CONTRACT MANAGEMENT FSP

SOUTH AFRICAN TOURISM

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Version Control

VERSION	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
0.1	15/08/2024	First draft	Monkie Ntsoane Siphiwe Madela
0.2	23/08/2024	Update as per the internal review: - Use cases - Flow diagrams - Assumptions and Risks	Monkie Ntsoane Siphiwe Madela
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0.5	13/09/2024	- Update addendum fields - Attach addendum template	Monkie Ntsoane Siphiwe Madela

Contents

1. Introduction

1.1 Purpose

The purpose of this Functional Specification Document (FSP) is to provide a detailed and comprehensive description of the Contract Management Processes and their sub-processes for South African Tourism (SAT). The FSP aims to document business requirements clearly, thereby bridging the gap between business needs and system development. It ensures that developers have a precise understanding of what is required for effective implementation using ProcessWare and FlowCentric applications.

By outlining business processes, application screens, data tables, and business rules in technical terms, the FSP facilitates accurate data capture, adherence to business rules, effective use of user interfaces, and generation of relevant reports.

1.2 Challenges

South African Tourism (SAT) currently faces several challenges in its Contract Management processes:

- **Manual Handling and Inefficiencies:**

  The existing system relies heavily on manual processes for contract drafting, review, and approval. This leads to delays, increased administrative overhead, and a higher risk of errors.

- **Fragmented Document Storage:**

  Contracts and related documents are dispersed across multiple locations, making it difficult to retrieve and manage them effectively. This fragmentation increases the risk of document loss or mismanagement.

- **Compliance and Accuracy Issues:**

  Manual vetting processes can result in inconsistent compliance checks and errors in contract terms, potentially leading to legal and financial risks.

- **Prolonged Contract Execution:**

  The need for physical document handling and manual signature collection extends the time required to finalize contracts, impacting operational efficiency.

1.3 Proposed Solution

The proposed solution is an automated Contract Management process that addresses the identified challenges through the following features:

- **Automated Workflow Initiation:**

  Integration with WMS and E-procurement to automatically trigger workflows based on specific contract-related events, such as the approval of tenders or the surpassing of predefined amount thresholds.

- **Centralized Document Repository:**

  A single, secure repository for storing and managing all contract documents, reducing the risk of mismanagement and improving document accessibility.

- **Streamlined Drafting and Review:**

  Automated drafting of contracts using predefined templates, coupled with a systematic review and approval process, to enhance accuracy and ensure compliance with organizational standards.

- **Efficient Digital Signing:**

  Integrated digital signing capabilities to eliminate the need for physical document handling, thereby expediting the contract execution process.

- **Automated Extension and Dispute Management:**

  Predefined workflows for managing contract extensions, variations, disputes, and exits to ensure timely and effective handling of contract amendments and resolutions.

1.4 Scope

This document is specifically focused on the Contract Management Process and does not extend to any other functions within SA Tourism. It covers the key components of the automated Contract Management Process, as outlined in the Contract Management Functional Specification Package (FSP), providing detailed guidance and information related to this area.

The following components are within the scope of this document:

- Review/Vetting of Contracts
- Drafting of New Contracts
- Centralized Repository and Registry
- Contract Extension and Variation
- Contract Dispute Resolution and Exit Management

1.5 Key Terms

Listed below are definitions for terms relevant to this Contract Management FSP.

Term	Definition
CM	Contract Management
CFO	Chief Financial Officer
FSP	Functional Specification
GM	General Manager
MOU	Memorandum Of Understanding
NDA	Non-Disclosure Agreement
SAT	South African Tourism
SLA	Service Level Agreement

2. Applicable Documentation

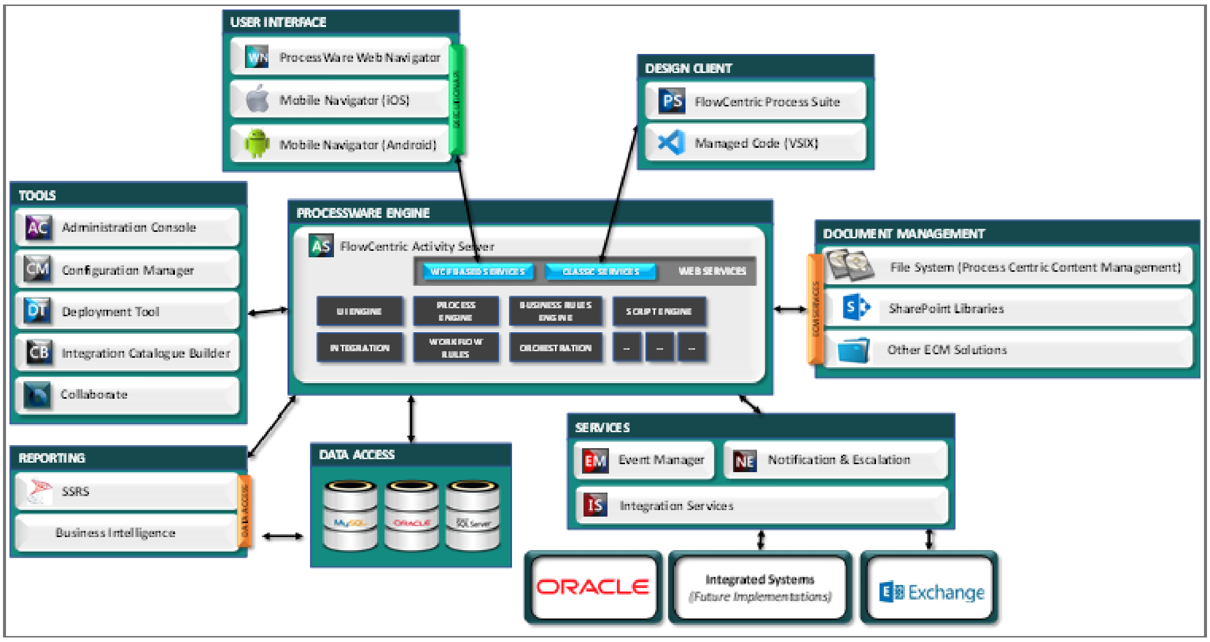
The following, already established, documentation will provide input to the design of this process:

Document Name	Short Description	Document Type	Date Provided by Client	Attachment
Legal Service Circular	SOP	PDF	13 August 2024	Legal Services Circular FY24-25.pdf
Confidentiality and Non-Disclosure Agreement	NDA	Word document	12 August 2024	SAT Mutual NDA.DOC
Service Level Agreement	SLA	Word document	12 August 2024	SAT Service Level Agreement template.(
Memorandum Of Understanding For [Insert Project]	MOU Template	Word document	12 August 2024	MOU_template2021.docx
Support Funding Agreement	SFA	Word document	12 August 2024	SANCB Support Funding Agreement 2(
Finalisation Of Agreement Request	Annexure B	Word document	12 August 2024	SAT10Q-FRM-01 - Finalisation of Agreer
Addendum to the Service Level Agreement	Addendum Template	Word document	13 September 2024	SAT Addendum Template.docx

3. Technical Overview

The ProcessWare platform enables organisations to design, manage, and optimise their unique business process in support of their strategic objectives.

The powerful platform connects data, systems, processes and policies with people and their devices by means of a user-friendly interface. The result is synchronised data, standardised processes and streamlined operations.



4. Assumptions & Risks

4.1 Assumptions

In developing the Contract Management Process FSP for SA Tourism, several assumptions are made to clarify the context and scope of the document. These assumptions are necessary to streamline the design and development of the contract management system.

1. **Defined Approval Workflows**

It is assumed that the organization has established and defined approval workflows for contract review and authorization. This includes identifying key roles such as contract managers, legal teams, finance teams, and senior management who are responsible for reviewing, approving, or rejecting contracts at different stages.

2. **Contract Lifecycles Are Clearly Established**

It is assumed that the organization already has clearly defined stages in the contract lifecycle, from initiation (drafting) to execution, renewal, and termination. This FSP assumes that the contract management system will support the management of contracts at all stages of their lifecycle.

3. **Legal and Compliance Standards Are Pre-Defined**

It is assumed that the legal team has established legal and compliance standards that all contracts must adhere to. The system is expected to facilitate the enforcement of these standards by providing necessary workflows, alerts, and compliance checks.

4. **Centralized Document Storage Is Required**

It is assumed that the organization requires centralized, secure, and easily searchable document storage to hold all contracts, amendments, and related documents. The assumption is that this central repository will serve as the single source of truth for contract documentation.

5. **Role-Based Access Control (RBAC) Is Mandatory**

It is assumed that different users (contract managers, legal team, finance team, etc.) will need different levels of access to contract information. Role-based access control (RBAC) will be enforced to ensure that users only have access to the information relevant to their roles.

6. **Integration with Existing Systems**

It is assumed that the contract management system may need to integrate with existing systems within the organization, such as:

- E-Procurement
- WMS

7. **Contractual Data Retention Policies**

It is assumed that the organization has data retention policies in place regarding how long contracts and related documents must be stored after they have been completed or terminated. The system will be designed to comply with these retention policies.

8. Support for Multiple Contract Types

It is assumed that the system must support various contract types, including but not limited to service contracts, vendor agreements, tourism partnerships, and government agreements. Each type of contract may have unique attributes, workflows, and compliance requirements.

9. Dispute Resolution Frameworks Are Pre-Established

It is assumed that the organization has established frameworks for resolving contract disputes, whether through mediation, arbitration, or legal proceedings. The system will support logging and managing these disputes in line with the organization's standard dispute resolution protocols.

10. Future Scalability

It is assumed that the system will need to be scalable to accommodate future growth, including an increase in the volume of contracts, more complex contract structures, and a larger number of users across various departments.

4.2 Risks

Implementing a Contract Management System (CMS) may involve several risks that can impact the success of the project. Here are some common risks to consider:

1. Data Migration Challenges

Migrating existing paper-based contracts and related data to a new system can result in data loss, or incomplete migration if not handled properly.

2. System Integration Issues

The CMS may need to integrate with other systems like ERP, CRM, or financial software. Integration failures can disrupt business processes.

3. Security Vulnerabilities

The CMS may have security weaknesses that expose sensitive contract data to unauthorized access or breaches.

4. Performance and Scalability Issues

The CMS might not perform efficiently under heavy load or may struggle to scale as SAT grows.

5. Regulatory Compliance

The CMS may not comply with industry regulations or legal requirements, leading to fines or legal issues.

5. Logical Data Model

Central to a Contract Management functional specification is the logical data model - a detailed plan of how the system will organize, store and access data associated with contracts.

1. **Relationships and Data Structure:**

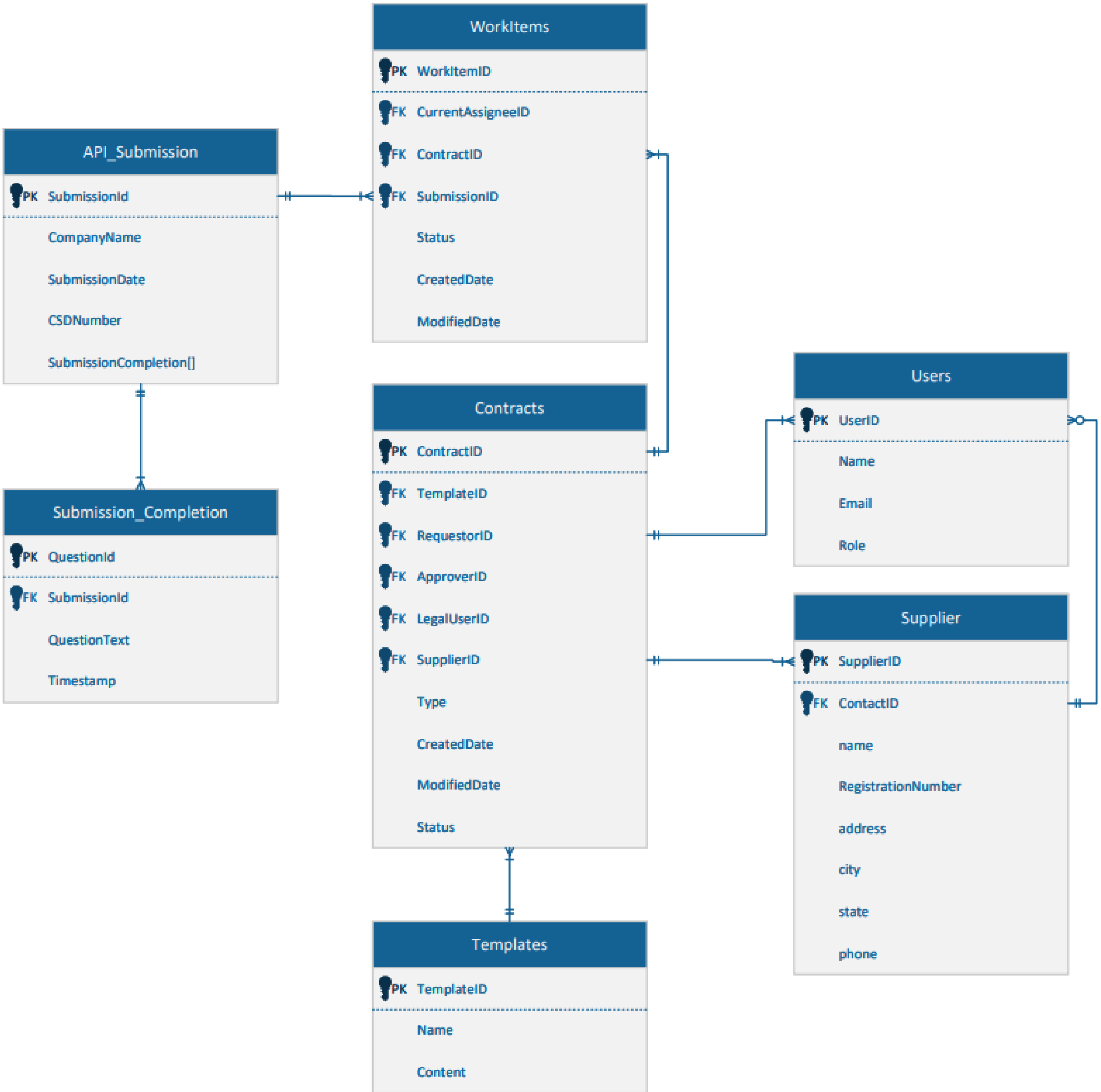
   Entity-Relationship Diagrams (ERDs) serve as relationship maps that illustrate the connections between various data entities within the logical data model. For instance, a contract entity could be linked to associated parties, obligations, and amendments. Additionally, the model facilitates data normalization, which is crucial for maintaining consistency and reducing redundancy in contract-related information.

2. **Documentation and Communication:**

   A logical data model provides a clear and consistent way for business analysts, developers, and stakeholders to communicate data needs. It ensures that the system's functions match business requirements by aligning what the system does with the data it needs, helping to avoid misunderstandings.

5.1 Logical Data Model Diagram

The diagram below highlights the detailed plan of how the system will organize, store and access data associated with contracts.



5.2 Logical Data Model Table

Name	Description
API_Submission	This is the interface table that sits between BPM and E-Procurement.
Submission_Completion	This is related to the API_Submission and stores all the answered questions accompanying the submission from E-Procurement.
Workitems	Stores and tracks every task triggered for contracts management whether through E-Procurement or manually.
Contracts	Stores contracts information like who initiated or approved the contract. The parties involved and the template used.
Users	Stores user information i.e the Requestor, Approver and the legal representative.
Suppliers	This table stores information about the contracted suppliers.
Template	Stores the location of all the know templates for easy access and download.

6. General Business Rules

- **Financial Year:** The financial year is from *1 April to 31 March*.
- **Date Format:** All dates will be displayed in the format *dd/mm/yyyy*.
- **Currency Format:** All currencies to be displayed as *R000 000 000.00*.
- **Contract Reference Number:** The Contract Reference Number should adhere to the following sequence:
  - First three (3) letters of the contract, the financial year and time.
- **Addendum Reference Number:** The Addendum Reference Number should adhere to the following sequence:
  - First three (3) letters of the addendum, the financial year and time.

7. Contract Management Process

7.1 Integration with South African Tourism Contract Management System

This covers e-Procurement Integration

The section below outlines the specifications and configurations required for the effective integration of e-Procurement to the Contract Management system, ensuring seamless connectivity and data exchange between systems.

Base URL: https://bpmqa.southafrica.net/opportunitiesApi/api/

Endpoint: Opportunities/PostOpportunity

Name	Data type	Description
SubmissionId	Integer	The unique identifier of the submission.
CompanyName	String	Name of the company.
CSDNumber	String	CSD reference number.
TradingAsName	String	Trading name of the company.
BusinessRegistrationNumber	String	Business registration number.
BEEStatus	String	Company BEE status.
BriefingSessionAttended	Boolean	Indicator flag for briefing session attended.
ProcessId	Integer	A unique identifier of the tender.
SubmissionStartDate	DateTime	Date and time the company started the tender submission.
SubmissionStartedBy	String	The name of the person who started the tender submission.
SubmissionDate	DateTime	Date and time the company submitted the proposal.
SubmissionBy	String	The name of the person who submitted the proposal.
SubmissionCompletions	SubmissionCompletion[]	List of submission answers.

Submission Completion

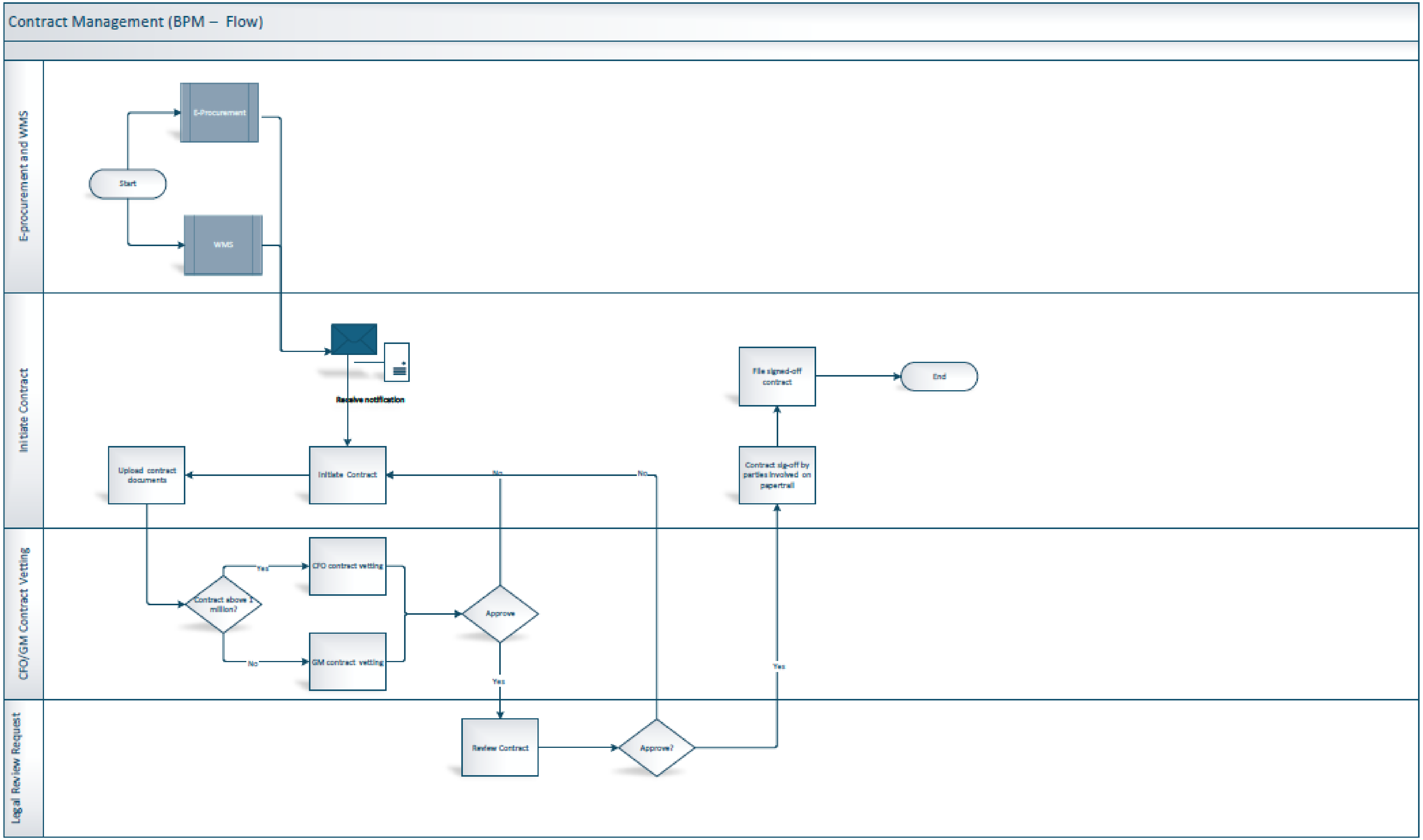
Name	Data type	Description
SubmissionId	Integer	The unique identifier of the submission.
QuestionId	Integer	The unique identifier of the question.
QuestionText	String	Question text.
AnswerText	String	Answer text.
AnswerFile	Binary (base64 string)	File submitted on the question.
Timestamp	DateTime	The date and time the question answer was submitted.

7.2 Contract Management Process

This process is triggered by the conclusion of the e-Procurement/WMS processes.

7.2.1 Flow Diagram

Contract Management Flow Diagram – TO BE Process.



7.2.2 Activity: Initiate Contract

<table>
<tr><td>Use Case Name</td><td colspan="2">Initiate Contract</td></tr>
<tr><td>Use Case Number</td><td colspan="2">UCN01</td></tr>
<tr><td>Integration</td><td colspan="2">E-Procurement/WMS</td></tr>
<tr><td>User Descriptions:</td><td colspan="2">The Requestor initiates contract and uploads contract documents.</td></tr>
<tr><td>Primary Actor</td><td colspan="2">Requestor</td></tr>
<tr><td>Pre-condition(s)</td><td colspan="2">- The Requestor must be logged in.
- The e-Procurement/WMS processes need to be completed.</td></tr>
<tr><td>Trigger</td><td colspan="2">- This activity is triggered by the completion of the E-Procurement/WMS processes.</td></tr>
<tr><td>Success End Condition</td><td colspan="2">- The Requestor should be able to successfully submit a contract for approval.</td></tr>
<tr><td rowspan="4">Business Requirements</td><td>Requirement ID</td><td>Requirement Description</td></tr>
<tr><td>RE01</td><td>This activity starts under Start a Process in the system.</td></tr>
<tr><td>RE02</td><td>The Requestor should be able to select a contract template or upload a contract for approval.</td></tr>
<tr><td>RE03</td><td>The initiator screen must display the following when initiating the contract:
- Supplier name
- Start date
- End date
- Description</td></tr>
</table>

		- Contract Reference number once the contract is initiated ie; first three letters of the contract name, financial year and time. - Indicate who the document is directed to. - Business Unit. - Agreement between two or more parties. - Type of agreement (templates). • MOU • SLA • Support Funding Agreement • NDA - Description of background of negotiations leading to the drafting of agreement. - Proposed Contract Amount (for total period of contract). - Document submission checklist. - Draft Contract (unsigned): Indicate special clauses that require specific attention if internal template is not used. - Request for Proposal: Issued Tender Documents and Proposal. - BAC Recommendation. - Appointment Letter. - Request for Quotation: Issued RFQ Documents. - 80/20 Scoring and Supporting Documents (CSD/SBD …).
Business Rules	Rule ID	Rule Description
	RU01	The Requestor initiates the contract for approval once the WMS and e-Procurement processes have concluded.

	RU02	The requestor must ensure that where appropriate, it advises the Division of any contractual provisions desired to be included in the contract, as this is not a one size fits all approach as contracts are sui generis, this may include but not limited to: - The scope of work. - Desired contract duration. - Desired termination provisions. - Desired service levels. - Desired project delivery timelines; and - Any other special terms sought to be included in the contract.
	RU03	The Requestor must be able to select the following templates and populate: - MOU, NDA, SLA, SANCB Support Funding Agreement templates. - **Other:** The Requestor will be required to upload contract documents. - Contract documents that are uploaded must be in Word format to allow for amendments to be made as and when required.
Main Success Scenario		
Ref	Actor Action	System Response
Step 1	Log on to the system.	Displays User Screen. - Displays the Requestor as an active user.
Step 2	Navigate to *Start a Process*.	Displays list of processes.
Step 3	Navigate to the *Initiate Contract Administration* activity.	Displays a drop down with the following options: - New Contract - Add an addendum
Step 4	Select *New Contract*.	Displays the following: - A drop-down list of contract templates and an option (Other) to upload contract documents.

Step 5	Selects contract template. If *Other* is selected, uploads contract documents.	Displays template.
Step 6	Populate the selected contract template.	Displays template.
Step 7	• If *Save* is selected: The Initiate Contract activity remains in the Requestor's *Pending Tasks*, and all captured information is saved to display upon re-opening the activity again. • If *Submit* is selected: The GM/CFO Contract Vetting activity is triggered. • If *Cancel* is selected: All captured information is erased.	

7.2.3 Activity: GM/CFO Contract Vetting

<table>
<tr><td>Use Case Name</td><td colspan="2">GM/CFO Contract Vetting</td></tr>
<tr><td>Use Case Number</td><td colspan="2">UCN02</td></tr>
<tr><td>Integration</td><td colspan="2">None</td></tr>
<tr><td>User Descriptions:</td><td colspan="2">The GM and CFO are required to review/vet the contract as received from the Requestor. The GM/CFO can approve or request a rework on a new contract.</td></tr>
<tr><td>Primary Actor</td><td colspan="2">General Manager / Chief Financial Officer</td></tr>
<tr><td>Pre-condition(s)</td><td colspan="2">- The GM/CFO should be logged in.
- This activity should be accessible via Pending Tasks.
- There must be a contract submitted by the Requestor prior to vetting.</td></tr>
<tr><td>Trigger</td><td colspan="2">- This activity is triggered by the completion of the Initiate Contract activity.</td></tr>
<tr><td>Success End Condition</td><td colspan="2">- The Annexure B (Finalisation of Agreement Request) checklist must be completed based on the contract under review.
- The activity will trigger the Legal Review Request activity.</td></tr>
<tr><td rowspan="2">Business Requirements</td><td>Requirement ID</td><td>Requirement Description</td></tr>
<tr><td>RE01</td><td>The GM/CFO screen must display the following when reviewing the contract:
- Supplier name
- Start date
- End date
- Description
- Renewal notification
- Contract type</td></tr>
</table>

		- Price
	RE02	**Checklist (Annexure B)** - Consent - Consent subject to amendments - Consensus declined - Comments included - Consent to final amendments (after re-negotiations)
Business Rules	Rule ID	Rule Description
	RU01	- If the contract amount is above 1 million, the system should automatically route the contract to the CFO. • Upon submission, the CFO vets the contract. - If the contract amount is below 1 million, the system should automatically route the contract to the GM. • Upon submission, the GM starts vets the contract.
	RU02	- The system must display the Finalization of Request Agreement form (Annexure B) which has a checklist of the required documentation.
	RU03	- The GM/CFO have a 7-day turnaround time.
Main Success Scenario		
Ref	Actor Action	System Response
Step 1	Log on to the system.	Displays User Screen. - Displays the GM/CFO as an active user.
Step 2	Navigate to *Pending Tasks*.	Displays contracts that require vetting.
Step 3	Select the relevant contract to vet.	Displays contract information.

Step 4	Review contract. • Complete checklist.	Displays checklist.
Step 5	- If *Save* is selected: The GM/CFO Contract vetting activity remains in the GM/CFO's *Pending Tasks*, and all captured information is saved to display upon re-opening the activity again. - If *Approve* is selected: The Legal Review Request activity is triggered. - If *Decline* is selected: A notification is sent to the Requestor notifying them that their contract request has been declined, comments are mandatory. - If *Cancel* is selected: All captured information is erased.	

7.2.4 Activity: Legal Review Request

Use Case Name	Legal Review Request	
Use Case Number	UCN03	
Integration	None	
User Descriptions:	The contract is submitted to legal for vetting upon approval by the GM/CFO. The Legal team can approve or request a rework on a new contract.	
Primary Actor	Legal	
Pre-condition(s)	- The legal Representative must be logged in. - The contract must be approved by the GM/CFO prior.	
Trigger	- This activity is triggered by the completion of the GM/CFO Contract Review activity.	
Success End Condition	- The Annexure B (Finalisation of Agreement Request) checklist must be completed based on the contract under review. - The activity must be routed to the Requestor for sign-off and filing of the approved contract.	
Business Requirements	Requirement ID	Requirement Description
	RE01	The Legal representative's screen must display the following when reviewing the contract: - Supplier name - Start date - End date - Description - Renewal notification - Contract type - Price
	RE02	**Checklist (Annexure B)**

		- Consent - Consent subject to amendments - Consensus declined - Comments included - Consent to final amendments (after re-negotiations)
Business Rules	Rule ID	Rule Description
	RU01	Legal receives contracts for review/vetting.
	RU02	Contracts uploaded for review must be in Word format to allow for amendments to be made as and when required.
	RU03	The legal team has a 10-day turnaround time: - 2 reminders are sent before escalation.
Main Success Scenario		
Ref	Actor Action	System Response
Step 1	Log on to the system.	Displays User Screen. - Displays the Legal Representative as an active user.
Step 2	Navigate to *Pending Tasks*.	Displays list of contracts that require vetting.
Step 3	Selects contract.	Displays contract information.
	Reviews contract. • Complete checklist	Displays checklist.
Step 4	If *Save* is selected: The Legal Review Request activity remains in the Legal Representative's *Pending Tasks*, and all captured information is saved to display	

	upon re-opening the activity again. - If *Approve* is selected: The activity is directed back to the Requestor for sign-off and filing. - If *Decline* is selected: The Initiate Contract activity is triggered for rework, comments are mandatory. - If *Cancel* is selected: All captured information is erased.	

7.2.5 Activity: Contract Sign-off & Filing (PaperTrail)

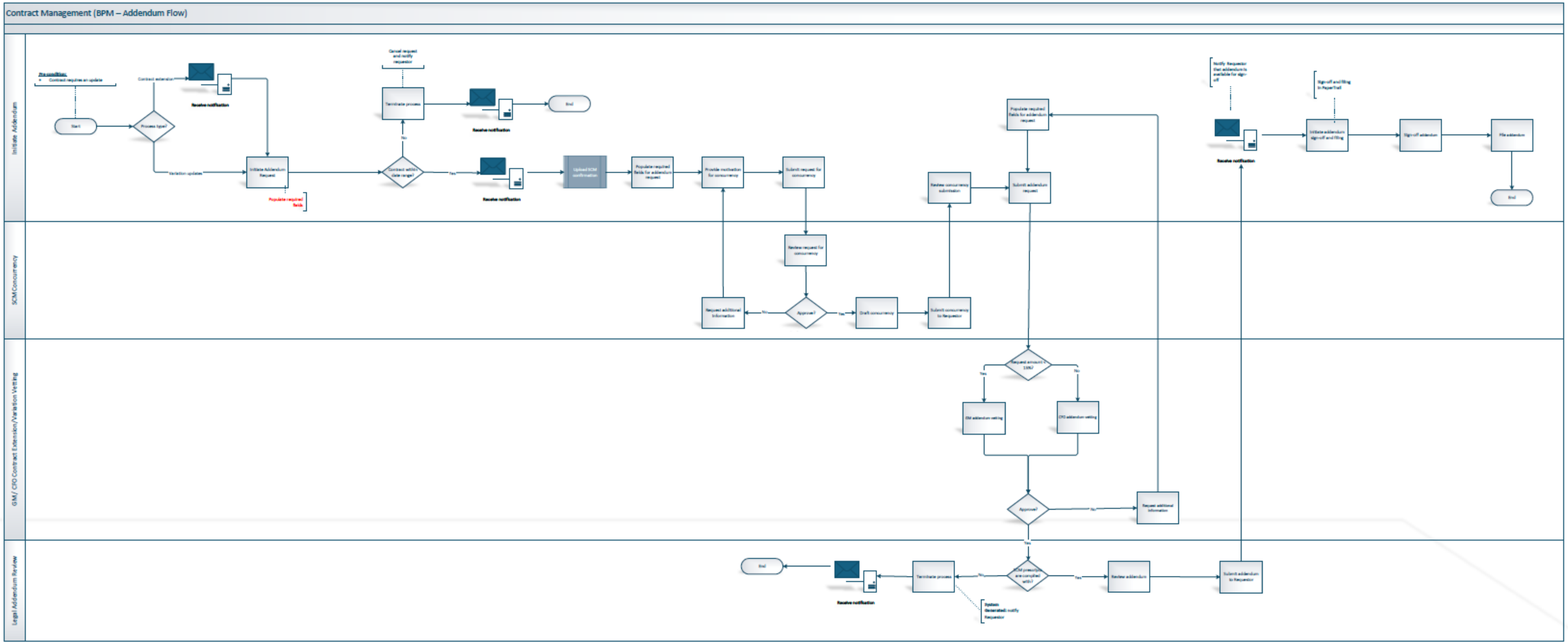
Use Case Name	Contract Sign-off & Filing	
Use Case Number	UCN04	
Integration	None	
User Descriptions:	The Requestor signs and files the approved contract in PaperTrail.	
Primary Actor	Requestor	
Pre-condition(s)	The contract must be fully approved by the GM/CFO & Legal.	
Trigger	This activity is triggered by the completion of Legal Review Request.	
Success End Condition	- Signed off contract. - Filing of all documentation.	
Business Requirements	Requirement ID	Requirement Description
	RE01	The Requestor must sign and file the approved contract.
Business Rules	Rule ID	Rule Description
	RU01	- The approved contract needs to be signed by the Requestor and Third-party, if there is any. - Unless stipulated otherwise, all documents must have initials. - A digital signature tool (PaperTrail) will be used to sign the contract.
	RU02	The Requestor files the approved and signed-off contract. - PaperTrail will be used for filing of contracts.

7.3 Contract Management Process: Addendum

This process is initiated by the Requestor when a contract extension/variation is required. The system sends a notification to the Requestor notifying them that the contract is nearing its expiry date, and prompting them to initiate an addendum request, if required.

7.3.1 Flow Diagram

Addendum Flow Diagram – TO BE Process



7.3.2 Activity: Initiate Addendum

Use Case Name	Initiate Addendum	
Use Case Number	AUCN01	
Integration	Contract Management Process	
User Descriptions:	The Requestor initiates the addendum request for an existing contract.	
Primary Actor	Requestor	
Pre-condition(s)	- The Requestor must be logged in. - The must be an existing contract. - The contract must not be expired.	
Trigger	This activity will be triggered by the Requestor when a contract requires an extension/variation (addendum). The system will notify the Requestor that the contract is nearing its expiry date and will inquire from the Requestor whether an addendum is required in order to initiate the process.	
Success End Condition	- The Requestor successfully submits an addendum request. - The activity will trigger the SCM Concurrency activity. - An Addendum Reference Number is auto-generated.	
Business Requirements	Requirement ID	Requirement Description
	ARE01	The Requestor can only submit an addendum request for contracts that have not expired.
	ARE02	The Requestor's screen should display the following standard fields, the remaining fields: - Current User - Date - Business Unit

		Addendum fields: - Service Description - Service Provider Name - Start Date of Services - Concurrency Motivation field - Clause Number - New Clause
Business Rules	Rule ID	Rule Description
	ARU01	An addendum is done on an existing contract.
	ARU02	The existing contract must not be expired.
	ARU03	An addendum request should be logged 60 days before the expiry date of the contract.
	ARE04	The Requestor should populate the addendum template fields.
Main Success Scenario		
Ref	Actor Action	System Response
Step 1	Log on to the system.	Displays User Screen. - Displays the Requestor as an active user.
Step 2	Navigate to *Start a Process*.	Displays list of processes.
Step 3	Navigate to the *Initiate Contract Administration* activity.	Displays a drop down with the following options: - New Contract - Add an addendum
Step 4	Select *Add an Addendum*.	Displays a pop-up dialogue box where the Requestor can search for an existing contract using the following filters: - Contract Name

		- Contract Reference Number/ID
Step 5	Select the relevant existing contract.	Displays existing contract information.
Step 6	Populate addendum template and attach required documentation.	Displays concurrency request.
Step 7	Draft motivation for concurrency.	
Step 8	Upon submission, - If *Save* is selected: The Request Addendum activity remains in the Requestor's *Pending Tasks*, and all captured information is saved to display upon re-opening the activity again. - If *Submit* is selected: The activity triggers the SCM Concurrency activity. - If *Cancel* is selected: All captured information is erased.	

7.3.3 Activity: SCM Concurrency

Use Case Name	SCM Concurrency	
Use Case Number	AUCN02	
Integration	None	
User Descriptions:	The SCM Representative provides concurrency for an addendum.	
Primary Actor	Supply Chain Management (SCM)	
Pre-condition(s)	- The SCM Representative must be logged in. - There must be an existing addendum request logged by the Requestor prior to the SCM providing concurrency. - There must be motivation submitted by the Requestor for concurrency.	
Trigger	This activity will be triggered by the Initiate Addendum activity.	
Success End Condition	- The SCM Representative successfully provides concurrency. - The activity will trigger the Requestor Concurrency Review activity.	
Business Requirements	Requirement ID	Requirement Description
	ARE01	Provide concurrency for an addendum to be approved.
	ARE02	The SCM Representative's screen should display the following fields: - Current User - Date - Requester's Name - Date of Concurrency Request - Contract Reference Number - Addendum Reference Number

		- Requestor's Motivation - Concurrency Provision field
Business Rules	Rule ID	Rule Description
	ARU01	The SCM is required to provide concurrency in order for an addendum to be approved. SCM has a 7-day turnaround time.
Main Success Scenario		
Ref	Actor Action	System Response
Step 1	Log on to the system.	Displays User Screen. - Displays the SCM Representative as an active user.
Step 2	Navigate to *Pending Tasks*.	Displays a list of contracts that required concurrency.
Step 3	Selects the relevant contract to provide concurrency for.	Displays contract information and concurrency motivation.
Step 4	Reviews motivation submitted by the Requestor.	
Step 5	Provides concurrency. Populate required fields and add comments where required.	Displays the following outcomes in a drop-down: - Decline to Comment - Disagree or Raise Concern - Support & Agree
Step 6	Selects outcome.	
Step 7	Upon submission, - If *Save* is selected: The SCM Concurrency activity remains in the	

	SCM Representative's *Pending Tasks*, and all captured information is saved to display upon re-opening the activity again. - If *Request Additional Information* is selected: the activity is routed back to the Requestor for rework, comments are mandatory. - If *Submit* is selected: The activity triggers the Requestor Concurrency Review activity. - If *Cancel* is selected: All captured information is erased.	

7.3.4 Activity: Requestor Concurrency Review

Use Case Name	Requestor Concurrency Review	
Use Case Number	AUCN03	
Integration	None	
User Descriptions:	The Requestor reviews the concurrency provided by the SCM Representative.	
Primary Actor	Requestor	
Pre-condition(s)	- The Requestor must be logged in. - There must be concurrency submitted SCM.	
Trigger	This activity will be triggered by the SCM Concurrency activity.	
Success End Condition	- The Requestor reviews concurrency provided. - The activity will trigger GM/CFO Addendum Vetting activity.	
Business Requirements	Requirement ID	Requirement Description
	ARE01	The Requestor reviews the concurrency provided by SCM.
	ARE02	The Requestor's screen should display the following: - Current User - Date - Contract Reference Number - Addendum Reference Number - SCM Representative's Name - SCM Concurrency - SCM Outcome

Business Rules	Rule ID	Rule Description
	ARU01	Upon completion of the concurrency review, the Requestor can select the following options: - **Submit for Approval:** The GM/CFO Addendum Vetting activity will be triggered. - **Cancel Addendum Request:** The request for an addendum is cancelled.

Main Success Scenario		
Ref	Actor Action	System Response
Step 1	Log on to the system.	Displays User Screen. - Displays the Requestor as an active user.
Step 2	Navigate to *Pending Tasks*.	Displays a list of addenda that have concurrency and require submission/cancellation.
Step 3	Selects the addendum to submit/cancel.	Displays contract information and concurrency.
Step 4	Reviews concurrency.	
Step 5	Upon submission, - If *Submit for Approval* is selected: The activity triggers the GM/CFO Addendum Vetting activity. - If *Cancel Request* is selected: The activity is cancelled.	

7.3.5 Activity: GM/CFO Addendum Vetting

Use Case Name	GM/CFO Addendum Vetting	
Use Case Number	AUCN04	
Integration	None	
User Descriptions:	The General Manager (GM) / Chief Financial Officer (CFO) performs addendum vetting/review based on the addendum amount.	
Primary Actor	General Manager / Chief Financial Officer	
Pre-condition(s)	- The GM/CFO must be logged in. - There must be an existing addendum request logged by the Requestor.	
Trigger	- This activity will be triggered by the Requestor Concurrency Review activity.	
Success End Condition	- The GM/CFO approves the addendum request. - The activity will trigger the Legal Addendum Review activity.	
Business Requirements	Requirement ID	Requirement Description
	ARE01	Contract vetting between the GM and CFO is determined by the addendum amount and whether it is above or below 15% of the initial contractual amount.
	ARE02	The GM/CFO screen should display the following fields: - Current User - Date - Contract Reference Number - Addendum Reference Number - SCM Concurrency - Requestor's Motivation

	ARE03	The Addendum Reference Number should adhere to the following sequence: - First three (3) letters of the addendum, the financial year and time.
Business Rules	Rule ID	Rule Description
	ARU01	- If the addendum amount is 15% or more than the initial contract amount, the CFO is to approve. - If the addendum amount is 15% or below the initial contract amount, the General Manager is to approve.
	ARU02	The GM/CFO have 7-day turnaround time for the vetting of addenda.
Main Success Scenario		
Ref	Actor Action	System Response
Step 1	Log on to the system.	Displays User Screen. - Displays the GM/CFO as an active user.
Step 2	Navigate to *Pending Tasks*.	Displays list of addenda that require vetting.
Step 3	Selects addendum to review.	Displays addendum information as filled in by the Requestor.
Step 4	Review addendum	
Step 5	Upon submission, - If *Save* is selected: The GM/CFO Addendum Vetting activity remains in the GM/CFO's *Pending Tasks*, and all captured information is saved to display upon re-opening the activity again. - If *Approve* is selected: The Legal Addendum	

	Review activity is triggered. - If *Decline* is selected: A notification is sent to the Requestor notifying them that their addendum request has been declined, comments are mandatory. - If *Cancel* is selected: All captured information is erased.	

7.3.6 Activity: Legal Addendum Vetting

Use Case Name	Legal Addendum Vetting	
Use Case Number	AUCN05	
Integration	None	
User Descriptions:	Describes the Legal team's process of vetting an addendum for an existing contract.	
Primary Actor	Legal	
Pre-condition(s)	- The Legal Representative must be logged in. - There must be an existing addendum request logged by the Requestor. - There must be an existing contract for the addendum request. - A written SCM prescript must be supplied.	
Trigger	- This activity will be triggered by GM/CFO Addendum Vetting activity.	
Success End Condition	- An addendum is successfully reviewed. - A notification must be sent to the Requestor notifying them that the addendum is available for sign-off and filing.	
Business Requirements	Requirement ID	Requirement Description
	ARE01	The legal team should be able to review an addendum for an existing contract that has not expired.
	ARE02	The GM/CFO screen should display the following fields: - Current User - Date - Contract Reference Number - Addendum Reference Number - SCM Concurrency

		- Requestor’s Motivation
Business Rules	Rule ID	The Addendum Reference Number should adhere to the following sequence: First three (3) letters of the addendum, the financial year and time.
	ARU01	The Legal team reviews an addendum. The legal team has a 10-day turnaround: - 2 reminders are sent before escalation.
Main Success Scenario		
Ref	Actor Action	System Response
Step 1	Log on to the system	Displays User Screen. - Displays the Legal Representative as an active user.
Step 2	Navigate to *Pending Tasks*.	Displays a list of addenda that requires reviewing.
Step 3	Select an addendum to review.	Displays addendum information.
Step 4	Review addendum.	
Step 5	Upon submission, - If *Save* is selected: The Legal Addendum Review activity remains in the Legal Representative’s *Pending Tasks*, and all captured information is saved to display upon re-opening the activity again. - If *Approve* is selected: The activity is routed to	

	the Requestor for sign-off and filing. - If *Decline* is selected: The Request Addendum activity is triggered for rework, comments are mandatory. - If *Cancel* is selected: All captured information is erased.	

7.3.7 Activity: Addendum Sign-off & Filing (PaperTrail)

<table>
<tr><td>Use Case Name</td><td colspan="2">Addendum Sign-off & Filing (PaperTrail)</td></tr>
<tr><td>Use Case Number</td><td colspan="2">AUCN06</td></tr>
<tr><td>Integration</td><td colspan="2">None</td></tr>
<tr><td>User Descriptions:</td><td colspan="2">The signing and filing of the addendum in PaperTrail.</td></tr>
<tr><td>Primary Actor</td><td colspan="2">Requestor</td></tr>
<tr><td>Pre-condition(s)</td><td colspan="2">- The addendum must be approved by the GM/CFO & Legal.</td></tr>
<tr><td>Trigger</td><td colspan="2">This activity is triggered by the completion of the Legal Addendum Review activity.</td></tr>
<tr><td>Success End Condition</td><td colspan="2">- Signed addendum.
- Filing of the addendum and all documentation.</td></tr>
<tr><td rowspan="2">Business Requirements</td><td>Requirement ID</td><td>Requirement Description</td></tr>
<tr><td>ARE01</td><td>The addendum must be signed-off and filed.</td></tr>
<tr><td rowspan="3">Business Rules</td><td>Rule ID</td><td>Rule Description</td></tr>
<tr><td>ARU01</td><td>The approved addendum needs to be signed by the Requestor and/or the Third Party. Unless stipulated otherwise, all documents must have initials.
- A digital signature tool (PaperTrail) will be used to sign the addendum.</td></tr>
<tr><td>ARU02</td><td>The Requestor files the approved and signed-off addendum.
- PaperTrail will be used for filing of addendum.</td></tr>
</table>

Reports

Use Case Name	Reporting	
Use Case Number	UCNR01	
Integration	None	
User Descriptions:	Generating reports using Power BI	
Primary Actor	Requestor, CFO/GM and Legal	
Pre-condition(s)	- Power BI must be connected directly to the contract management process's database, pulling real-time data on contract/addendum statuses, performance, and compliance.	
Trigger	Set up Power BI to trigger alerts when specific KPIs, such as contract/addendum deadlines or financial thresholds, are reached.	
Success End Condition	Generate reports.	
Business Requirements	Requirement ID	Requirement Description
	RE01	**Requestor:** A live view of submitted contracts/addendum status (pending review, approved, rejected), turnaround time for approvals and upcoming expirations/renewals. **CFO/GM:** Detailed financial reports, including contract/addendum value, spending, upcoming financial obligations, and analysis of how contracts/addenda align with budget forecasts. **Legal:** Instant access to legal compliance metrics, pending legal reviews, risks flagged during contract/addendum evaluations, and time spent on contract negotiations.
Business Rules	Rule ID	Rule Description
	RU01	**Automated Data Refresh: All** contracts/addenda status, performance metrics, financial data, and compliance reports will be updated in real-time, ensuring all stakeholders have the latest information.

7.4 Annexure

Flow Name	Document
Contract Management	Contract Management.pdf
Contract Extension/Variation (Addendum)	Addendum Flow V2.pdf

8. FSP Sign Off

For and on Behalf of	South African Tourism DigiTech
Name	Tshepo Nkomo
Date	18/09/2024
Signature	
Designation	Process Owner
For and on Behalf of	South African Tourism DigiTech
Name	Brian Mkaza
Date	
Signature	
Designation	GM: ICT
For and on Behalf of	BDO
Name	Khaya Mbanga
Date	
Signature	
Designation	Head: Digital Advisory