

# Annexure A

## 1. Specifications

- a) The AGSA has assessed and identified its desired user requirements and capabilities of an appropriate legal and/or investigative case management system (CMS). The vendor should refer to the approved business requirements specification (BRS) document.

The following are the AGSA's desired capabilities:

- Provide multiple workflows and sub-flow systems (referral workflow, remedial workflow; financial loss sub-flow, non-financial loss sub-flow, etc.)
- Manage tasks and workflows
- Manage documents
- Automate notifications and reminders
- Facilitate approval processes
- Facilitate reports and dashboard
- Facilitate project management
- Facilitate case notes
- Facilitate records classification
- Manage secure and permission-driven user access
- Track time
- Integrate email
- Provide an audit trail
- Manage external users, including:
  - access
  - reporting
  - administration
  - portal support (facilitate document uploads)
- Provide a data repository (including Word, PDF and Excel files)
- Provide archiving and backup
- Contain standard forms and templates
- Have the ability to create custom forms and templates
- Integrate with, and have the ability to pull information from, several AGSA applications, including Audit Software MIS (ASMIS), PeopleSoft HR and Active Directory
- Provide various levels of access (read, edit, view, etc.)

- Have the ability to grant permissions to non-AGSA individuals to access the system from outside the AGSA firewall while still maintaining the required level of security.
- b) The solution provided will be hosted at the head office and will be accessed by internal users across the organisation via LAN, WAN and mobile internet connectivity. The solution must be compatible with the AGSA's existing ICT infrastructure, which includes the following:
- Windows Server 2016
  - Windows 10 Operating System
  - Microsoft SQL Server 2016 – Enterprise Edition
  - Oracle Database 12c
  - Active Directory
  - Exchange Server 2016
  - VM Ware 6.5
  - Commvault backup
  - IIS 7
- c) The solution will be used by ±120 internal users, some of whom may also access the solution via mobile devices. These devices run on Windows, Android or iOS platforms. The system must only allow access to mobile devices that are on the AGSA network and comply with the AGSA's security requirements. Furthermore, it must be possible to activate/deactivate the mobile access.

In addition, the solution will also be accessed by our external stakeholders from across South Africa via a secure web-based interface.

- d) Provide a report specifically identifying the capabilities, security, cost and ease of use of the recommended solution.
- e) Provide a report detailing the needs met by the vanilla version of the system and the needs that will require configuration for the AGSA.
- f) Provide project management services including developing a project plan, project reporting, project governance, and outlining and managing the project milestones.
- g) Develop business, functional and technical requirements by configuring the system to meet AGSA-specific requirements.
- h) Prepare and/or provide as-built system documentation for out-of-the-box functionality as well as AGSA specific configurations.
- i) Provide training and training material to end users and technical support teams.

- j) Provide a roadmap for the recommended case management system, specifically identifying its release plans and strategy.
- k) Include a post-implementation maintenance and support plan detailing the duration and cost.
- l) Ensure that the system complies with best practice security standards (such as ISO/IEC 27000 series) and provide independent compliance verification.
  - The ability to access the system from outside the AGSA firewall but still maintain the required level of security.
  - Independent verification of PoPI compliance.
  - Scalability of the solution and the ability to address future needs.
- m) Confirm that the solution system can integrate with third-party ERP systems and other applications.
- n) Confirm that the solution system can integrate with the mail server and has the ability to save emails from the email client directly onto the case management system.
- o) Confirm that the solution system can integrate with, and has the ability to extract information from, several AGSA applications, such as Audit Software MIS (ASMIS), PeopleSoft HR and Active Directory.
- p) Ensure that the proposed solution supports the AGSA's future enterprise data and application integration infrastructure requirements, which may include increased data volumes and integration with new packaged commercial applications (e.g. ERP, CRM, Portals).
- q) Provide detailed specifications on the required hardware/platform infrastructure, based on the vendor's recommended hardware configuration setup and including the following hardware components:
  - Platform
  - CPU type
  - Number of physical processors
  - Memory capacity
  - Disk capacity
  - Network interface cards
- r) The solution should meet the following platform specifications:
  - Windows server 2016 platform or higher
  - Backward compatibility with previous version of the Windows server platform, up to and including the 2008 version.

- Compatible with the Windows 10 operating system
- Backward compatibility with previous versions of the Windows operating system, up to and including Windows 7.
- Compatible with Microsoft SQL server 2016 or higher.
- Backward compatibility with previous versions of Microsoft SQL server, up to and including the 2008 version.

## 2. Costs

### 2.1. Software licences

Vendors are requested to quote on all licencing options that are available to the AGSA and state any restrictions that are incorporated into the licencing option. Additional AGSA-specific product requirements may be defined at a future point in time and may depend on specific AGSA use cases. Therefore, flexibility, creativity and simplicity in the licencing and pricing model are highly desirable.

### 2.2. Hardware costs

Vendors are requested to provide specifications as well as the estimated cost of the hardware components required to support the solution.

### 2.3. Support and maintenance costs

- a) Vendors should provide pricing on available support and maintenance offerings beyond those included with the base system. Support services can include technical support, software maintenance, version updates and others.
- b) Detail any of the following as they apply to structuring a maintenance and support contract:
  - “Silver”, “Gold” or “Platinum” support offerings
  - Phone support
  - Business-hours support
  - 24/7 support
  - New version support
  - Incremental version or maintenance version support costs
  - Support portals / knowledge centres

### 2.4. Training costs

Vendors should provide pricing on available training costs beyond those included with the base system. For training, please include a recommendation on the number and type of classes for suggested development and support organisations in the pricing.

Differentiate between required, recommended and optional training and note the duration, location and the type of individual(s) who should attend.

## **2.5. Professional services costs**

Since the AGSA views this purchase as strategic, vendors should provide pricing on the availability of implementation/consulting service professionals to assist in the solution architecture design and implementation.

Please provide options on pricing and rates on your various levels of professional services to implement the solution.

## **2.6. Other costs**

Provide the details of any additional costing information required, or relevant, to implementing the proposed solution.

### 3. Implementation

Considerations of implementing the solution should be addressed in the response. This should include information that describes the vendor's typical implementation approach and the steps involved in implementing the solution. The approach must allow the deployment of the legal/investigative case management product to meet the requirements stated in this EOI annexure.

#### 3.1. Methodology

The vendor should provide:

- a) an overview of the methodology that will be used for implementation, including duration and resource/effort estimation across the implementation methodology, including the role of the vendor and professional services partner during implementation
- b) multiple examples of implementation timelines that span the simple and complex
- c) the skill set required from AGSA technical resources to implement and maintain the solution and the specific role they will play.

The vendor should make provision for an implementation approach/methodology that would address both:

- a) a full-scale "big-bang" approach to implementing the legal/investigative case management solution and addressing all the listed integration requirements
- b) a phased approach to implementing the legal/investigative case management solution and addressing all the listed integration requirements.

In support of their methodology, the vendor should, where applicable, provide or recommend any third-party tools that would help to support and accelerate the deployment of the legal/investigative case management solution. Methodology tools include requirements tracking, design tools, testing and project management.

The vendor should explain any operational standards (e.g. CMM, Lean, Six Sigma) that their product and methodology leverage.

### 3.2. Implementation phases

Please provide comparable implementation timetables and phases based on your product knowledge and proven successful, reference sites. Kindly list the source of these specific references.

Identify example project resources in full-time equivalents (FTEs). The following table can be used, although the number of phases is at the vendor's discretion.

Phase	Modules	Phase duration	Deliverables	Vendor resources
Phase 1				
Phase 2				
Phase 3				
Phase 4				
Phase 5				

### 3.3. Recommended hardware configuration

Please provide a graphical illustration and description of the architecture and the physical layout of the solution.

Indicate the recommended hardware, software (system and application) and network configurations to meet the AGSA's requirements. This should be as detailed as possible to include development, test and production environments, client and server platform and performance requirements, and dynamic and non-volatile storage requirements for each environment.

Identify third-party products required, if necessary. If options are presented, list the possible advantages and disadvantages of the proposed configurations.

### 3.4. Critical success factors

Vendors are asked to provide a list of critical success factors that the AGSA can leverage in support of product implementation.



## 4. Customer installations and references

- a) Please provide at least three company references where similar solutions have been fully installed and are in commercial production use. Please include the implementation scope and approach, including any integration scenarios to external or internal systems. Each customer reference should include contactable details.

## 5. Evaluation criteria

Technical evaluation criteria (100%)	Portfolio of evidence	Weighted score
Evidence that the vendor has experience in delivering services and solutions similar to these specific requirements in an organisation that is similar to the AGSA or in a legal/investigation environment.	At least three customer references where the project was successfully delivered.	20
Evidence of prebuilt case patterns and templates: <ul style="list-style-type: none"> <li>a) What does the vendor's case "framework" consist of as delivered with the product (i.e. out-of-the-box (OOTB))?</li> <li>b) What prebuilt case structures does the product support for case patterns?</li> <li>c) What is the product's OOTB capability to support case management diverse case style work patterns?</li> <li>d) How many case frameworks for style (e.g. investigative) or industry business lines (e.g. claims management) are supported OOTB (i.e. not as implemented by professional services or partners)?</li> </ul>	Product description document detailing the OOTB case frameworks, case patterns and case style work patterns.	15
Solution's ability to handle business rules (capabilities must be part of the licenced case management offering being evaluated).	<ul style="list-style-type: none"> <li>a) Evidence that the product has the ability to set up business rules that dynamically guide work.</li> <li>b) Evidence that the vendor's solution has prebuilt business rules to support case constructs.</li> <li>c) Evidence that the vendor's solution supports capturing business rules in a variety of formats, such as decision tables, DMN, algorithmic logic and machine learning (ML)-driven predictive rules.</li> <li>d) Evidence that the product provides real-time insight into the impact of a change to the business rule on case structures.</li> <li>e) Evidence that an integrated testing framework is included with the business rules.</li> <li>f) Evidence that the product supports the ability to describe business rules in business language (natural language)?</li> </ul>	25
Content management capabilities	<ul style="list-style-type: none"> <li>a) Evidence that the product features a native content repository.</li> <li>b) Evidence that the product supports dynamic, virtualised views of document objects, based on user role and current state of a case.</li> </ul>	10
Partner ecosystem: <ul style="list-style-type: none"> <li>a) How many partners specifically trained for case platforms does the vendor have?</li> </ul>	Evidence that the vendor has partners specifically trained for the case platforms, some of whom are value-adding partners.	10

<p>b) How many global SI partners, government system integrators and smaller (e.g. regional or reseller) firms does the vendor have?</p> <p>c) How many value-add partners (e.g. call centre integration, RPA and advanced BI/AI) does the vendor have?</p>		
<p>Project approach or methodology to be used to implement the case management solution.</p>	<p>The vendor's response proposal on how they plan to deliver the project plan. This must include the following:</p> <p>a) A sample project plan showing task breakdown and resource allocation.</p> <p>b) A sample solution architecture design that reflects the proposed solution deployment.</p>	<p>20</p>
		<p><b>100%</b></p>