

# ONLINE TENDER SUBMISSION BUSINESS REQUIREMENTS DOCUMENT

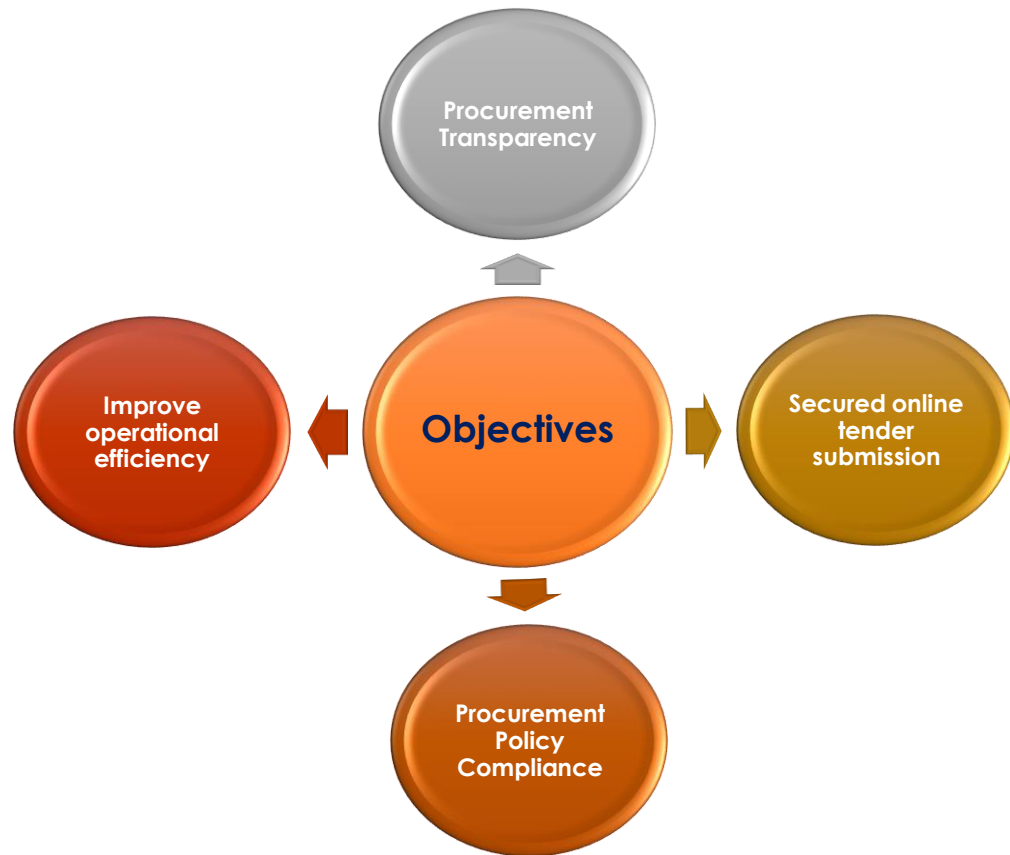
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## **1 Executive Summary**

Following the current COVID19 pandemic and observing the restrictions on the movement of persons for the period of lockdown, as per Disaster Management Act: regulations to address, prevent and combat the spread of Coronavirus, these call for change in the tender submission process. Currently, Bidders are required to physically submit the tender documents at Sasria offices and there is a joint internal tender opening process as stipulated in the procurement policy to ensure integrity. The procurement department needs a suitable mechanism for Sasria to continue with the fair tender awarding process that will allow online tender submissions for bidders and access control tender opening after the tender close date. In Optimising the use of inhouse applications – this process will be fulfilled through SharePoint Online as our documents and records management solution. The solution will be accessible to Bidders through Sasria website.

## 2 Business objectives



### 3 Scope

#### 3.1 Terms of reference

**Time:**

This is rather an urgent request and business needs to use this functionality as soon as possible.

**Solution:**

These requirements are meant for optimal use of our Website and SharePoint Online.

#### 3.2 Business Area Scope

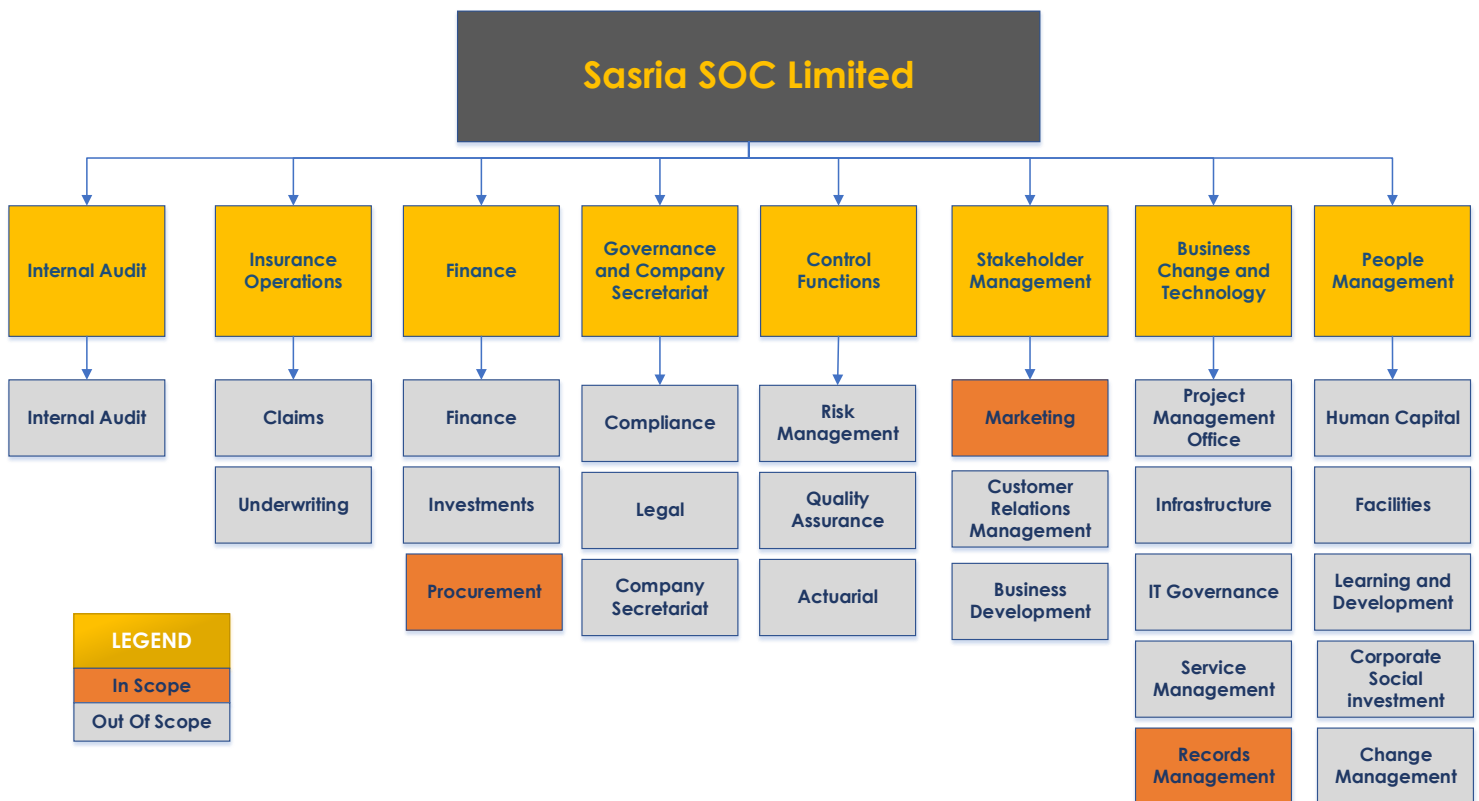


Figure 1: Business Area Scope

### 3.3 Solution scope

Below is the solution scope, indicating the integration requirements:

- Sasria Website
- SharePoint Online

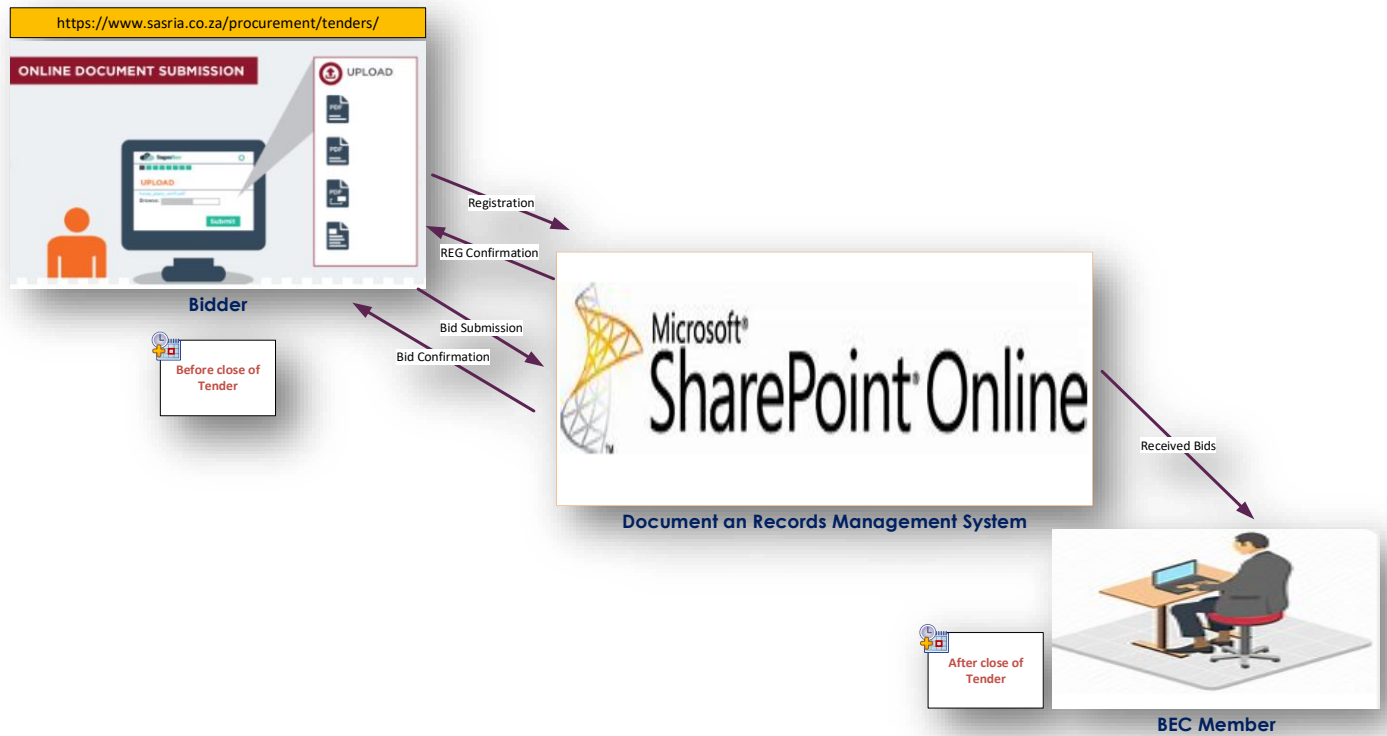


Figure 2: Solution Scope

## 4 Business Requirements

### 4.1 Functional requirements

#### 4.1.1 Tender Extranet Site Creation

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
FRQ1	<b>Bid site creation</b> <ul style="list-style-type: none"> <li>Create a bid site that will be a repository for online tender submissions.</li> </ul>	H		
	<ul style="list-style-type: none"> <li>The bids folder must be accessible to external users through Sasria website (Procurement - Tenders page) on or before tender closing date and time.</li> </ul>			

	<ul style="list-style-type: none"> <li>• The bids must be accessible to authorized internal users through Sasria intranet (Sasnet) after the tender closing date.</li> </ul> <p>The authorized users must be able to create a new tender folder, by supplying the below information: (new tender form)</p> <ul style="list-style-type: none"> <li>• Bid description</li> <li>• Bid number</li> <li>• Bid type <ul style="list-style-type: none"> <li>○ Open tender or closed tender</li> </ul> </li> <li>• Tender site owner</li> <li>• Published date and time</li> <li>• Closing date and time</li> <li>• Status (system generated) <ul style="list-style-type: none"> <li>○ Pending (before open date)</li> <li>○ Active (after published date &amp; time and before closing date &amp; time)</li> <li>○ Closed (after closing date and time)</li> <li>○ Cancelled (allow owner to cancel tender) <ul style="list-style-type: none"> <li>▪ Cancelled tender must not be available for selection for new submissions.</li> </ul> </li> </ul> </li> </ul>			3.
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	<ul style="list-style-type: none"> <li>▪ Cancelled tender must notify bidders who have submitted successfully that the tender is cancelled.</li> <li>▪ Cancelled tender must notify bidders who are still in the submission process that the tender is cancelled.</li> </ul> <ul style="list-style-type: none"> <li>• (system-generated tender site URL)</li> </ul> <p>The tender folder must allow the following repository for all new tenders:</p> <ul style="list-style-type: none"> <li>• Schedule 1</li> <li>• Schedule 2</li> <li>• Schedule 3</li> <li>• Schedule 4</li> </ul>			
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#### 4.1.2 Tender publishing

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
FRQ2	<p><b>Tender publishing</b></p> <ul style="list-style-type: none"> <li>The bid site will provide the bidder with an option to log on or register. Refer to <a href="#">bidder registration</a> and <a href="#">Bidder logging on</a> requirements below.</li> </ul>	H		

#### 4.1.3 Bidder Registration

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
FRQ3	<p><b>Bidder Registration</b></p> <p>The bid site must allow bidder to register their details, and the online registrations form must have the following information:</p>	H		

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
	<ul style="list-style-type: none"> <li>• Bidder's company name * (free text)</li> <li>• Contact details               <ul style="list-style-type: none"> <li>○ Contact person name and surname* (free text)</li> <li>○ Telephone number (tel)</li> <li>○ Cellphone number (tel)</li> <li>○ email address * (free text)</li> </ul> </li> <li>• Company registration number * (free text)</li> <li>• username (auto-created – defaults to the bidder email address)</li> <li>• Preferred password (minimum secured password)               <ul style="list-style-type: none"> <li>• Confirm password (must match the above password)</li> </ul> </li> </ul>			
FRQ4	<p><b>Completion of registration</b></p> <ul style="list-style-type: none"> <li>• On completion of the registration process, the system must display a pop-up message confirming the successful registration.</li> </ul>	H		

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
	<ul style="list-style-type: none"> <li>The bidder must receive a system-generated mail, confirming the registration.</li> <li>Should the registration be unsuccessful, the system must display a pop-up message identifying the outstanding fields for registration.</li> </ul>			

#### 4.1.4 Bidder Logging on

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
FRQ5	<b>Bidder logging on</b> <ul style="list-style-type: none"> <li>Registered bidders should be able to log in with the correct username and password.</li> </ul>	H		

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
	<ul style="list-style-type: none"> <li>Should the bidder provide an unmatching or incorrect username and password, the system must display the message that the username and password are incorrect.</li> </ul>			
FRQ6	<p><b>Forgot password</b></p> <ul style="list-style-type: none"> <li>Should the bidder forget the password, the system should allow them to select forgot password</li> </ul>	H		
	<ul style="list-style-type: none"> <li>Should the bidder select forgot password, the bidder must capture the email address, the system will send the mail notification with the link to reset password or with the password.</li> </ul>			

#### 4.1.5 Bid Submission

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
FRQ7	<p><b>Bid submission – open tenders</b></p> <p>Enable the registered bidder to submit tender</p> <p>Given that the bidder has successfully logged in and the tender is still open:</p> <p>The bidder must be able to respond to the tender by supplying the below information.</p> <ul style="list-style-type: none"> <li>• Total Bid Price (vat excl) * (rand amount)</li> <li>• Names of sub-contractors or Joint Venture/Consortium members <ul style="list-style-type: none"> <li>○ Bidder to select the agreement type <ul style="list-style-type: none"> <li>▪ Individual bidder</li> <li>▪ Sub-contractor</li> <li>▪ Joint Venture</li> <li>▪ Consortium</li> </ul> </li> </ul> </li> </ul>	H		

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
	<ul style="list-style-type: none"> <li>○ Allow bidder to add multiple sub-contractors or Joint Venture/Consortium members</li> <li>• The bidder must upload bid submissions in 4 separate schedules in line with the standard terms of our RFP document</li> <li>• <b>Schedule 1:</b> (display the below tips when the bidder selects this folder) <ul style="list-style-type: none"> <li>✓ Executive Summary of your proposed solution and the summary of your experience relevant to the requirements of this RFP)</li> <li>✓ Annexure B of this RFP document (See Part 6) (duly completed and signed)</li> </ul> </li> <li>• <b>Schedule 2:</b> (display the below tips when the bidder selects this folder)</li> </ul>			

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
	<ul style="list-style-type: none"> <li>✓ All documents (except Annexure B) listed on Part 6 of this RFP Document (duly completed and signed);</li> <li>✓ CSD number to verify tax compliance;</li> <li>✓ Valid B-BBEE verification certificate indicating the contribution level of the bidding entity. An Exempted Micro Enterprises (EME) with an annual turnover less than R10 million, is only required to obtain a sworn affidavit confirming the annual total revenue and level of black ownership. A Qualifying Small Enterprise (QSE) that has 51% or more black beneficiaries may obtain a sworn affidavit confirming the annual total revenue and level of black ownership.</li> <li>✓ Latest Audited Financial Statements of the bidding entity.</li> <li>✓ If a bidder is a Consortium, Joint Venture or Prime Contractor with Subcontractor(s), the documents</li> </ul>			

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
	<p>listed above must be submitted for each Consortium/ JV member or Prime Contractor and Subcontractor(s)</p> <ul style="list-style-type: none"> <li>▪ Copy of Joint Venture/ Consortium/ Subcontracting Agreement duly signed by all parties (if applicable).</li> </ul> <ul style="list-style-type: none"> <li>• <b>Schedule 3:</b> (display the below tips when the bidder selects this folder) <ul style="list-style-type: none"> <li>✓ Technical Proposal in line with the Technical Evaluation Criteria in Part 5 of this RFP document.</li> </ul> </li> <li>• <b>Schedule 4:</b> (display the below tips when the bidder selects this folder) <ul style="list-style-type: none"> <li>✓ Financial/Price Proposal in line with Part 4 of this RFP document</li> </ul> </li> </ul>			
FRQ8	<b>Bid submission – closed tenders</b>	H		



REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
	<p><b><i>Closed tender is when only selected organisations are invited to submit a tender.</i></b></p> <p>If the Bid type is marked as closed tender</p> <ul style="list-style-type: none"> <li>• The invited organisations must be specified</li> <li>• The closed tender must <b>not</b> be viewable/accessible to the public, but only accessible to invited organisations.</li> </ul> <p>Enable the registered and invited bidder to submit the tender</p> <p>Given that the invited bidder has successfully logged in and the tender is still open (before closing date):</p> <p>The invited bidder must be able to respond to the tender by supplying the below information.</p> <ul style="list-style-type: none"> <li>• Total Bid Price (vat excl) * (rand amount)</li> <li>• Names of sub-contractors or Joint Venture/Consortium members</li> </ul>			

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
	<ul style="list-style-type: none"> <li>○ Bidder to select the agreement type               <ul style="list-style-type: none"> <li>▪ Individual bidder</li> <li>▪ Sub-contractor</li> <li>▪ Joint Venture</li> <li>▪ Consortium</li> </ul> </li> <li>○ Allow bidder to add multiple sub-contractors or Joint Venture/Consortium members</li> <li>● The bidder must upload bid submissions in 4 separate schedules in line with the standard terms of our RFP document</li> </ul> <p>System must display tips on what is required for each schedule</p> <ul style="list-style-type: none"> <li>● <b>Schedule 1:</b> <ul style="list-style-type: none"> <li>✓ Executive Summary of your proposed solution and the summary of your experience relevant to the requirements of this RFP)</li> </ul> </li> </ul>			

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
	<ul style="list-style-type: none"> <li>✓ Annexure B of this RFP document (See Part 6) (duly completed and signed)</li> <li>• <b>Schedule 2:</b> <ul style="list-style-type: none"> <li>✓ All documents (except Annexure B) listed on Part 6 of this RFP Document (duly completed and signed).</li> <li>✓ CSD number to verify tax compliance.</li> <li>✓ Completed SBD Forms (4 forms – must be digitalised)</li> <li>✓ Valid B-BBEE verification certificate indicating the contribution level of the bidding entity. An Exempted Micro Enterprises (EME) with an annual turnover less than R10 million, is only required to obtain a sworn affidavit confirming the annual total revenue and level of black ownership. A Qualifying Small Enterprise (QSE) that has 51% or more black beneficiaries may obtain a sworn affidavit</li> </ul> </li> </ul>			

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
	<p>confirming the annual total revenue and level of black ownership.</p> <ul style="list-style-type: none"> <li>✓ Latest Audited Financial Statements of the bidding entity.</li> <li>✓ If a bidder is a Consortium, Joint Venture or Prime Contractor with Subcontractor(s), the documents listed above must be submitted for each Consortium/ JV member or Prime Contractor and Subcontractor(s) <ul style="list-style-type: none"> <li>▪ Copy of Joint Venture/ Consortium/ Subcontracting Agreement duly signed by all parties (if applicable).</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• <b>Schedule 3:</b> (display the below tips when the bidder selects this folder) <ul style="list-style-type: none"> <li>✓ Technical Proposal in line with the Technical Evaluation Criteria in Part 5 of this RFP document.</li> </ul> </li> </ul>			

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
	<ul style="list-style-type: none"> <li>• <b>Schedule 4:</b> <ul style="list-style-type: none"> <li>✓ Financial/Price Proposal in line with Part 4 of this RFP document</li> </ul> </li> </ul>			
FRQ9	<p><b>Completion of bid submission</b></p> <ul style="list-style-type: none"> <li>• On completion of the bid submission process, the system must display a pop-up message confirming the successful bid submission.</li> <li>• The bidder must receive a system-generated mail, confirming the bid submission – with the tender number, tender name, and date of submission.</li> <li>• Should the submission be unsuccessful, the system must display a pop-up message identifying the outstanding schedule.</li> </ul>	H		

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
<b>Business Rules</b>				
	<ul style="list-style-type: none"> <li>Bid submissions must be accepted on tenders (before the tender closing date and time).</li> </ul>			
	<ul style="list-style-type: none"> <li>The system should not allow incomplete bids to be submitted i.e. all 4 schedules must be submitted before the bidder can save documents successfully.</li> </ul>			
	<ul style="list-style-type: none"> <li>One company may submit only once per tender (use company registration number as the unique identifier).</li> </ul>			

#### 4.1.6 Bid Closing

REQ#	Description	Priority L/M/H	Comply/Not Comply	Substantiation: the bidder must indicate how the proposed solution will meet each of the business requirements.
FRQ10	Once the tender has reached its closing date and time, the tender must no longer be accessible to bidders for submissions.	H		

## 4.2 Information Requirements

REQ#	Report Description	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
IRQ1	<p><b>Bids received</b></p> <p>Generate a report of received bids at the close of tender, the report must consist of the below information</p> <ul style="list-style-type: none"> <li>• Bid description</li> <li>• Bid number</li> <li>• Date and time of submission</li> <li>• Company name</li> <li>• Contact person</li> <li>• Total Bid Price (VAT excl.)</li> <li>• Names of sub-contractors or Joint Venture/Consortium members (if applicable)</li> </ul>		

### 4.3 Workflow Notifications

Notification	Trigger	Recipient	Content	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
Bidder registration	<ul style="list-style-type: none"> <li>Bidder has successfully registered</li> </ul>	Bidder	<p><b>Subject:</b> Sasria successful registration</p> <p><b>Salutation:</b> Dear &lt;Bidder name&gt;</p> <p><b>Content:</b></p> <p>This is a notification to inform you that your company is now registered, and you can respond to open tenders at Sasria.</p> <p>Please click on the link below to access the open tenders.</p> <p>Link: <a href="#">&lt;link to open tenders' site&gt;</a></p>		



			Kind Regards Sasria Procurement		
Forgot password	<ul style="list-style-type: none"> <li>Bidder forgot password</li> </ul>	Bidder	<p><b>Subject:</b> reset Sasria password</p> <p><b>Salutation:</b> Dear &lt;Bidder name&gt;</p> <p><b>Content:</b></p> <p>In order to reset your password, Please click on the link below Link: <a href="#">&lt;link to change password&gt;</a></p> <p>Kind Regards Sasria Procurement</p>		
<ul style="list-style-type: none"> <li>Action required</li> </ul>	<ul style="list-style-type: none"> <li>Outstanding documents 2 days before the</li> </ul>	Bidder	<p><b>Subject:</b> Sasria tender 1235 submission pending</p> <p><b>Salutation:</b> Dear &lt; Bidder&gt;</p>		

	tender closing date		<p><b>Content:</b></p> <p>This is a notification to inform you that your submission to &lt;Bid <i>Description</i>&gt; required documentation for schedule X is still outstanding is awaiting your action.</p> <p>Please click on the link below to complete your submission. Link: <a href="#">&lt;tender site – log on page&gt;</a></p> <p>Kind Regards Sasria Procurement</p>		
• Bid submission complete	• Bid submission complete	Bidder	<p><b>Subject:</b> Sasria tender 1235 submission complete</p> <p><b>Salutation:</b> Dear &lt; Bidder &gt;</p>		

			<p><b>Content:</b></p> <p>This is a notification to inform you that your submission process to &lt;Bid <i>Description</i>&gt; is complete.</p> <p>Kind Regards Sasria Procurement</p>		
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#### 4.4 Non-Functional Requirements

##### Security and Privacy

REF	Item	Description	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
NFR1	Identification and authentication	Users must be assigned unique identities within the system, which clearly identifies who they are.		

REF	Item	Description	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
		The system must only be accessed by legitimate and authorized users including users from external entities. The system must utilize username and password to authenticate users and support		
<b>NFR2</b>	Single sign on	System user identities must automatically be linked to Active Directory to allow single sign on to the system. (for internal users)		
<b>NFR3</b>	User Group Definitions	Role-based access control shall be used to define content and functionality applicable to users. This must be in line with the user's job function or role. Segregation of duties rules must be enforced on a system level.		
<b>NFR4</b>	Database Security	The database must be secured by allowing only authenticated and authorised users access to data. The database must be secured by only allowing the Web applications to access data through a service account, which forms part of Windows authentication.		

REF	Item	Description	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
NFR5	Confidentiality	Data must only be accessed by authenticated and authorised users in line with their job function or role. Data and Passwords must never be viewable at the point of entry or at any other time.		
NFR6	Data Loss (Disclosure of information about individuals or entities)	Security policies must be enabled to prevent leakage/disclosure of sensitive information to unauthorized users. Users must be trained on the functionality of the system to understand their responsibilities to safeguard sensitive information.		
NFR7	Data Encryption	All data flowing within internal and external the system must be encrypted with the latest industry standard encryption technology. All data utilized within the system must be encrypted when in storage, or in transit.		
NFR8	Data Integrity (Data Corruption)	All the information flowing within and across the system should be the same and not be altered throughout its lifecycle.		

REF	Item	Description	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
		The information must not be compromised during changes and must still be intact after the changes or updates. Only authorised users must be able to edit or make changes to data.		
<b>NFR9</b>	Implementation and development lifecycle	Development of the system must comply with Open Web Application Security Project guidelines and ISO 27001 standard.		
<b>NFR10</b>	Access Reports	Reports on user access and activities must be available to monitor policy violations.		

### Audit Trail

REF	Item	Description	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
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<p><b>NFR11</b></p>	<p>Audit trail</p>	<p>Enable transparent audit trail in the system, audit trails must be created for all user actions that are performed. The following information will be recorded in the audit log:</p> <ul style="list-style-type: none"> <li>• Username</li> <li>• Date and time of action</li> <li>• Field name</li> <li>• Before value</li> <li>• After value</li> <li>• Effective date</li> <li>• Source (Direct/Web/Mobile App)</li> </ul> <p>The audit logs are stored in a separate database</p>		
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## Reliability

REF	Item	Description	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
NFR12	Availability (Percentage of time available)	100%		
NFR13	Hours of Use	<ul style="list-style-type: none"> <li>Monday to Friday: 00h00 – 23h59</li> <li>Saturday: 00h00 – 23h59</li> <li>Sunday and public holiday: 00h00 – 23h59</li> </ul>		
NFR14	Maintenance Hours	<ul style="list-style-type: none"> <li>Sunday: 10h00 –23h59</li> </ul>		
NFR15	Mean Time to Repair (MTTR)	<ul style="list-style-type: none"> <li>Critical: 1 hour</li> <li>High: 1 hour</li> <li>Medium: 1 hour</li> <li>Low: 1 hour</li> </ul>		



<b>NFR16</b>	Mean time to failure (MTTF)	The system timeout due to user inactivity shall be after 5min (with a warning). Upon timeout, the system must auto save and allow the user to continue from last action.		
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### Recoverability

REF	Item	Description	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
<b>NFR17</b>	Audit Trail Failure	If the audit trail function fails before the user saves updates to the transaction, the system shall be able to recover all changes made in up to one minute prior to the failure.		
<b>NFR18</b>	Update failure	When an update failure is detected all updates performed during the failed session shall be rolled back to restore the data to pre-session condition.		

<b>NFR19</b>	Roll-back	All data recovered in a roll-back condition shall be recorded for use in forward recovery under user control.		
<b>NFR20</b>	Safe mode	When operating after a failure the user must be informed that the application is operating in a “safe mode” and all data is available for review without update.		
<b>NFR21</b>	Module/Function Failure	The system shall prevent access to failed module/s while providing access to all currently operational modules.		

### Architectural Qualities

REF	Item	Description	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
<b>NFR22</b>	Information retention requirements	All stored data must be backed up and archived to be available within 24 hours.		

**Development Qualities**

REF	Item	Description	Comply/Not Comply	Substantiation: The bidder must indicate how the proposed solution will meet each of the business requirements
NFR23	Integration	The system must be able to integrate with other systems within the Sasria environment – this includes applications that are hosted on cloud and on-prem. i.e. SharePoint Online		