AIR TRAFFIC AND NAVIGATION SERVICES SOC LTD

REQUEST FOR INFORMATION

REFERENCE NUMBER: ATNS/RDI/RFI002/2024/25 Management Tool

ATNS requirements Management Tool

August 2024

Information should reach the ATNS Tender Box no later than 23 August 2024 at 16:00 (CAT)

RFI REFERENCE NUMBER:	ATNS/RDI/RFI002/2024/25 Management Tool
ISSUE DATE	13 August 2024
CLOSING DATE:	23 August 2024
CLOSING TIME:	16h00, CAT
COMPULSORY BRIEFING SESSION:	**N/A**
DESCRIPTION:	The purpose of this Request for Information (RFI) is to request service providers to provide information from previously done tenders for budgetary and technical details to implement, support and maintain a Requirements Management solution.
DEPOSITED IN THE BID BOX SITUATED AT:	ATNS Company Limited, Eastgate Office Park, Block C, South Boulevard Road, Bruma,2298 OR Should a bidder require to submit their documents online, they must send an email to LightG@atns.co.za to express their interest to do so. ` On the email Bidders must specify on the subject line – the tender number and description. A link will be shared with the Bidder upon receipt of their intention to submit a bid online.
CONTACT:	Light Gqabhu
TELEPHONE:	(011) 607 1000
E-MAIL:	LightG@atns.co.za and tenders@atns.co.za

IMPORTANT NOTICE

The information contained herein, is given without any liability whatsoever to Air Traffic & Navigation Services SOC Limited (ATNS) and no representation or warranty, express or implied, is made as to the accuracy, completeness or thoroughness of the content of this document.

This RFI is for the confidential use of only those persons/companies who are participants of this process. Each recipient acknowledges that the contents of this RFI are confidential and agrees that it will not without the prior written consent of ATNS, reproduce, use or disclose such information in whole or in part, to any other party other than as required by law or other regulatory requirements.

The participants shall bear all costs incurred by him in connection with the preparation and submission of his information and supporting documents. ATNS will in no case be responsible for payment to the participants for these costs.

TABLE OF CONTENTS

1 INTRODUCTION

1.1 Company Background

The Air Traffic and Navigation Services (ATNS) Company of South Africa is the sole provider of air traffic management, communication, surveillance, navigation, and training and associated services within South Africa. ATNS manages 10% of the world's airspace.

Standing strong with over 1200 employees, ATNS strives to continuously provide safe airspace, orderly, expeditious and efficient management of Air Traffic Management services. The company operates at 21 aerodromes within the country, including OR Tambo, Cape Town and King Shaka International Airports.

In the rest of the African Continent, ATNS provides amongst others the Aeronautical Satellite Communication (VSAT) networks.

This service extends from Cape to Cairo interconnecting more than 33 states in Africa and Middle East. Other services include ATS and technical training, WGS 84 surveys, airspace design, AIP documentation, billing and consultancy services.

Vision

ATNS's Vision is to be the preferred supplier of air traffic management solutions and associated services to the African continent and selected international markets.

Mission

Our Mission is to provide safe, expeditious and efficient air traffic management solutions and associated services, whilst ensuring long-term economic, social and environmental sustainability.

Our business is driven through our embedded Values, being:

- Accountability
- Safety and customer service
- Continuous improvement and innovation
- Employee engagement and development
- Fairness and consistency
- Open and effective communication

The Air Traffic and Navigation Service Company Limited (ATNS) is a State-Owned Company (SOC), established in 1993 in terms of the ATNS Company Act (Act 45 of 1993) to provide air traffic management solutions and associated services on behalf of the State. These services accord with International Civil Aviation Organisation (ICAO) standards and recommended practices, and the South African Civil Aviation Regulations and Technical Standards. As an air navigation services provider (ANSP), ATNS is governed by the nation's legislative and administrative framework.

ATNS is also a commercialised ANSP operating on the "user pays" principle that relies on current revenues and debt funding for its operational and capital expenditure requirements.

Our business offerings are divided into Regulated and non-regulated activities:

Regulated Business

At present 90% of ATNS's revenue is facilitated through its regulated business:

Air navigation services and infrastructure

The principal activities of ATNS's regulated business encompass the planning, operating and maintenance of safe and efficient air traffic management services in the airspace for which the State is responsible. Airspace infrastructure consists of the following main components:

- Communications, navigation and surveillance (CNS) infrastructure.
- Auxiliary aviation services, such as aeronautical information publications, flight procedure design and aeronautical surveys.
- Air traffic management.

ATNS's infrastructure development is informed by user expectations and regulatory requirements at a global level; as well as the needs of the air traffic management (ATM) community and new enabling technologies.

Air traffic service charges

As an Air Navigation Service Provider (ANSP), ATNS is regulated economically by the Economic Regulating Committee (RC) that is a statutory body formed and appointed by the Shareholder, the Department of Transport (DoT). The RC is empowered by the ATNS Company Act (Act 45 of 1993) to issue permission to ATNS. The permission regulates the increase in specified tariffs that ATNS can issue and lays down minimum service standards requirements for the regulated business. ATNS is, through the permission, authorised to levy air traffic service charges on users (aircraft operators) for the use of air navigation infrastructure and/or the provision of an air traffic service. The permission has a five-year life span.

Training institution

ATNS runs a successful training institution as a division within the company, namely: the Aviation Training Academy (ATA). The ATA provides a full range of air traffic services training, technical support training and related training to delegates in South Africa and the broader African continent in the disciplines of engineering, air traffic services and management. The ATA is an ISO9001:2000 accredited institution and has international cooperation agreements in place with partners, enabling the academy to maintain mutually beneficial partnerships in the presentation and accreditation of international courses in air traffic services (ATS). The ATA is a world-renowned academy, and in both 2012 and 2013 was formally recognised as the International Air Transport Association (IATA) Worldwide Top Regional Training Partner.

Non-Regulated Business

ATNS's non-regulated business currently contributes 10% of the company's revenue. The non-regulated business encompasses a long-term strategy to facilitate regional expansion through a subsidiary vehicle presently known as "ATNS International". ATNS International will enable the company to take a more robust and agile stance in the non-regulated business market without posing undue risks to its regulated market and Shareholder. It will also enable

ATNS to enter into joint ventures and partnerships with external suppliers so that the company can harness more valuable market opportunities and extend its regional influence and reach.

Additional information is available on ATNS website – www.atns.co.za

1.2   Purpose of the RFI

ATNS invites Suppliers to provide a budgetary and technical details proposal to implement, Requirements Management solution that will enable ATNS to determine the following:

- Feasibility of implementing a requirement management solution within the organisation
- Understand and test the market for availability of a suitable solution
- Budgetary requirement for solution acquisition and subsequent support and maintenance thereafter
- Organisation infrastructure readiness infrastructure

2   GENERAL INSTRUCTIONS AND ADMINISTRATIVE REQUIREMENTS

2.1   Correspondence during RFI Period

All correspondence shall be referenced as " Requirements Management Tool" and may be sent by email to LightG@atns.co.za or alternatively delivered by hand to:

> ATNS SOC Limited,
> Eastgate Office Park, Block C,
> South Boulevard Road,
> Bruma,
> 2298

The company, however, shall not be responsible for non-receipt of any sent correspondence.

2.2   Submission of Proposals

All responses shall be delivered at the address stated in below, no later than 16:00 (CAT) on **23 August 2024**. Proposals should be submitted in both hard and soft copy (USB) and addressed as follows.

Project Description: **Requirements Management Tool**

RFI Reference Number: **ATNS/RDI/RFI002/2024/25 Management Tool**

Supplier Name/Company Name:

Attention: Light Gqabhu (Procurement), Tel: (011) 607 1000, email: LightG@atns.co.za

The RFI documents are to be submitted at the tender box, Reception, Ground floor, ATNS, Eastgate Office Park, Block C, South Boulevard Road, Bruma, South Africa.

OR

Should a bidder require to submit their documents online, they must send an email to LightG@atns.co.za to express their interest to do so Not later than 20th of August 2024 at 16h00

On the email Bidders must specify on the subject line – the RFI number and description. Bidder will be provided with Link to upload the documents.

3   Background to RFI

The end goal of requirements management (RM) is to operate with clear, realistic, and agreed-upon requirements. Requirements management tool is any tool which helps to remove ambiguity from a project's requirements. This application is used throughout the development process to ensure the project does what it's supposed to do.

For basic requirements management planning, one might simply use a spreadsheet or a word document template to complete the requirements management process. Excel, Google Sheets, and a word document are the most basic requirements tools, and for some cases, they work just fine.

However, this can become challenging in instances where a project is handled by different sections or departments in an organisation throughout the project life cycle. This is because too much reliance is heavily placed on individuals to update the documents, and it takes time and effort to ensure that one is working with the most recent version across sections/departments. Furthermore, managing feedback in a central place becomes a challenge as well. Often, one must manage strings of emails and in-person feedback that must be incorporated manually into documentations.

The requirements management tool will enhance the requirements management process and result in ultimate efficient management, visualisation, traceability and impact analysis, collaboration, integration with other systems and reporting.

ATNS hopes to use the RFI information to determine the following:

- The feasibility of implementing a requirement management solution within the organisation;
- Understand and test the market for a suitable solution;
- Budgetary requirements for solution acquisition and subsequent support and maintenance thereafter.
- Readiness of the organisation in terms of infrastructure.

4 Response to the document

To assist ATNS with the RFI information, the submitted responses should include at minimum the information stipulated below:

4.1	**Requirements Management tool**	
4.1	Does the solution have the capability for a user to create and store requirements using information such as requirement name, requirement description, project impact, project background and objectives etc.? Elaborate?	
4.1	How does the solution define, manage, model relationships and report on all requirements for the project lifecycle across several projects?	
4.1	Does the solution allow for Exporting/importing of data to create/generate documentation/reports e.g. pdf, docx, xlsx?	
4.1	What capabilities does the solution offer for Change, Configuration and Quality Management?	
4.1	Does the solution allow for work packages where all requirements can be allocated e.g. Architecture breakdowns?	
4.1	How does your solution ensure verification of requirements?	
4.1	Does the solution incorporate drag and drop interface to create mock-up template-based interface to be able to choose a relevant template to start capturing requirement?	
4.2	**Visualisation**	
4.2	Does the solution include graphical tools and reports? Elaborate?	
4.2	Can the solution create and manage interactive flows?	
4.2	Does your solution offer dashboard functionality?	
4.2	Can the solution create and manage story boards?	
4.2	What functionality does the solution provide for graphical models?	
4.3	**Traceability and impact analysis**	
4.3	How does your solution allow for the traceability of requirements throughout the project lifecycle?	
4.3	Does your solution perform real-time impact analysis on requirements changes?	
4.3	Can your solution automatically set relationships across requirements?	
4.4	**Collaboration**	

4.4	Does the solution include functionality for integration between users	
4.4	What basic task management does the solution offer to facilitate collaboration on tasks	
4.4	Does the solution provide notifications about other users' activities within the system	

4.5	**Integration**	
4.5	Does the solution integrate with Microsoft Office Suite?	
4.5	Is the solution compatible with web-based systems and sites e.g Lexis Nexis?	
4.5	Please provide any other solution integration features and functionalities of the solution.	
4.6	**Security**	
4.6	How will the solution implement data encryption to protect sensitive and classified information at rest and in transit? (e.g., What encryption algorithm will be used?)	
4.6	What access control mechanisms, such as user authentication, will be implemented within the solution to restrict access to sensitive data?	
4.6	What network security measures will be used to safeguard the solution against unauthorized access? (e.g., Will firewalls and intrusion detection/prevention systems be implemented?)	
4.6	What secure communication protocols will be used for data transmission? (e.g., Will HTTPS be enforced?)	
4.6	What physical and logical security measures will be implemented to protect the data centers housing the solution? (e.g., What access control systems, security cameras, and environmental controls will be used?)	
4.6	What security compliance standards (e.g., NIST, CANSO) will the solution adhere to?	
4.6	Does the solution maintain comprehensive audit trails that capture detailed transaction information, including user, content, and transmission time for each transaction?	
4.6	Can the solution provide an exportable log of transaction activities for further analysis and record-keeping purposes?	
4.7	**Solution Architecture and Storage**	
4.7	Please describe the solution architecture that must include (as a minimum) data management, Operating System management, Server management, storage management, hardware required, virtualisation management, and network management.	
4.7	Does the solution provide flexibility in data storage options, including both on-premises and cloud-based storage solutions?	
4.7	Can the benefits and limitations of each storage option provided by the solution be described?	
4.8	**Workflow Management**	

4.8	Does the solution offer workflow management, i.e., when a task requires approval, it will go to the next level of approval?	
4.9	**Notification, Alerts and Monitoring**	
4.9	Does the solution have the capability to alert users when tasks need to be performed and include automated escalations?	
4.9	What other alerts and notification does the solution offer?	
4.9	Does the solution allow the tracking and monitoring of all activities?	
4.9	Does the solution send a notification for allocated or overdue tasks?	
4.10	**Cost breakdown and Implementation**	
4.10	What are the licensing models available, and what are the associated costs?	
4.10	What hardware requirements are necessary for implementing the solution, and what are the estimated costs?	
4.10	Provide a high-level breakdown of the integration costs for the solution?	
4.10	Does the solution offer access to knowledge bases, user forums, or other ongoing support resources? If so, are these included in the licensing costs or are there separate fees?	
4.10	What is the implementation time, and how is a solution of this magnitude implemented?	
4.10	What is the total cost of implementing the solution?	

5   TERMS

Whilst ATNS has taken every reasonable step to ensure the accuracy of this brief; the company accepts no liability concerning the accuracy of any representation made. ATNS reserves the right to vary the scope and terms described in this document, although the variation is not anticipated at this time.

All information in this document and associated responses is Confidential.

All designs and documentation will be the property of ATNS.