

1. **Q:** What is RAF's definition of an open BI Solution as requested in paragraph 4.2.3

A: The RAF wants a solution that will be able to grow in terms of new demands. The solution should allow further configuration by introducing new data sources and data marts or cubes.

2. **Q:** With reference to paragraph 4.2.15 – does RAF require CV's for the technical and functional consultants

A: Yes, it is comforting to the RAF that the company which is awarded the tender is having the right skills.

3. **Q:** The latency period for reporting depends on the hardware configuration and the amount of transactions done on the database for that interval time. What is the minimum acceptable latency period?

A: This depends on complexity of reports and cubes or data marts it queries. Some reports will require more real time response as per industry standards. This will be dealt with in Implementation phase as this is part of change management.

4. **Q:** What database does SAP ECC ERP use as this data also needs to be Consolidated with the other databases for reporting purposes?

A: Oracle 10g

5. **Q:** Scope of Reports

A: to attached documents

6. **Q:** What are types and number of users in the RAF?

A:

Levels	Grades	Total number of employees
Senior Management	Executives	9
Prof. qualified and experien. specialists and mid management	Managers	80
S. tech,Ac. quali. work, Jun. manage, Superv,formen,Superint	CL - CU	933
Semi-skilled and discretionary decision making	BL – BU	804
Unskilled and defined decision making	A	15
Grand Total		1841

7. **Q:** We understand that RAF has SAP BW which is not used at present. Please let us know how many licenses are there and how many can be used?

A

License Type	Number of Licenses per Contract
SAP Application Professional	205
SAP Application Limited Pro	51
SAP Application Employee	150
SAP ESS	1750

Q: It is mentioned in the RFP request that "Integration of data from Multiple Sources. (SAP; FINEOS; INFORMIX, to mention a few)" what are the other

A: Refer to previous question 8.

8. source systems other than these 3? How many source systems we can assume additionally?

A: ITSM (MS SQL 2005), Metrofiler System (MS SQL 2005) and Proteus System (Telephone System)

9. **Q:** What are the database versions of the source systems? This is required to see whether integration is possible to fetch the data from these systems on real-time?
10. **Q:** What is data backup & restore frequency (i.e. Daily, Weekly etc) RAF is looking at considering the criticality of the application?

A: Daily backups or as per Industry Standards.

11. **Q:** It is mentioned that "Ability to push data back into source for planning / forecasting scenarios.". Please let us know what did you meant by source? Is it Informix, SAP & Oracle systems or the cubes in reporting layer?

A: The reporting layer. This will help when we do "what if" scenarios.

12. **Q:** On point 11, request you to mention a business scenario of push back to source is used to understand better.

A: If your KPI measure for Registered claims are 10 a day. Now When you run your "What if" scenario of 20 a day. This 20 is needed to be saved on your analytical tool for your future reference.

13. **Q:** What is meant by Analytics template specified in Pg No 35 under "2.dashboard capabilities"? Is it Analytical Model?

A: Comparison between months or across financial years with capability of slice and dice.

14. **Q:** Need more clarity on “One view of information from different data sources” specified in Pg No 35 under “2.dashboard capabilities”?

A: One view or single view is ability to see information across systems through one interface especially aggregated.

15. **Q:** What is meant by write back facility from reports to the source? Is this source referred as Data warehouse /cube which is built on top of DWH?

A: This is the same as Question 11. Please refer.

16. **Q:** What is meant by GEOMAPS Capabilities specified in Pg No 36 under “Other capabilities”? Does it refer data through maps? Can you please provide more information on this requirement?

A: This is capability brought by many Geographical Information Systems (GIS). RAF is a national entity within South Africa and they would like to know how activities are happening at every corner of RSA in terms of accidents, deaths resulting from accidents and settlements thereof.