



SERVICES CONTRACT FOR THE DEVELOPMENT, IMPLEMENTATION, SUPPORT AND MAINTANCE
OF ACCOUNTS RECONCILLIATION SYSTEM SOLUTION TO BOTSWANA SAVINGS BANK

TENDER REFERENCE: BSB/PU/FN/023:2024

#NO	BIDDERS QUERIES/QUESTIONS	BOTSWANA SAVINGS BANK RESPONSE
1	Could you please clarify the number of processes that is expected to be reconciled for the bank.	Reconciliations of suspense accounts, bank accounts, VISA related transactions, ATMs, Banking Hall accounts, control accounts, Products related accounts, Stock, salaries recon.
2	A list of system names that should be included in the reconciliation solution.	Finacle, ACCPAC, Bank world, VIP*
3	Are these applications hosted on the cloud or on-premises?	All systems are hosted on-premises
4	Do all the applications have APIs available for data extraction?	Yes, with exception of VIP
5	Frequency of Reconciliation: How often should the reconciliation be performed (daily, weekly, monthly)?	Daily, weekly, monthly, yearly
6	Error Handling: What procedures should be in place for handling discrepancies or errors found during reconciliation?	Generation of exceptions report, match transactions, analyse transactions that do not match and determine the source of errors, report remaining exceptions and the duration
7	What types of reports are required from the reconciliation process?	Exceptions report, Reconciliations report, matched transactions report, Detailed listings of exceptions and reconciliation reports.
8	can we get 1 week extension for Services Contract for the Development, Implementation, Support and Maintenance of Accounts Reconciliation System Solution to BSB.	

NB* The VIP system is in the process of being replaced with sage people
Sage people do have API

Regards,

Johnson M

Manager, Procurement