

HRIS & PAYROLL SOLUTION

CONSOLIDATED QUESTIONNAIRE

Tender Reference: PH026/007

No.	Category	Consolidated Question	PHMS Answer / Response
1	Organisation & Users	Please confirm the number of HR system users and Payroll system users.	HR system Users = +-800 Payroll Users = +-800(end users, only 5 administrators)
2	Organisation & Users	Please confirm the anticipated employee population to be used for licensing, pricing and comparative analysis, noting that the tender indicates approximately 500–1,000 employees.	500-1000
3	Organisation & Users	Please confirm the number of employees to be priced for each applicable module, including Payroll (permanent and contractors), Recruitment, Performance Management, Onboarding/Offboarding, and Time & Attendance.	Payroll (permanent and contractors) = +-800 Recruitment = +-800 Performance = +-270; Onboarding/Offboarding, and Time & Attendance. =+-800
4	Organisation & Payroll	Please confirm the number of payrolls, PAYE entities, pay frequencies and employee categories currently processed.	Payrolls = 1 PAYE entity = 2 Pay Frequencies = 2 (off-cycle 2 nd Friday of each month, and 25 th of each month) All employees (+-800)
5	Legacy HR System	Please confirm the current (legacy) HR solution being used.	Scubed
6	Employee Self-Service	Will employees access the system themselves for functions such as leave applications, payslips and	Full employee self-service is required: Leave applications Payslips

		other employee self-service activities? Please indicate which functions are required.	Reimbursement claims Payroll Data (IRP5, Increase letters, etc.)
7	System Scope	Please clarify whether the RFP is intended to fully replace the current HR/payroll provider and system, or whether PHMS is open to proposals that upgrade or replace selected HR modules while retaining the current payroll engine and/or existing integrations. If a modular approach is acceptable, please identify priority modules or capabilities.	Fully retain or replace depending on compatibility
8	Time & Attendance	Please confirm the current Time & Attendance/clocking system in use, including NeTrec if applicable, and whether the intention is to replace it or integrate the proposed HRIS/Payroll solution with the existing system.	Fully retain or replace depending on compatibility. NeTrec is currently in place.
9	Time & Attendance	Please confirm the number of clocking points per building.	Multiple sites across 3 provinces +-30
10	Working Time	Please confirm whether employees work shifts and/or overtime, and provide any relevant requirements.	Yes, they do work shifts and overtime, which vary by site and role.
11	Roster / Scheduling	Should vendors include a Roster/Scheduling application as part of the proposed solution?	Time & Attendance requires biometrics
12	Biometrics & Access Control	Please clarify the meaning of "biometric support" and whether PHMS has a preferred biometric device/vendor, or whether the vendor may propose a suitable solution provided it supports the required time, attendance and access-control functionality.	The current system in use is integrated with NeTrec for hours compilation, which are fed into Payroll for payroll processing. Vendors are free to propose a suitable solution provided it is

			compatible with their system.
13	Biometrics & Access Control	Please confirm whether there are restricted access points requiring mag locks and, if so, the number of access points.	Yes, we do, but only at 2 sites. -+ 6 access points.
14	Integrations	Please clarify the reference to “Simplex (PHC)” in Section 4.10 and “Simplex Himes” in Section 12.6(h). Are these the same system? If not, please provide the correct product name and version.	Refers to the same site's system used by clients for patient care.
15	Finance / ERP	Please confirm the current finance/ERP solution in use.	SAP Business One
16	Finance / ERP	Please confirm whether integration between the proposed HRIS/Payroll solution and the finance/ERP system is in scope, including GL posting of payroll journals, cost-centre allocation and/or financial reconciliation.	Currently not in scope, however amenable if limitations are put in place to preserve confidentiality.
17	Integrations	Please identify all other third-party systems that the proposed solution must integrate with, excluding systems already specifically mentioned in the RFP.	Integration with Active Directory (AD) Simplex Himes Netrec Qmed Lawtrust Mechanism in place from current HR system to the payment house.
18	Data Access / Architecture	The RFP requires SQL access to application data. As a proposed SaaS solution may provide data access via API rather than direct SQL access, please confirm whether API-based access would meet the requirement.	We are open to API integration
19	Locations & Connectivity	Please confirm the provinces and entities included in the tender,	Mpumalanga, Northwest and Limpopo (See attached list)

		noting that three provinces are mentioned.	
20	Locations & Connectivity	The tender refers to three buildings. Please confirm whether the buildings are connected to a central server/network or whether vendors should allow for three independent software instances.	All hosted centrally in the data centre.
21	Environments	Should provision be made for separate UAT (User Acceptance Testing) and Development environments?	Yes.
22	Data Migration	Please confirm the number of years of historical HR and payroll data that must be migrated.	Seven years
23	Data Migration	Please confirm exactly what data must be migrated, for example employee master data, historical payroll data, payslips, IRP5 information and other HR records.	The intention is to migrate all data on the current system, inclusive of: employee master data, historical payroll data, payslips, IRP5 information and other HR records (recruitment, leave, employee file, etc.)
24	Identity & Access	Please confirm whether PHMS uses on-premises Microsoft Active Directory, Microsoft Entra ID/Azure AD, or a hybrid environment, and indicate the preferred integration method.	Our preferred method is SSO (single sign-on) via Microsoft Entra ID /Azure
25	Training	Training enrolment appears under onboarding, but there is no separate Training/LMS functional section. Please confirm whether broader Training Management/LMS functionality is in scope, or whether only onboarding-related training enrolment is required.	The current LMS is not active; however, it is deemed necessary.
26	Alternative Approach	Would PHMS be open to receiving an alternative	No

		proposal for HR outsourcing, including the platform and associated services?	
27	Site / Provincial Presence	Is vendor site presence and/or provincial presence required? If yes, please specify the locations and expected frequency.	No vendor site presence is required but may require site visits from time to time. Locations as per RFP
28	Pricing Response Format	Please confirm whether the Pricing Summary should appear as Section 3 in accordance with the Proposal Response Format or as Section 9 as stated in Exhibit A.	Please note that there is an inconsistency between the Proposal Response Format and Exhibit A. Vendors are requested to submit the completed Exhibit A Pricing Summary as Section 3 (Pricing) of their proposal, in accordance with the Proposal Response Format outlined in Section 12 of the RFP. The reference to "Section 9" in Exhibit A should be disregarded.
29	References	Please provide or confirm the required format for the two prior-customer references, as Exhibit B contains fields for three current customers.	Format not prescriptive; however, PH will do site visits to nominated customers/clients.
30	Requirements Response Matrix	The RFP refers to a separate Requirements Word document that must be completed with a rating for every requirement, a detailed comment explaining how each requirement is met, unchanged formatting, and no hyperlinks or cross-referencing. Please provide or confirm the required Requirements Response Matrix, as the available PDF contains only the high-level RFP requirements.	The Requirements Response Matrix is a separate Word document and is not contained within the RFP PDF. Word document attached

31	Vendor Experience	Section 8 requests references from healthcare or medical scheme clients, while the 15% Vendor Experience evaluation criterion refers to experience with other government entities of similar complexity. Please confirm whether experience with healthcare organisation's, medical schemes and comparable private/public-sector organisation's will be evaluated as equivalent to experience with government entities of similar complexity.	Evaluation will be done irrespective sector PHMS recognises that relevant experience may be gained across both public- and private-sector organisations. For purposes of evaluating Vendor Experience, PHMS will consider demonstrated experience with healthcare organizations, medical schemes, healthcare administrators, and other organisations of comparable scale, complexity, regulatory requirements, and operational environment. Experience with government entities remains relevant; however, it is not an exclusive requirement. Vendors are encouraged to provide references and case studies that best demonstrate successful implementations in organisation's with similar operational and compliance requirements.
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