Reference   : **DIRCO 09-2025-2026**

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Telephone   : 012 351 0077/1395/0225

DIRCO 09-2025-2026: *APPOINTMENT OF SERVICE PROVIDER TO PROVIDE AN ELECTRONIC ASSET MANAGEMENT SYSTEM AND SUPPORT AT HEAD OFFICE AND SOUTH AFRICAN MISSIONS ABROAD FOR A PERIOD OF FIVE (5) YEARS*

NOTICE: RESPONSE TO TENDER QUESTIONS RAISED DURING AND AFTER THE BRIEFING SESSION FOR ELECTRONIC ASSET MANAGEMENT SYSTEM AND SUPPORT.

1.   User Licensing and System Access.

The Department confirms that the asset management system will accommodate 350 users as the operational requirement. This figure comprises approximately 12 users at Head Office responsible for maintaining the asset register across all locations, plus an average of 3 users per mission across the 114 embassies internationally. While the initial pricing schedule (SBD3.1) template referenced 700 users, the Department has agreed that licensing should align with the 350 active users estimate to ensure cost-effectiveness while maintaining flexibility for future user additions.

2.   Asset Scope, Volume Location Footprint and Geographic Distribution.

DIRCO manages just over 200,000 assets across all locations, encompassing both movable and immovable property. The asset portfolio includes furniture, equipment, ICT assets (laptops, servers, network equipment), vehicles, intangible assets (software licenses), and immovable property such as buildings and infrastructure. These assets are distributed across Head Office, VIP State Protocol lounges at three airports (Cape Town, Durban, and Johannesburg), guest houses around Pretoria, the parliamentary office in Cape Town, executive residences, and 114 embassies abroad. The system must support asset management across multiple domestic and international locations.The Department will not provide detailed location hierarchies or specific asset distribution per site, as this information is subject to change and does not materially impact the technical solution requirements. The system should be sufficiently flexible to accommodate location-based reporting and asset tracking without requiring physical presence at international locations.

3.   Physical Verification and Tagging Responsibilities.

Physical verification and asset tagging remain exclusively the responsibility of DIRCO. The service provider's role is limited to delivering a functional scanning and verification solution that enables DIRCO staff to conduct these activities efficiently. The service provider will not be expected to perform physical verification activities, travel to any locations for verification purposes, or supply barcode tags and labels. However, the solution must provide comprehensive training, quality assurance oversight, and a robust verification tool that captures required evidence including barcode scans, photos, custodian confirmations, location confirmations, condition ratings, and exception reason codes. The system must support exception reporting and reconciliation between verified assets and the fixed asset register.

Kgoro ya Tirišano le Tšhomišano ya Dinaga tša Boditšhabatšhaba • Lefapha la Dikamano le Tshebedisano Dinaheng tsa Matjhaba • Lefapha la Dikamano tsa Boditšhabatšhaba le Tirisano • UMnyango Wezobudlelwano Nokubambisana Bamazwe Namazwe • Litiko Letebudlelwane Bemave kanye Nekusebenti-sana • ISebe lezobuDlelwane neNtsebenziswano yamZwe ngamaZwe • UmNyango weTjhebiswano nokuSebenzisana kweenTjhabatjhaba • Muhasho wa Vhushaka ha Dzitshakatshaka na Tshumisano • Ndzawulo ya Vuxaka bya Matiko ya Misava na Ntirhisano • Departement van Internasionale Betrekkinge en Samewerking

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4.   Scanner Equipment and Device Compatibility.

Scanners and scanning devices are excluded from the service provider's scope and will not be included in the costing. DIRCO will procure scanning equipment separately through internal processes. The service provider's solution must be compatible with various scanning platforms and devices including USB scanners connected to laptops, Bluetooth-enabled scanners, and mobile device scanning applications. The mobile application must support iOS, Android, and Huawei operating systems, enabling users to scan barcodes using their smartphones or tablets.

5.   Offline Functionality and Connectivity Management

The system must include robust offline capabilities to accommodate missions and locations with limited or intermittent internet connectivity. The mobile application must allow users to scan assets and record verification data while offline, storing this information locally on the device. Once internet connectivity is restored, the application must automatically synchronize and upload the captured data to the central system, updating the asset register accordingly. This functionality is critical for ensuring uninterrupted verification activities at international missions where connectivity may be unreliable. The synchronization process must maintain data integrity and provide confirmation of successful uploads to users.

6.   Barcode Standards and Future Technology Requirements

DIRCO currently utilizes standard barcode technology for asset identification and tracking. The existing barcode structure and numbering scheme must be maintained in the new solution to ensure continuity. At present, there is no requirement for RFID (Radio Frequency Identification), QR codes, Data Matrix codes, or other automated scanning technologies. The possibility of future RFID implementation will be explored however RFID is not part of the current Terms of Reference and will not be evaluated as part of this tender, service providers should note that such functionality may be explored with the successful bidder after contract establishment, subject to separate negotiation and approval processes.

7.   Data Migration Scope and Methodology

Data migration must include both current master data and historical transaction records. The current fixed asset register contains comprehensive asset information that must be migrated to the new system. Historical transactions including movements, transfers, disposals, and work-in-progress (WIP) records must also be migrated to maintain a complete audit trail and support future reporting requirements, historical WIP transactions documenting the construction process from inception must be preserved in the new system. The current system can export data in CSV format, and the new solution must have robust CSV import capabilities to facilitate this migration process.

8.   . Migration Process and Existing System Support

The Current service provider has agreed to be available during the transition period to extract data and work with the incoming service provider to ensure successful migration. DIRCO and the existing service provider will provide data exports from the current system in CSV format. The new service provider will not be required to build custom extraction routines or directly access the existing system's database. This collaborative approach ensures data integrity while minimizing technical complexity and risk during the cutover period. Migration acceptance criteria, cutover approaches, and implementation schedules are detailed in the Terms of Reference under the project management approach section.

9.   Hosting Requirements and Data Sovereignty

DIRCO operates its own on-premises data centre and maintains a Microsoft cloud solution. Service providers may propose either on-premises deployment or cloud-hosted platforms, provided all solutions comply strictly with Department of Public Service and Administration (DPSA) requirements regarding data sovereignty. Any cloud-based solution must prove that both the data centre infrastructure and all data reside within South African

borders. Data cannot be stored, processed, or transmitted outside of South Africa under any circumstances. Service providers proposing hosted solutions must provide documented evidence of South African data residency compliance and demonstrate adherence to government security standards and data protection requirements.

10. System Integration Requirements

The solution must integrate with Active Directory for user authentication and single sign-on purposes. Additionally, integration is required with ICT systems including Microsoft Intune and System Centre Configuration Manager (SCCM) to facilitate automated data exchange for ICT asset information. Integration with the PERSAL legacy system is not currently a requirement, as National Treasury continues to use this system for human resources and payroll functions. However, should National Treasury mandate PERSAL integration in the future, the service provider must be prepared to work with DIRCO to develop appropriate data exports that can be imported into PERSAL. The solution should be designed with sufficient flexibility to accommodate future integration requirements without requiring fundamental system redesign.

11. Financial System Integration and Depreciation

Currently, DIRCO does not conduct depreciation calculations as government departments await specific instruction from National Treasury before implementing depreciation functionality. The asset management system must include a depreciation module that remains dormant but is ready for activation when National Treasury issues the required directive. More critically, the system must support the preparation of disclosure notes 38 to 43 for annual financial statements, providing calculations and inputs based on information recorded in the fixed asset register.

12. Language Requirements

The system must support English as the primary and sufficient language for all interfaces, labels, screens, and reports. English is the business language used throughout the Department; Multi-language support is not required and should not be included in the proposals.

13. Security, Encryption, and Compliance Standards

The solution must implement HTTPS encryption for all browser-based system access, ensuring secure data transmission. User management must follow standard industry practices for password protection, including password encryption to prevent unauthorized access in the event of system compromise. Security requirements including SSL certificate implementation, authentication protocols, security logging, audit trails, SIEM integration requirements, and password policies are comprehensively detailed in the security section of the Terms of Reference. Service providers should refer to these specifications for complete security and compliance requirements rather than requesting additional clarification, as all necessary standards and frameworks are already documented.

14. Support Model and Service Delivery

All support services will be delivered remotely without requirement for onsite presence at any location. There is no expectation for service providers to visit the 114 international embassies or provide onsite support at these locations. While some onsite training at Head Office would be ideal, DIRCO will explore alternative remote training options to minimize travel costs and ensure cost-effectiveness. The support model, service desk arrangements, service level agreements, response and resolution timeframes, change management processes, and release scheduling requirements are specified in the Terms of Reference. Service providers should base their proposals on these documented requirements.

15. Work-in-Progress (WIP) and Project Tracking

The system must accommodate work-in-progress tracking for construction projects, renovations, and capital improvements to state-owned properties. For major projects such as the construction of new chanceries (exemplified by the New Delhi project), the system must maintain comprehensive WIP records from project

inception through completion and capitalization. Historical WIP transactions must be preserved to provide a complete audit trail of expenditures, project milestones, and capitalization decisions. The system should support the recording of project-related documents and approvals, though historical attachments and photos may not exist for all legacy assets. Specific WIP requirements including integration with general ledger systems, retention management, surety tracking, and bill of quantities (BOQ) detail are addressed in the Terms of Reference.

16. Data Governance and Business Rules

Responsibility for data cleansing decisions, business rules, and data quality standards will follow a joint governance model between DIRCO and the service provider. Neither party will have unilateral authority over critical data management decisions. This collaborative approach ensures that business knowledge from DIRCO asset management staff is combined with technical expertise from the service provider to establish appropriate data standards, validation rules, and quality controls. The governance framework will be formalized during implementation and will guide ongoing system management throughout the contract term.

17. Asset Classification and Treasury Compliance

Asset classification structures, SCOA (Standard Chart of Accounts) segments, depreciation rules, and Treasury coding requirements are specified in the Terms of Reference. The system must support the asset class hierarchy mandated by National Treasury requirements and accommodate storage of appropriate SCOA segments at the individual asset level. Service providers should review the classification requirements detailed in the Terms of Reference rather than requesting this information separately. The solution must be sufficiently flexible to adapt to potential changes in Treasury requirements during the five-year contract term while maintaining compliance with current standards.

18. Current System Information and Commercial Confidentiality

The name and details of the current software solution will be disclosed exclusively to the successful bidder after contract award. This information is not required for proposal preparation and will not be shared during the competitive tender phase.

19. Backup, Recovery, and Business Continuity

Requirements for backup and recovery targets, disaster recovery objectives (RPO/RTO), uptime expectations, and business continuity planning are comprehensively documented in the Terms of Reference. Service providers should refer to these specifications for detailed requirements regarding system availability, data backup frequencies, recovery procedures, and continuity planning. These requirements align with government standards for critical business systems and ensure that the asset management solution maintains appropriate resilience and reliability.

20. Project Implementation and Cutover Approach

The preferred cutover approach, implementation methodology, and rollout strategy are detailed in the project management approach section of the Terms of Reference. This includes guidance on phased versus big-bang implementation, parallel run requirements, and alignment with financial reporting and audit timelines. Service providers should base their implementation plans on these documented requirements, ensuring that proposed approaches align with DIRCO's operational constraints and minimize disruption to ongoing asset management activities.

21. Commercial Structure and Pricing Model

The pricing structure, escalation provisions, and commercial model for the five-year contract term are detailed in the pricing schedule (SBD 3.1) and relevant sections of the Terms of Reference. Service providers must quote prices per year as specified in the tender documentation. Annual pricing should incorporate all expected costs including system licensing, support services, upgrades, patches, and maintenance activities. Travel and accommodation costs are not applicable as no physical travel to missions is required. Service providers should

structure their pricing according to the format prescribed in the tender documents, ensuring clarity and comparability across proposals.

22. Tender Administration and Submission Process

Questions and queries should be submitted to the bid office email addresses provided on page 14 of the tender document. Service providers should monitor the e-tender and/or Departmental website for any additional clarifications issued before the submission deadline.

Yours faithfully

DIRECTOR: SUPPLY CHAIN

DATE: 2026/01/23