

22 October 2026

CLARIFICATION NO 1

REQUEST FOR INFORMATION (RFI) FOR THE PROVISION OF AN ENTERPRISE PROJECT CONTROLS SOLUTION AND AN ENTERPRISE ASSET MANAGEMENT (CMMS) SOLUTION. RFI NO: 101/2026/EWSS/CMMS/ RFI.

Herewith please find clarification No 1 which forms an integral part of the above-mentioned RFI.

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

Signed by:TINA YVONNE MKHULISE MK
Signed at:2026-10-22 16:05:52 +02:00
Reason:Witnessing TINA YVONNE MKHL



Tina Mkhulise

SCM Acquisition Manager: Corporate

I/We herewith acknowledge receipt of CLARIFICATION NO 1 for
RFI NO: 101/2026/EWSS/CMMS/ RFI.

SIGNATURE: DATE:

ON BEHALF OF:

NOTE TO SERVICE PROVIDERS

TCTA wishes to clarify that this Request for Information (RFI) is intended solely to identify available solutions in the market and the service providers capable of providing them. The information gathered through this process may be used to inform a future Request for Proposal (RFP) or Request for Bid (RFB). Accordingly, the requirements contained in this RFI are high-level and are not intended to provide detailed specifications.

Bidders are therefore encouraged to respond with comprehensive information regarding their proposed solutions, including functionality, capabilities, implementation considerations, and any assumptions or limitations.

Where aspects such as user numbers, system integrations, licensing structures, or other solution-specific factors may affect the proposed offering, bidders should provide information based on what is feasible and supported by their available solution.

Bidders are reminded that this RFI is an information-gathering exercise only and does not constitute a competitive bidding process, nor will responses be evaluated for award. The purpose is to gain market insights and understand available solutions and service providers. Please find below responses to the Clarification questions received.

Masetla Holdings (Pty) Ltd is currently preparing a response to RFI 101/2026/EWSS/CMMS/RFI for the provision of an Enterprise Project Controls Solution and an Enterprise Asset Management (CMMS) Solution. To assist us in preparing an accurate technical proposal, solution architecture and indicative pricing, we kindly request clarification on the following:

QUESTION 1: USER LICENSING REQUIREMENTS

Kindly confirm the anticipated number of users for each solution, including:

- a. Enterprise Project Controls users.**
- b. Enterprise Asset Management (CMMS) users.**
- c. System administrators.**
- d. Mobile maintenance and field technicians.**
- e. Read-only and reporting users.**

a) RESPONSE

Respondents are requested to propose an appropriate licensing model based on their solution and indicate the user quantities and assumptions used for their indicative pricing.

b) RESPONSE

Respondents are requested to propose an appropriate licensing model based on their solution and indicate the user quantities and assumptions used for their indicative pricing.

c) RESPONSE

Respondents should indicate the number of system administrator licences required for their proposed solution and clarify whether these licences are included in the proposed licensing model or attract additional costs.

d) RESPONSE

Respondents should indicate the licensing requirements for mobile maintenance and field technicians, including whether mobile access is included in the proposed solution or requires separate licences. The quantities and pricing assumptions should be clearly stated.

e) RESPONSE

Respondents should indicate the licensing requirements and associated costs for read-only and reporting users, including whether these users require separate licences or are covered by the proposed licensing model.

QUESTION 2: EXISTING SYSTEMS AND INTEGRATION REQUIREMENTS

Please also indicate whether user numbers are expected to increase during the proposed two-year period.

RESPONSE

TCTA has not prescribed a fixed user-growth forecast for the proposed period. Respondents should indicate how their proposed licensing model accommodates changes in user numbers over the contract period, including the cost implications of adding or removing users. Any assumptions, minimum licence requirements and associated costs should be clearly stated in the indicative pricing.

QUESTION 3

Kindly confirm which existing TCTA systems and applications will need to be integrated with the proposed Enterprise Project Controls and CMMS solutions.

Specifically, we would appreciate clarification on:

The names and versions of the existing systems requiring integration.

RESPONSE

Integration with TCTA's existing systems is performed via secure APIs, where applicable. TCTA's existing technology environment runs on Windows servers and Microsoft SQL Server, using the latest version as advised by the IT Architecture team.

Respondents should describe how their proposed solutions can integrate with the existing environment using secure APIs and identify any additional integration components, technical prerequisites, configuration, development or licensing costs.

QUESTION 4

Whether integration with ERP, finance, procurement, HR, document management or other enterprise applications is required.

RESPONSE

Yes. Integration with relevant enterprise applications is anticipated where required to support the business processes and functional requirements of the proposed solutions. This may include finance, procurement, HR and other applicable enterprise applications. Respondents should identify the integrations supported by their proposed solution and clearly state any assumptions, dependencies, additional development requirements and associated costs.

Enterprise Document and Records Management (EDMS) is outside the defined scope of this RFI and should not be assumed to be a core requirement.

QUESTION 5

Whether the Enterprise Project Controls and CMMS solutions must integrate with each other.

RESPONSE

The proposed solutions should support integration with each other where required by TCTA's business processes and functional requirements. Respondents should describe the proposed approach to exchanging relevant project, asset, maintenance and cost information, where applicable, and identify any additional configuration, development, licensing or integration costs.

The expected integration methods (APIs, web services, database connections or file-based integration).

TCTA has not prescribed a specific integration method at this RFI stage. Respondents should describe the integration methods supported by their proposed solutions, including APIs, web services, database interfaces or file-based integration, where applicable. The response should identify any technical

prerequisites, dependencies, security considerations and additional costs associated with the proposed integration approach.

QUESTION 6

Whether data migration from existing systems is required and, if so, the approximate data volumes.

RESPONSE

Respondents should outline their proposed data migration approach, including data assessment, cleansing, mapping, validation and migration activities. Respondents should also identify the information likely to be required for the Project Controls and CMMS solutions, state their assumptions regarding data volumes and historical data, and indicate the associated costs.

QUESTION 7

Whether TCTA has an existing integration platform or middleware that the proposed solutions must utilise.

RESPONSE

Respondents should indicate whether their proposed solutions can utilise an existing enterprise integration platform, where available, and identify any additional middleware, licences, infrastructure or development required. Any associated costs and technical dependencies should be clearly stated.

QUESTION 8.

With regards to above mentioned RFI, we have the following clarification questions.

Page 4: Compatibility with TCTA existing technology environment

Can you please share more information on what existing technology are being used at TCTA and how should this integrate with project management and EAM systems proposed?

RESPONSE

TCTA's existing technology environment includes Windows servers and Microsoft SQL Server, using the latest version as advised by the IT Architecture team. Integration with existing systems is performed via secure APIs, where applicable.

The proposed Enterprise Project Controls and Enterprise Asset Management (CMMS) solutions should be compatible with TCTA's existing technology environment and support secure integration with relevant enterprise applications.

Respondents should describe their proposed solution architecture, supported integration methods, compatibility requirements and any additional infrastructure, middleware, licences or development required.

Page 10: Pricing model

QUESTION 9:

In terms of software licensing, can you please provide quantities for the following users mentioned in the RFP.

- i. Administrators
- ii. Business users
- iii. Technical support personnel

RESPONSE

Respondents are requested to propose their own licensing and pricing models in line with their proposed solutions.

Respondents should indicate the assumed quantities and licensing requirements for each user category, clarify whether technical support personnel require separate licences, and identify any minimum licence requirements or additional costs.

The indicative pricing should clearly distinguish between once-off and recurring costs, including implementation, software licensing or subscriptions, integration, training, support and maintenance, where applicable. Respondents may use their own pricing structure, provided that the proposed cost components, licensing assumptions and any exclusions are clearly stated.