

28 January 2026

Ref No: Ref No: 067/2025/PF&T/COMPLIANCE/RFB

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF A COMPLIANCE MONITORING SOLUTION FOR A PERIOD OF 60 MONTHS.

CLARIFICATION NO 3

Herewith please find clarification No 3 which forms an integral part of the above-mentioned RFB.

PLEASE ACKNOWLEDGE RECEIPT OF THIS CLARIFICATION AS FOLLOWS:

1. Complete the section below and **without delay** email a copy of this page to TCTA, email address tenders02@tcta.co.za; for the attention of The Receiving Officer to confirm that you have received this clarification.

Regards

Tina Mkhulise

Acquisition Manager: Supply Chain Management

I/We herewith acknowledge receipt of CLARIFICATION NO 3 for
RFB NO. **067/2025/PF&T/COMPLIANCE/RFB**

SIGNATURE: DATE:

ON BEHALF OF:

Below please find responses to the requests for clarification received.

No.	Category	Queries for Document Management System (DMS)	Responses
1	Deployment	Is TCTA looking for On Prem or Cloud Native solution ? Please confirm	Preferably Cloud Native solution.
2	Scanning Channel	The proposed solution can digitize documents, Is there a need of scanning the documents, extract the meta data and archive both documents and data in central repository? OmniScan is Newgen's advanced document scanning and data capture solution designed for high-volume environments, which automates processes like digitizing, classifying, and extracting data from paper and electronic documents	Not listed as a requirement but great if available, which would fall under "FR01 - Document Management and Access"
3	OCR	Please confirm if OCR is required? If yes how many fields needs to be extracted via OCR for each of the templates in Omniscan.	Not required but great if it comes with the solution.
4	Integration	Please share the details of all existing IT solutions where integration is envisaged with EDRMS. Do you require data exchange or do you just require to view the electronic documents from within your other applications?	API/Integration capabilities to: <ul style="list-style-type: none"> • FTI Star (Treasury Management System) • Sage 300 (Financial Management System) • Microsoft SharePoint There might be data exchange.
5	DMS Users	Please confirm total number of users which will require login credentials to access the Document Management System, i.e. OmniDocs's interface for uploading, viewing, modifying and deleting documents	10 users
6	DMS Users	Please confirm how many users will only upload into Document Management System, i.e. OmniDocs's with integration capabilities	10 users
7	Mobility	Is mobility a part of the scope? Please provide the number of users if in case any of the apps are required and the uses case for them. Would they be required on both android and IOS ?	No, mobility is not part of scope.
8	Reports	Kindly share the count of customized reports that needs to be configured for the processes and modules	No customised reports required.
9	Clustering	What High Availability Configuration required? (Active-Active, Active-Passive) Active-active configurations have both sites running live traffic simultaneously, offering high availability and load	Our option is to make sure that the solution is available and can be done in recovery within 24 hours.

		balancing, though they are more complex and costly. Active-passive setups have one active site and one standby, which only takes over during failure—simpler and cheaper, but with longer recovery time.	
10	Migration	If migration is required, then please specify the total volume for migration. From which system to which system migration is to be achieved?	Yes, migration from converting/scanning PDF documentation to be provided.
11	Environments	Apart from production, what are the other environments that are needed: 1. UAT 2. Development 3. Disaster Recovery	Yes.
12	Hosting	TCTA has any cloud hosting environment preference	TCTA doesn't have a preference, as long as its secure
13	Licencing	Do they prefer a subscription based licensing or perpetual license(one time license cost with AMC)	Preferably subscription based.
14	Archiving	Number of Documents archived on daily basis, monthly basis and size of the documents	This information will be shared with winning bidder on commencement of project as we don't have these numbers currently.
15	External Portals	Any external portals to be integrated	None.