?

Must our system database run an audit trail of the above requirements?

**Response:**

On the provided solution

**B. GPAA ICT Environment**

Citrix for the Thin-Client environment.

Are Citrix workstations used within the framework of this system?

**Response:**

No

**C. Bespoke developed system**

Bespoke versus COTS system 2 completely different methodologies.

The system can only be delivered as one or the other Bespoke or COTS

Our system is a COTS system however highly customer centric customisable.

Do we then need to address the question of bespoke or can only answer the questions under COTS:

**Response:**

Preference will be COTS.

**20. Project Team Resources**

**Question:**

Though you define Bespoke and Cots systems you are not defining SDLC (software Development Lifecycle ) development resources like:

BRS, BA, Software Developers

If one delivers in this fashion you need these resources can we add them?

In the price table there also no mention of resource costs

**Response:**

No bill per hour or disbursement (all-inclusive quotation for software, service, maintenance, and hardware.)

## 21. Information requirements

### A. Report of legitimately authenticated GPAA employees, pensioner, beneficiary, member and third party

#### Question:

In general terms within the framework of the South African ECT ACT Legitimacy is defined as a 3 Factor authentication system which requires 3 distinct different factors like:

Biometrics

Digital Signature

Document Sign and Encryption

Must this system be provided in the framework of the ECT Act -if not can you please give us your definition of Legitimacy so that we can be sure how to respond – our system supports the ECT Act

#### Response:

Specify in line with the tender specifications already given in compliance with South African legislation.

### B. System Interface

#### **SARS Provide tax data related to biometric identity**

##### Question:

As far as we understand is no body allowed to draw personnel tax information from the SARS systems besides for organisation like Banks.

Is this assumption, right?

We would use and link to your banking system for that purpose is that allowed?

##### Response:

Linking to the GPAA banking system is not allowed.

**IDM - An Identity and Access Management system used by the GPAA to provide data related to user access roles and permissions.**

Which system GPAA – is meant here

##### Response:

Identity records for staff are kept on the Microsoft Active Directory

**C. CRM queue management system that issues tickets prior to service being rendered.**

Is this not a standard ticket number system? **Yes (Emerge)**

Is your Ticket system electronically linked to your transaction process system

And what system is that then? **No**

**Content management system for capturing, storing, preserving, maintaining, and retrieving content.**

**D. Which Content management system are you using**

**Response:**

**Must be integrated to Oracle webcenter content.**

**E. Bank Serve Bank details match the biometric verified pensioner/ member/ beneficiary/third party.**

**Question:**

Only the Banks and Financial transaction institutions switch into Bank Serve- Banks serve entirely relies on the FICA and security structure that are used by the Banks and the Financial Institutions is this correct?

**Response:**

**This could be a later development.**

**22. SBD 3.1**

**LEASING FEE - BIOMETRIC READERS (USB, DESKTOP BIOMETRIC READER)**

**\*\*Rand/Dollar exchange at that date, if applicable.**

**Question:**

- A. The Biometric readers form a very small part of the tender price the following components carry a much higher price weight and are not listed in the pricelist though they are specified as a deliverable.
- B. Licences for the software system that will run separate or as an API for:
  - a. System reporting, report on personnel data, authentication system, Facial recognition. Home Affairs Identity verification system, SDK software to integrate into Oracle Identity Management, Mainframe simulation proxy system.
- C. GPAA will require servers, storage, networking, security and operating systems to run these system - must these be costed for? - **With a cloud solution this would not be applicable however with an on prem solution the service provider is responsible for the services and hardware in compliance with GPAA server, storage and network standards.**
- D. GPAA also specifies Failover – Disaster recovery – the above computing facilities will have to be price and we need to price for failover / disaster recovery system platform – **the solution should come with a full Business Continuity plan with its own preparedness and recovery plan.**
- E. Maintenance price to maintain the system
  - a. Onsite requirements – offsite requirement
- F. The price sheet also does not show columns to price for five years

- a. Though the tender specifies 5 years – Give a total cost for 5 years and the break down will be detailed in the contract and SLA scoping. This will not exceed the total amount tendered.
- G. In terms of the superuser Training is the 2 meant for 2 people or 2 training sessions- **2 training sessions**
- H. In terms of the user Training is the 20 meant for 20 people or 20 training sessions – **20 Training sessions**
- I. Is the Training in Gauteng all provinces? - **Hybrid sessions (online and physical), the physical location will be determined during contract negotiations.**
- J. Will GPAA facilitate the room requirements for the training, or must we cost for it? GPAA staff will come equipped with their own laptops and VPN connectivity. The Service provider supplied venue and relevant demonstrations (software, hardware and applications).
- K. Is this training only in Gauteng or also in other provinces? **Hybrid sessions (online and physical), the physical location will be determined during contract negotiations.**
- L. The client installation per user is this required to be done by us – **YES including maintenance.**
- M. Can we get a list of how many people are required per office? **280 devices as per pricing sheet**
- N. If we have to do training and installation in the provinces and travelling is required will GPAA pay for the travelling or must we cost for it. - **All-inclusive tender.**
- O. In this price table there are also no lines to provide costs for the resources as listed in the resource table

**Response from 22. A-O:**

Other line item in the SBD 3.1 may be used to provide costing of items deemed necessary for the solution. The price for the specified solution, installation, maintenance, warranties and guarantees provided must be an all-inclusive for the 5 year period.

<b>General Enquiries</b>	<b>Email contact</b> tenderenquiries@gpaa.gov.za
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