

# Commission for Conciliation, Mediation and Arbitration

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## Questions and Answers

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**BID NUMBER:** CCMA/2024/04- ICT

**DESCRIPTION:** PROVISIONING OF A WEB-BASED DISPUTE MANAGEMENT SYSTEM WITH MAINTENANCE AND SUPPORT FOR A PERIOD OF 18 MONTHS.

### 1. Question:

Section 2.2 Project Background. The last paragraph mentions "It should be accessible via mobile devices (e.g. iOS & Android), meaning that the system components will be designed to resize with any mobile platform for ease of interaction and then of course from traditional personal computing (PC) platforms, which includes both Windows and MAC environments."

Will the app be published on the official stores (Play Store/App Store)? Who will be responsible for the app publishing process?

**Answer:** No, CCMA request development of a web application not mobile app however it should resize based on the device used to accessed it.

### 2. Question:

Section Topic 5: In the section "The system should be integrated with Active Directory."

Should we give AD user accounts to all of the stakeholders: Employee, Employer, Commissioner, and external users? Or do we need to support users at the application level for external logins? We have identified the following stakeholders: Employee, Employer, Commissioner, and external user. Which of these stakeholders should be validated through Active Directory?

**Answer:** CCMA fulltime employees will be authenticated using active directory and external/any other users will be authenticated on the application level after registration.

### 3. Question:

Section 2.4.1.1. Topic 7: The section refers to "There should be online guidance on how to complete the forms."

Do you want to have a walkthrough UI assistant?



**Answer: Yes, Functionality to describe the field when hovering around that field.**

**4. Question:**

Section 2.4.1.1. Topic 11: The section refers to "Auto-send notifications via email or WhatsApp and SMS to the applicant, respondent, and appropriate CCMA branch recipients with the necessary attachments."

Could we consider Twilio or a similar platform for communications?

**Answer: No, CCMA won't consider anything that might require additional license.**

**5. Question:**

Section 2.4.1.1. Topic 13: The section refers to "Integration with the Case Management System hosted on an Oracle Database environment."

Is this a custom solution or an Oracle solution with API and/or integration methods?

**Answer: Case Management system is an in-house solution developed in java and API will be provided to integrate with the web-based dispute management system.**

**6. Question:**

Section 2.4.1.1. Topic 14: The section refers to "Develop an online assessment and integration module to be used by CCMA internal personnel and other authorised users from the CCMA."

Can you provide an example of this assessment?

**Answer: CCMA request service evaluation/service ratings**

**7. Question:**

Section Topic 19: The section refers to "Transfer submissions across branches."

Can you provide an example of this data flow?

**Answer: User can refer a case in any CCMA office however the case can be transferred to the region where the dispute arose**



**8. Question:**

Does CCMA intend to use only Microsoft Teams and if yes, can we assume that the recordings can be saved in SharePoint and retrieved as required from that repository only.

**Answer: Answer: Yes, and the recordings could be saved in SharePoint**

**9. Question:**

Do CCMA have an EA (Enterprise Account) agreement with Microsoft already?

**Answer: Yes**

**10. Question:**

As per point number 13, page number 15: Integration with the Case Management System hosted on an Oracle Database environment. – Do we have to develop the system with Oracle as our database? Is our understanding correct?

**Answer: It doesn't matter however the information should end up in oracle database**

**11. Question:**

How many number of users are predicted to use the system? Will there be any external users? If yes, please specify an approximate number of external users?

**Answer: The system will be used by CCMA fulltime employees and external users. CCMA receive about 17K referrals monthly using all platforms.**

**12. Question:**

Our assumption is that the department will facilitate the required 3rd party software's such as OS, DB etc. on cloud based on the technologies proposed by the successful bidder, request you to confirm the same.

**Answer: CCMA will provide azure platform with windows operating system. CCMA currently have oracle and SQL licenses.**