

QUESTION AND ANSWERS BRIEFING SESSION 13/9/18

**WORKFLOW AUTOMATION AND DIGITIZATION OF
RECORDS MANAGEMENT SYSTEM
FOR THE
EDUCATION LABOUR RELATIONS COUNCIL**

ELRC-SCM-T003 18/19

Q & A : Workflow Automation for Dispute Management Services

- 1. When forms are received do you capture them into an existing system?**

Yes, we are currently using CMS, but the ELRC does not own the system.

- 2. Does the current system integrate with any systems or will the new system be required to integrate?**

We have 5 Administrators. The number of cases we receive per annum are +- 900.

- 3. For the user to provide proof, do you require attachments as proof?**

Yes. Attachments will be required.

- 4. Is authentication of users going to be required?**

The user must first register to be able to access the system.

- 5. The emails sent to the Department of Basic Education, can a copy be used as proof?**

Yes. That will be accepted.

- 6. Will the ELRC have access to the Persal Database?**

No. Only the applicant's information will be collected by the ELRC. As a bargaining chamber, we will be dealing only with those that have opened cases.

- 7. How will the end user access the system?**

The applicant must first register to obtain a User Id. This can be used when the user wants to log in and check the status of their case.

- 8. How many case administrators do you have and how many cases do you get in a year?**

We have 5 Administrators. Number of cases are +- 900 per annum.

- 9. Will people in provinces have access to the system?**

No. Dispute Management is centrally managed at the National office (Head Office).

- 10. How do you currently notify applicants?**

We use e-mail and SMS.

11. The system should be able to integrate as per 3.2.4. Can you explain which systems are these?

1. Case Management System (CMSBC 7.0.16)
2. Evolution (7.20.2.000)
3. People (18.2.3.0)
4. Team Mate (AM 12.2 Update 2)

12. What is the nature of integration required if there is a need for integration?

We want to be able to retrieve the commissioner's information on CMS to schedule cases. This will enable administrators to check their availability when scheduling cases. We also want to share information with the other system like Evolution to enable Purchase Order creation and payment of invoices (claims).

13. According to 3.1.6, the solution needs to be delivered within 3 months

Yes. The system needs to be developed and delivered within a specific period. The purpose of the briefing was to obtain feedback from the developers to determine if this is practical and if not, what would be a practical time frame?

No alternative period was suggested therefore 3 months remain the target period.

14. Which CMS version are you using?

See 11 above.

15. What are the systems that need integration and the language used e.g. Java, Oracle...?

See 11 above. On languages these systems were not developed for the ELRC and are not owned by it. These are off the shelf products.

16. Provide a list of systems that you (ELRC) are currently using and will the training be at the national office or include traveling?

See 11 above. Training will only be for staff at the National office (Head Office).

17. Since only educators will access to the system, will they be on an active directory?

There will be no active directory. Also see 6 above.

18. Who are your users?

Internal staff (Case Management Officers) and Managers. External: Commissioners, interpreters and educators

19. Is the ICT help desk a must or a nice to have and will it be on an independent platform?

It is a must have. This is a call logging platform for internal users (Staff) to log ICT related calls. The system can be independent but must be integrated (imbedded).

20. Of the current system, what platform will be included or are you developing a new system?

The ELRC requires a new system, the current systems are not owned by the Council. We therefore require an end to end system.

The system must have voice note capability for case recordings to be uploaded

We want a paperless environment, but the system should allow for manual capturing of submissions for those that may not have access to the Web.

21. Should the system be Web based or APP based?

The proposal must include both options and costs as well. The ELRC will consider the best and cost effective solution.

NB: Price proposals must be separated from technical proposals.

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