



## **Payroll and HR System Non-Compulsory Briefing – 30 April 2025**

On 30 April 2025, merSETA held a non-compulsory briefing session to address the questions, enquiries and clarifications regarding the advertised tender of the above-mentioned.

The following are the questions raised during the briefing session with answers:

**1. Is merSETA looking a cloud solution or on-premises?**

**Response:**

Based on 3.1 on the TOR MerSETA is looking for cloud and is on cloud first strategy. Therefore, no prime installation will be required.

**2. Is merSETA going to offer a grace period to get accredited for the ISO27001 accreditation?**

**Response:**

No additional time will be granted for potential bidders to obtain ISO27001 accreditation. **Failure to submit proof of ISO27001 certification will result in disqualification.** Bidders are required to ensuring that all documents are included in their submission by the tender closing date and time.

**3. Does merSETA require the ISO27001 to be of the bidder? That's our ourselves. In other words, our names will appear on the bid documents. Or would the ISO27001 compliance be from the software developer or from the service provider who designs the software?**

**Response:**

The bidding party is required to have ISO27001 certification. However, if the bidder enters into a joint venture the joint venture partner must hold the ISO certification, and the joint venture must meet the applicable compliance parameters as outlined in the tender requirements. It remains the responsibility of the bidding party to ensure that the joint venture collectively satisfies all mandatory criteria, including ISO certification.

**4. In terms of the number of users that are going to be administering the system from a payroll and HR point of view, How many are we looking at?**

**Response:**

Eight (8) users will be administering the system.

- 5. With regards to the training, merSETA didn't make numbers for end users, is it correct to assume that it will not be required at all for the general user?**

**Response:**

For super user training, it's going to be train a trainer approach because with the super users and administrators, merSETA will distribute the training internally on how to complete certain tasks like submit leave, do your performance or the training will be for the admins and super users to manage the expenses of training two hundred and ninety-eight (298) merSETA employees.

- 6. In terms of the number of companies, How many companies are we setting up? Do we only have one (1) company to set up or are they multiple?**

**Response:**

We are setting up one (1) company and that is the merSETA.

- 7. Does merSETA have a clocking systems that is currently used? Is It not integrated with any system or ESS?**

**Response:**

Yes, merSETA does have a clocking system, It is not integrated with any system and merSETA does not intend to integrate.

- 8. Is there a specific budget range for this project?**

**Response:**

Unfortunately, merSETA cannot disclose the budget.

- 9. Based on the TOR it speaks to 24hr support, Does that mean merSETA want to be able to get support throughout the day, even after hours or is it just an SLA to say we should resolve an issue within 24 hours?**

**Response:**

Depending on the issue we would look at acknowledgement or resolution of the issue within 24 hours. Within 24 hours we should have either gotten a response or resolution.