

23 April 2024

REF: CLARIFICATION NO: 2

RFB NO: 053/ 2023/EWSS/BPM/RFB

**APPOINTMENT OF SERVICE PROVIDERS FOR THE PROVISION BUSINESS PROCESS MANAGEMENT TOOL FOR A PERIOD OF 36 MONTHS**

Dear Bidder,

TCTA acknowledges receipt of the Requests for Clarification listed below. The applicable response to each request for clarification is provided in the attached table under each item.

#	Clarification	TCTA's response
1.	Annexure - D - Pricing Offer Item No 1 - Supply of BPM Tool Item No 5 - Licenses - BPM Tool Users (2)  Request you to clarify on how item No 1 is different from item No 5	Item 1 is the cost of the BPM Tool software, whereas the item no 5, the cost associated with licensing fees per user for the BPM Tool.
2.	Our understanding is that TCTA will automate its business processes after the successful deployment of the platform and the training to 2 identified personnel. Business Process Automation is not part of the scope of the selected vendor, request you to confirm the same.	We seek holistic training to be provided to the two users to cover the functional capabilities outlined in the business requirements. This will ensure that 2 users will be equipped to utilise the system effectively. Further to this, Business Process Automation (BPA) is out of scope for automating the entire business process, due the Business process maturity of the organisation processes. We do however seek minimal capability for Business Workflow Automation (BWA) i.e. more from a stakeholder, review and sign-off i.e. the 2 <sup>nd</sup> user will be reviewing and providing sign-off on the Business Processes. Refer to FR 1.2 for Workflow Automation.

Yours faithfully

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**Azwianewi Nelwamondo**

**Senior Manager: Supply Chain Management**