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Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

Business Requirements Specification


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Document Approval

NAME	SECTION	SIGNATURE	APPROVAL DATE
KGAILE MOLEBATSI	GPAA: CHIEF (ACTING) FINANCIAL OFFICER		
BULELWA KOTTA	GEPF: HEAD FINANCE		
PAUL MASIPA	GEPF: ICT MANAGER		
PORTIA MNGOMEZULU	GEPF: HEAD CORPORATE SERVICE		
MEIRING COETZEE	GPAA: CHIEF INFORMATION OFFICER		
PULE MOILOA	GPAA: MODERNISATION PROGRAMME MANAGER		
THABANG LEKHOB	GPAA: BUSINESS ANALYST		27/11/2023
KEDIBONE MADIEHE	GPAA: PROGRAMME OWNER		
MUSA MABESA	GEPF: PROGRAMME SPONSOR		

Document History

DATE	VERSION	DESCRIPTION	SUMMARY OF CHANGES	AUTHOR(S)
24/05/23	v.01	New Document	First Draft	Business Analysts - FMS work stream
21/07/2023	v.02	New Document	Second Draft	Business Analysts - FMS work stream
29 /07/2023	v.03	New Document	Third Draft	Business Analysts - FMS work stream
14/07/2023	v.04	New Document	Fourth Draft	Business Analysts - FMS work stream

22/08/2023	v.05	New Document	Fifth Draft	Added taxation requirements
24/10/2023	V,06	New Document	Sixth Draft	Inputs from GEPF
24/11/2023	V.06	New Document	Sixth Draft	Input from GEPF

Glossary of Terms

Term	Description
FMS	Financial Management System
Client	Any person who interacts with the Administrator in his own capacity or on behalf of another person, including Members and Pensioners/Beneficiaries
Communications	GPAA Communications Unit
CRM	GPAA Client Relations Division – includes Regional Offices (RO), Call Centre (CC)
Employer	Any employer referred to in any legislation in terms of which GPAA administers a product and receives contributions
GEPF	Government Employees Pension Fund
GEP Law	Government Employees Pension Law – promulgated 1996 – brought the GEPF into being.
GPAA	Government Pensions Administration Agency
ICT	GPAA Information Technology Division
Member	A person making contributions for products administered by the GPAA
OPS	GPAA Operations Division
OSS	GPAA Operations Support Services – part of CRM
Pensioner	A person who was a member of a fund administered by the GPAA, who is receiving an annuity benefit in terms of any product administered by the GPAA
SARS	South African Revenue Services
SS	Self Service
SME	Subject Matter Expert
SOP	Standard Operating Procedure
Training	GPAA Functional Training unit – part of BSS
Value Stream	An end-to-end collection of activities that create value for an external or internal stakeholder. The goal of a value stream is clear, but can terminate depending on the state of a business object (e.g. a case) moving through a value stream An enterprise is a collection of value streams.
Value Stage	A set of activities required to create value
DoHA	Department of Home Affairs

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Table 1: Reference Documents

Ref.	Document Title	Publisher	Version/Date
1	Business Case for Financial Management System_v2	Business Analysts – FMS Work stream	May 2023

PROJECT OVERVIEW

1. Objectives and scope

This Business Requirements specification outlines the business requirements for the Fund Accounting and Financial Management System, aimed at managing the financial assets and accounting functions of our pension fund. The system will cover fund accounting, investment management, compliance, reporting, and related financial functions.

2. Background

The Government Pensions Administration Agency (GPAA) is mandated to provide pension administration services on behalf of its two customers, the Government Employees Pension Fund (GEPF) and National Treasury (NT).

In its Strategic Plan, the GPAA has formulated the following seven strategic outcomes that will guide its programmes until the 2024/2025 financial year:

1. Optimal core support
2. Capable and reliable administration system
3. Digitised processes
4. Efficient admission management
5. Efficient contribution management
6. Efficient case management
7. Payment turnaround time less than 60 days

The Financial Services sub-programme falls within Programme 1 that is responsible for management of business and governance affairs of the GPAA. The relevant strategic outcome for Programme 1 is provision of optimal core support to Programme 2. The Financial Services sub-programme manages financial resources available to administer pensions and other benefits using best practice principles.

This sub-programme ensures that financial record keeping is done in accordance with appropriate frameworks, financial policies are adhered to and that sufficient cash flow levels are maintained for operational activities. The sub-programme is also required by the different service level agreements (SLA) to prepare the GEPF and NT's financial statements in line with applicable reporting frameworks.

Currently the sub-programme is faced with the challenge of preparing the abovementioned financial statements manually which is time consuming and creates an unnecessary administration burden.

Given the different reporting frameworks governing the abovementioned financial statements combined with the pressure for timeliness, it is also easy for errors to be made. Whether these errors are caused by error-prone manual processes or poorly integrated systems, errors in

financial reporting have serious consequences such as reputational damage, loss of credibility, bad decisions and legal action for the GPAA and its customers.

To address the challenge, the GPAA seeks to procure and implement a powerful, well integrated financial management system.

1.2 Business Capabilities and Value Streams

Capability	Value Streams	Description
Financial Management	Funds Management	The ability to manage cash collections and disbursements made by the Administrator and, when appropriate, to transfer cash from those units to parent-level bank accounts managed by the government's treasury unit.
	Cashflow management	The ability to forecast and manage cash inflows, outflows, and cash balances to ensure adequate liquidity.
	Bank Account Information Management	The ability to view the treasury bank accounts by assessing the cash that flows in and out of the bank accounts.
	Treasury Accounting	The ability to ensure that all treasury financial transactions are accounted for and reported on in the administrator's financial records.
	General ledger Accounting	The ability to collect, account and record all the financial transactions on GPAA's assets, liabilities, equity, expenses and income on their ledgers according to the accounting model.
	Statutory Reporting	The ability for GPAA to follow processes to submit financial and non-financial information to government agencies according to the laws and regulations applicable to an administrator.
	Finance Reconciliation	The ability for GPAA to compare two different data sets to verify that the information within them is accurate.
	Tax management	The ability for GPAA to comply with tax laws and regulations
	Financial Governance	Ability for GPAA to collect, manage, monitors and controls financial information

1.3 Problem statement/Business Opportunity

The Financial Services sub-programme manages the bookkeeping, accounting and reporting for the GEPF and NT in line with different rules and regulations.

The following are high level business problems identified in the current environment:

- Manual preparation of financial statements which is time-consuming and creates an administrative burden;
- Manual preparation of financial statements which increases the likelihood of errors, for instance casting and cross casting errors. It is therefore essential that the casting and cross-casting is automated on the financial management system.
- Closure of financial month ends for different Funds not segregated;
- Manual interventions relating to the payment runs process;
- Interrupted payment runs resulting in duplicated payments and delays in paying of benefits;
- Manual cash flow projections (daily and annual);
- Manual capturing of bank transactions and rejections;
- Duplicate financial transactions created for example due to capturing duplicate receipt numbers;
- Payments made to the Guardian fund without the necessary documents or incorrect information being provided causing rejections and delays in paying benefits;
- Payment rejections caused by changes in member/beneficiary personal information after bank verification but before payment made;
- Late payment interest instructions using incorrect rules;
- Funds are not clearly segregated resulting in benefit claims paid from incorrect funds and these errors are only identified when reconciliations are performed;
- Delay of turnaround time from safety web affect the payment time;
- Manual processing of claims over R1 million in safety web causing delay in the payment benefits;
- Manual calculation of benefits payable provision.
- The financial statements need to be automated and the cash flow projections as currently this is an administration burden
- There is also a challenge with recalculations and should identify when a pension is paid late.
- The post-retirement medical benefits calculations are to be automated as currently it is time consuming (planning, budgeting and forecasting)
- There have been errors that were picked up on the closing of the manual Fund liabilities, example IOD award breakdown captures manually, and it creates errors
- There are delays with the processing of the medical benefits as GPAA is dependent on the documentation received between GEPF and client during exit.

1.4 Impacted Systems

- CIVPEN
BAS – Basic Accounting System
- GPAA Portal
- Accpac

1.5 Technology Considerations

Technology	Consideration
Artificial Intelligence (AI) and Machine Learning (ML)	AI can be used for predictive analytics, forecasting future market trends, and providing insight for decision-making. Fraud detection systems powered by AI can identify unusual patterns and transactions, helping to prevent fraud and maintain the integrity of the pension fund.
Robotics Process Automation (RPA)	RPA can automate financial operations including accounts payable/receivable, reconciliation, reporting, and auditing. This would increase efficiency, reduce errors, and allow for real-time financial monitoring.
Blockchain Technology	Blockchain can be used to create a decentralized financial system, reducing the cost and complexity of transactions. Smart contracts can automate financial operations, ensuring compliance and transparency.
Internet of Things (IoT)	IoT devices can be used to gather real-time financial data, helping to improve financial decision-making and risk management.
BI & Analytics, Big Data Governance & Data Science	Use BI and analytics for real-time reporting, trend identification, and future forecasting. Big Data governance ensures data quality and compliance.
Workflows and Orchestration layers	Workflow tools can automate financial processes and approvals. Orchestration layers help to synchronize financial data across different systems.
Seamless Integration through ESBs (Enterprise Service Bus):	ESBs can connect disparate systems, ensuring data consistency and facilitating real-time information flow between different systems. This helps to improve service delivery, fund administration, and financial management.
Hubs or Central & Comprehensive API Platforms	API platforms enable the integration of different software systems. They can help connect CRM, Pension Fund, and Financial systems with other government databases for efficient data sharing.
Business Rules Engines	Business rules engines can automate decisions based on predefined rules, ensuring consistency and reducing the possibility of human error. They can be used in eligibility checks, benefit calculations, compliance checks, and risk management.

Technology	Consideration
Risk Engines	Risk engines can help identify, assess, and manage risks associated with investments, compliance, and operations. They help in optimizing portfolio risk-reward trade-offs, ensuring regulatory compliance, and enhancing operational risk management.

1.6 Business Requirements

The requirements in this document are prioritized as follows (as per MoSCoW convention):

VALUE	RATING	DESCRIPTION
1	Must have	This requirement is critical to the success of the project. The project will not be possible without this requirement.
2	Should have	This requirement is somewhat important, as it provides some value, but the project can proceed without it.
3	Could have	This is a low priority requirement or a “nice to have” feature, if time and cost allow it.
4	Won't have (this time)	This requirement is out of scope for this project and has been included here for a possible future release.

REQ. REFERENCE	PRIORITY	DESCRIPTION
REQ1	1	<p>Funds should be clearly segregated on the financial management system:</p> <ul style="list-style-type: none"> • Ability to do interfund journals between e.g., fund 96 and 81/83. This must be automatic and manual. • Each fund must have its own chart of accounts, general ledger accounts, trial balance and financial statements • Each fund must have a separate investment accounting trial balance (the financial management system should be able to replicate the investment accounting chart of accounts and trial balances • The chart of accounts cannot be generic, but must be tailor-made to reflect the correct chart of accounts for investment accounting • In addition to the main trial balance, the financial management system should also be able to allow users to map accounts to an investment accounting trial balance when new accounts are opened. • The investment accounting trial balance for each respective fund be available on screen, as well as in Excel, PDF and TXT/CSV format
REQ2	1	<ul style="list-style-type: none"> • An ability to have a clear audit trail of transactions
REQ3	1	<ul style="list-style-type: none"> • Ability to have risk engine that will identify risk transactions and fraudulent transactions. Risk engine should be able to monitor irregular patterns and trigger for investigation

REQ. REFERENCE	PRIORITY	DESCRIPTION
REQ4	1	<ul style="list-style-type: none"> System integrity must be maintained, for instance the accounts per the trial balance should agree to the accounts per the general ledger. The system must have a capability to transfer data as currently extracted by Finance section from the trial balance. Ability to have a reliable single source for reporting and the system to cater for less manual intervention as possible and have an integration level with seamless automation. The automatic calculation of the benefits payable provision that also relates to benefit payments needs to be qualified more and the recalculation of interest.
REQ5	1	<ul style="list-style-type: none"> Financial statements should be generated in line with the stipulated financial reporting frameworks / formats of the respective funds
REQ6	1	<ul style="list-style-type: none"> The financial management system should be flexible enough to be able to generate financial statements for different accounting frameworks and to adapt to any changes in these accounting frameworks (Accounting frameworks which should currently be considered is the RRR and IFRS)

REQ REFERENCE	PRIORITY	DESCRIPTION
REQ7	1	<ul style="list-style-type: none"> Ability to have an automatic calculation of the benefits payable provision
REQ8	1	<ul style="list-style-type: none"> Exporting formats for the financial statements must include Excel, Word, RTF and PDF.
REQ9	1	Automatic cash management: <ul style="list-style-type: none"> Import bank statements for automatic matching of transactions (i.e., capturing and allocation of PMG debits and credits). Must have bank statement mapping rules which will automatically allocate transactions to the correct general ledger accounts. Ability to generate automatic receipt numbers Allow a user to add, delete or edit transactions and an audit trail of those changes and limited to certain users. Allocate all unknown entries or errors to an unallocated account in the general ledger. Must however have an option for these entries to be manually reviewed and allocated to correct general ledger accounts. Ability to Import SARB rejection reports for automatic capturing of cancelled cases
REQ10	1	Payment Features: <ul style="list-style-type: none"> Automatic interest re-calculation using the interest calculator and relevant updated member or pensioner information and generate a payment. NB: The interest re-calculation should ideally be done on

REQ REFERENCE	PRIORITY	DESCRIPTION
		<p>the pension administration system not the financial management system since it relates to the payment of benefits.</p> <ul style="list-style-type: none"> Automatically generate separate payment list to third parties with payment runs according to bank account details and email to separate third parties (i.e., Masters, Departments, External funds); Generate payment run statistics per allocation (e.g., annuities, gratuities paid per each run) per Fund which can be exported to Excel. Import operating expenditures and fixed asset related transactions for each Fund from ACCPAC or a system to be used by the GEPF to eliminate duplication of work. Ability to create and confirm payments and pay points Generate reports of all payment runs, journals and income and expenditure.
REQ11	1	<ul style="list-style-type: none"> Ability to have live interactive dashboards
REQ12	1	<ul style="list-style-type: none"> Ability to have Financial statement ratio analysis
REQ13	1	<ul style="list-style-type: none"> Ability to have post audit reclassification and adjustment journals
REQ14	1	<ul style="list-style-type: none"> Ability to end of year close and roll forward feature.

REQ REFERENCE	PRIORITY	DESCRIPTION
REQ15	1	<ul style="list-style-type: none"> External stakeholder management accompanied with SLA, business agreements, this is inclusive of member departments and SARS. This will eliminate "Please assist".
REQ16	1	<ul style="list-style-type: none"> The incorporation of SARS BRS (Business Requirement Specification) and ITREG to ensure member personal details including tax reference number, ID number, member address, member emails among others are coded/fielded as per SARS requirements. The tax year analysis must also be mentioned for the new system as the Organisation must declare to SARS for PAYE and that information must 100% correct and the new system but cover resubmissions
REQ17	1	<ul style="list-style-type: none"> Language configuration standardization and uniform business language, with commands and action requirements for speedy resolution of any benefit falling outside the scope of norm (as called exceptional cases currently). The language configuration for requirement needs to cover in the system and a language engine built in to when translating is done and should be driven through the standardized and drop downs and the

REQ REFERENCE	PRIORITY	DESCRIPTION
		common language used in the industry to be adopted.
REQ18	1	<ul style="list-style-type: none"> Uniform Payment process across all operations and Parliamentary cases for the purposes of tax directives.
REQ19	1	<ul style="list-style-type: none"> Ability to track recovery efforts per user and provide various reports as Civpen is currently doing. (Both Estates and Disallowances)
REQ20	1	<ul style="list-style-type: none"> Automation of the calculations for the liabilities for Programme 2.1
REQ21	1	<ul style="list-style-type: none"> Ability of the FMS system to integrate to a system that can perform ITC checks and tracing (e.g., family member tracing in deceased cases, etc.)

REQ REFERENCE	PRIORITY	DESCRIPTION
REQ24	1	<p>A case management system for deceased debt recoveries to</p> <ul style="list-style-type: none"> Schedule follow-up. Allocation follow-up cases to specific users. Set priorities and categories for follow-up. Capture additional information for executors and alternative contact details to be selected for auto population in claim correspondence generated. Including data field for estate type; estate number. Contact details for all Master and Magistrate offices to enable electronic communication Track of progress of submission of claims against estates Expand available templates for standard claim correspondence which can either be auto/manually populated with variables. Have ability to extract reports on: <ul style="list-style-type: none"> Details of follow-up of overpayments. recovery progress per user Identification of cases meeting write off criteria. Automation of submissions for write off by extracting details already available on Civpen Data base to populate write of template and fields for user input to complete the submission. Manage and track the workflow of the write off submission through the stages and extract reports of cases in the process and those finalized. Automate Recall of deceased pension payments through BankServ before it is paid to the accounts of deceased pensioners upon receipt of death notification.

REQ REFERENCE	PRIORITY	DESCRIPTION
		<ul style="list-style-type: none"> • Tax certificate request processing for deceased estate to minimize manual follow-up and dispatch to clients. • Track refund of excess payment correspondence and payments to estates and other beneficiaries/payees • Allocate case reference numbers for each case • Provide workflow for the processing of the cases
REQ25	1	<ul style="list-style-type: none"> • Ability to extract data (any time, any time) from the system for reporting and audit purposes
REQ26	1	<ul style="list-style-type: none"> • Priorities and categories must be able to change as our Sop's change. When Sop's are reviewed, and changes made the system must be able to accommodate these changes.
REQ27	1	<ul style="list-style-type: none"> • Templates generated for write off must be amendable to add, delete or amend fields and the info it draws from the system.
REQ28	1	<ul style="list-style-type: none"> • The system shall provide tools for investment portfolio analysis, risk assessment, and asset allocation strategies
REQ29	1	<ul style="list-style-type: none"> • It must support real-time monitoring of investment performance.
REQ30	1	<ul style="list-style-type: none"> • Ability to manage both defined benefit and defined contributions pension funds

1.7 Information and Reporting Requirements

REQ. REFERENCE	PRIORITY	DESCRIPTION
IREQ1	1	Automatic cash management: <ul style="list-style-type: none"> Ability to produce a report of cleared transactions, outstanding transactions and discrepancies.
IREQ2	1	Automatic cash flow forecasting using using real-time data: <ul style="list-style-type: none"> Ability to generate monthly and annual projections reports relating to contribution receipts, annuity and gratuity payments Ability to import daily expenditures payable (payments runs, tax, payroll, ACCPAC payments) per Fund from the pension administration system and the system used or to be used by the GPAA Finance unit for generation of daily projections. Ability to import a report of cancelled telegraphic transfers payments per Fund from Safety web. Ability to add/edit functions and an audit trail of those changes Ability to generate a variance report that compares monthly projections of revenues and expenditures against actual transactions recorded in the general ledger.
IREQ3	1	<ul style="list-style-type: none"> Automatic management report generation at regularly scheduled intervals;
IREQ4	1	<ul style="list-style-type: none"> Report writer that can easily customize content, style, and formatting specific to an entity;
IREQ5	1	<ul style="list-style-type: none"> Reports are identified on an Ad-Hoc basis and we must be able to generate these when a need for specific info is identified
IREQ6	1	<ul style="list-style-type: none"> Reporting templates must be amendable to add, delete or amend information as a lot of the information in our reports are grouping of information which needs human interpretation.
IREQ7	1	<ul style="list-style-type: none"> Allocation of document numbers and digital capturing of documents received via email in the sections. Ensure traceability and availability of these documents. Allocation of follow up cases must be done automatically and allow a specific user to manually make updates

1.8 Integration Requirements

REQ. REFERENCE	PRIORITY	DESCRIPTION
INREQ1	1	<ul style="list-style-type: none"> The financial management system must be integrated to the core benefit administration system to allow everything to be viewed in real-time and working from one database for a single version of truth
INREQ2	1	<ul style="list-style-type: none"> Ability to integrate to the PAS system as a single point of data entry to manage data quality
INREQ3	1	<ul style="list-style-type: none"> Ability to integrate with home affairs to avoid payment of beneficiaries who died before the member as it increases re-distributions
INREQ4	1	<ul style="list-style-type: none"> Ability to integrate with BankServ to validate banking details
INREQ5	1	<ul style="list-style-type: none"> Ability to integrate with SARS for Tax interface and for contact details which is used tracing purposes Ability to integrate with SARS's EasyFile system for the following functions: <ul style="list-style-type: none"> Yearend Employer Reconciliation to SARS EMP501 (Declaration of 12 months EMP201 e.g., PAYE paid over to SARS as employer DUE 31 May) Bi-annual Employer Reconciliation to SARS EMP501 (Declaration of 6 months EMP201 e.g., PAYE paid over to SARS as employer due 31 October) Resubmission of Previous tax year EMP501 (Declaration of amendments and corrections on member data to already submitted on EMP501) Draw AA88 list (Garnishee order). <p>Challenges with the EasyFile system:</p> <ul style="list-style-type: none"> The tax certificates volumes is about +-700 000/data of the GEPP, EasyFile cannot handle the volume of data when executing command.
INREQ6	1	<ul style="list-style-type: none"> Ability to integrate with pension system to finalise payment
INREQ7	1	<ul style="list-style-type: none"> Ability to integrate with the enterprise content management system to retrieve and merge personal details of the beneficiary to finalise payment
INREQ9	1	<ul style="list-style-type: none"> Ability to integrate with master office to manage guardian funds
INREQ10	1	<ul style="list-style-type: none"> Ability to integrate with compensation to pay awards
INREQ11	1	<ul style="list-style-type: none"> Integration - Enhance easy access to Pekwa, Master Decease estates portal, Department of Home Affairs link, ITC, Government Gazette and Civpen similar to portal used by CRM
INREQ12	1	<ul style="list-style-type: none"> Ability to integrate with the SASSA system for family tracing and minor children/guardian information tracing purposes

REQ. REFERENCE	PRIORITY	DESCRIPTION
INRED13	1	<ul style="list-style-type: none"> Ability to integrate with the IEC voters roll system which stores persons who are above 18 years old
INREQ14	1	<ul style="list-style-type: none"> Ability to integrate with Safetyweb
INREQ15	1	<ul style="list-style-type: none"> Ability to trace performance of “Tracers” and “Re-issuer” – cases dealt with in a day/week/monthly for the unit (currently performance is managed through spreadsheets)
INREQ16	1	<ul style="list-style-type: none"> Ability to separate cases (unpaid-under 24 months, unclaimed-over 24 months, S-cases, PDP cases)
INREQ17	1	<ul style="list-style-type: none"> Linking cases to member profile for tracing and auditing purposes
INREQ18	1	<ul style="list-style-type: none"> Ability to integrate with the BAS system on a monthly basis in order to upload reports (payments made during the month) that are extracted from payment system. Seamless integration to BAS to avoid capturing errors.
INREQ19	1	<ul style="list-style-type: none"> Availability of required access to reports to approved users

1.9 Strategic Requirements

SREQ REFERENCE	PRIORITY	DESCRIPTION
SREQ	1	<ul style="list-style-type: none">the new system must fully automate all manual processes to ensure minimum human interventions in all processes at different levels.Automate all the reporting functions.Have Risk engine that will identify and block any fraudulent activitiesSystem must meet all information security requirements:<ul style="list-style-type: none">Security awarenessAuthenticationNetwork securityRisk managementVulnerability managementAccess controlEncryptionData protectionSecurity of operationsSecure dataIntegrityIncident response policySystem securityIdentify manipulation of data and errorsThe system must be able to execute all financial activities seamlessly

1.10 NON-Functional Requirements

NFREQ	PRIORITY	DESCRIPTOION
NFREQ 1	1	<ul style="list-style-type: none"> Performance – the system must be able to perform with speed and agility for desirable efficiency required It must handle concurrent users without performance degradation.
NFREQ2	1	<ul style="list-style-type: none"> Reliability- the system must always be available to perform financial activities as required, the down time and uptime must be in terms of industry standard Maintainability – the system must maintain locally within the organisation Availability – the system must be available 24/7/365 days with 99% availability
NFREQ3	1	<ul style="list-style-type: none"> Usability – the system must be easy to use by process owners after training – including the look and feel of the system
NFREQ4	1	<ul style="list-style-type: none"> Security – the system must have information security requirements: <ul style="list-style-type: none"> Security awareness Authentication Network Security Risk management Vulnerability management Access control Encryption Data protection Security of operations Secure data Integrity Incident response policy System security The system must ensure data security, user access controls, and data encryption. It should have robust backup and disaster recovery features. The system shall provide role-based access controls for different user types.
NFREQ5	1	<ul style="list-style-type: none"> Scalability- the system must be able to process number of transactions without failure The system should scale to accommodate growing data and user needs.
NFREQ6	1	<ul style="list-style-type: none"> Compatibility: the system must be able to connect and integrate with other internal system
NFREQ7	1	<ul style="list-style-type: none"> Environment – the system must be able adapt to Benefit administration rules and regulations
NFREQ8	1	<ul style="list-style-type: none"> Availability – 24/7 uptime availability of connection to the DOHA system

NFREQ9	1	<ul style="list-style-type: none"> Must have the capability of linking up with a 3rd party system in real-time if needed
NREQ10	1	<ul style="list-style-type: none"> The system must be able to capture claims, process claims and pay claims

1.11 Legislative and Regulations Requirements

NFREQ	PRIORITY	DESCRIPTION
LRREQ 1	1	<ul style="list-style-type: none"> The system must be adhering to GEPF rules and regulations in terms of managing benefits
LRREQ 2	1	<ul style="list-style-type: none"> the systems must adhere to NT rules and regulation in terms of managing benefits
LRREQ 3	1	<ul style="list-style-type: none"> the systems must adhere to Financial accounting systems rules regulations
LRREQ 4	1	<ul style="list-style-type: none"> the system must adhere PMFA and national treasury regulations
LRREQ 5	1	<ul style="list-style-type: none"> the system must adhere to POPIA, FICA and other related legislations and regulations
LREQ 6	1	<ul style="list-style-type: none"> the system must adhere to the following regulations: <ul style="list-style-type: none"> PSCBC (for Post-Retirement Medical Subsidies liabilities) Special Pensions Act (for Special Pensions liabilities) Military Pensions Act (for Military Pensions liabilities) COIDA (For Injury on Duty liabilities) General Pensions Act Military Veterans Act

1.12 Tax Requirements

NFREQ	PRIORITY	DESCRIPTION
TREQ 1	1	Schedule: <ul style="list-style-type: none"> Ability to create tax Masters for new year
TREQ 2	1	Normal tax deductions on Monthly payments: <ul style="list-style-type: none"> Ability to update tax tables in February after budget Speech Ability to manage deductions which go through normal monthly payment run Ability to do EMP501 year-end reconciliation submission Ability to do IT3B year-end submission Ability to do provisional tax certificates Ability to do EMP501 Bi-annual reconciliation submission Ability to do IT3B Bi-Annual submission Ability to copy existing tax tables to new year

NFREQ	PRIORITY	DESCRIPTION
		<ul style="list-style-type: none"> Ability to do resubmission of EMP501 - for different tax years due to corrections on tax certificates: Example of corrections -Tax certificate cancellations/amendments; Personal Details corrections
TREQ 3	1	Tax Directives - Normal tax directive process: <ul style="list-style-type: none"> Ability to manage tax directive requests to SARS through scheduled tax directive runs Ability to get tax directive responses through system and implement tax deductions and garnish orders as per tax directive before payment Ability to manage cancellation of tax directives Ability to create and confirm tax deduction as per directive Ability to create and confirm tax IT88L (SARS garnish) as per directive
TREQ 4	1	Tax Directives - Third Party appointments: <ul style="list-style-type: none"> Ability to process and confirm AA88(SARS garnish) as per AA88 list received Ability to process and confirm it88(SARS garnish) as per notification letters received
TREQ 5	1	Tax Directives - Monthly Payments to SARS: <ul style="list-style-type: none"> Ability to reconcile general ledger Ability to create and confirm payments Ability to manage monthly EMP201 Declarations
TREQ 6	1	Tax Directives - Issuing of tax certificates: <ul style="list-style-type: none"> Ability to manage cancellations of tax directives as required Ability to handle amendments of tax certificates Ability to manually create certificates Ability to re-print all tax certificates (IRP5/IT3a, IT3B, Provisional notices)
TREQ 7	1	Tax Directives - Multiple incomes fixed percentages List: <ul style="list-style-type: none"> Ability to update when the list is received from SARS through a program Ability to process and confirm client opt in /out options Ability to generate multiple income letters to notify clients
TREQ 8	1	Tax Directives - Tax adjustments:

NFREQ	PRIORITY	DESCRIPTION
		<ul style="list-style-type: none"> • Ability to manage creation and confirmation of Journal corrections • Ability to manage creation and confirmation of claims and refunds • Ability to process and confirm voluntary /additional tax deductions • Ability to generate tax adjustment letters to notify clients