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REQUEST FOR INFORMATION (RFI):

FOR THE PROVISION, LICENSING, IMPLEMENTATION, CONFIGURATION, SUPPORT AND MAINTENANCE OF A FINANCIAL REPORTING SOLUTION OR SIMILAR TO CASEWARE FINANCIAL REPORTING SOLUTION FOR A PERIOD OF TWO (2) YEARS FOR PORTS REGULATOR OF SOUTH AFRICA

RFI FIELD	DETAIL
RFI number	RFI 2026/27/01
Issue date	13 October 2026
Briefing session	None
RFI description	Provision, licensing, implementation, configuration, support and maintenance of a financial reporting solution or similar to Caseware financial reporting solution for a period of two (2) years for Ports Regulator of South Africa
Closing date and time	23 October 2026 at 16h00
Submission address	quotations@portsregulator.org
Enquiries	quotations@portsregulator.org

Bidders must submit complete responses by the stipulated closing date and time.

BIDDER DETAILS

FIELD	BIDDER RESPONSE
Supplier name	
Postal address	
CSD / MAAA number	
Telephone number	
Email address	
Contact person	
Cell number	
Authorised signatory	
Signature and date	

1. BACKGROUND

The Ports Regulator of South Africa (PRSA) requires a secure, reliable and supported financial reporting solution to enable the preparation, review, consolidation and publication of annual and interim financial statements and related financial reports. The solution must reduce reliance on manual spreadsheet-based compilation, strengthen version control and audit trails, and support a controlled, repeatable financial reporting process.

The requirement includes the implementation of a financial reporting system similar to Caseware Working Papers and the applicable financial statement reporting templates, together with collaborative working capability, licensing, configuration, migration, training, technical support, software updates and knowledge transfer. Where the organisation elects to use its own infrastructure, the bidder must support a centrally hosted parent/master file and secure synchronisation for authorised users.

The PRSA currently requires provision for approximately three (3) licensed users. Pricing must clearly show the unit cost and the effect of adding or removing users.

2. PURPOSE

The purpose of this RFI is to gather information only and no award will be made on it, for a suitably qualified and experienced service providers to provide an end-to-end financial reporting system similar to Caseware financial reporting solution that supports accurate, complete, compliant and timely financial statement preparation and reporting, including implementation or upgrade, licensing, collaborative working, support, maintenance, training and knowledge transfer.

3. OBJECTIVES

- Provide a supported financial reporting platform for the preparation and review of annual and interim financial statements and related reports.
- Enable controlled multi-user collaboration through Caseware SmartSync, Caseware Cloud, or an approved equivalent Caseware-supported deployment model.
- Improve the accuracy, consistency, traceability and repeatability of financial reporting.
- Ensure that templates, content and software updates applicable to the selected public-sector reporting framework are maintained and made available timeously.
- Provide secure central storage, backup, recovery, version control and auditability of the Caseware parent/master file and synchronised copies.
- Build internal capability through administrator, preparer and reviewer training, user guides and knowledge transfer.
- Provide measurable service levels for incident resolution, software updates, template support and year-end reporting assistance.

4. SCOPE OF WORK

4.1 Licensing and subscriptions

- Supply the required financial reporting system similar to Caseware Working Papers licences for the confirmed number of authorised users.
- Supply or renew collaborative working capability, including SmartSync and/or Caseware Cloud where approved by the organisation.
- Supply the appropriate financial statement template or reporting content for the PRSA's applicable reporting framework, including public-sector requirements where applicable.
- Provide a detailed licence schedule showing product/module name, licence metric, quantity, licence term, renewal date, support entitlement and annual renewal cost.
- Notify the PRSA of product, licensing, support or pricing changes that may affect continuity, cost or compatibility.

4.2 Solution assessment and design

- Conduct an inception and requirements-validation session with Finance, ICT, SCM and other identified stakeholders.
- Assess the current Caseware version, files, templates, licences, user roles, operating environment, integrations, backup arrangements and reporting calendar.
- Confirm the recommended deployment model and provide an implementation design covering user access, parent/master file location, synchronisation, security, backup and recovery.
- Identify all dependencies, assumptions, constraints and risks before implementation.
- Provide a bill of materials and a responsibility matrix distinguishing supplier, organisation, ICT and Finance responsibilities.

4.3 Installation, configuration and migration

- Install the latest mutually approved and supported version of the software on authorised end-user devices and the approved environment.
- Configure the parent/master file and synchronised copies for concurrent work by authorised users.
- Migrate or roll forward existing Caseware files, mappings, lead schedules, notes, account groupings and prior-year comparatives where applicable.
- Configure user roles, permissions, review points, sign-offs, document protection and audit trail settings.
- Validate that the latest approved reporting template and amendments applicable to the organisation are available and correctly configured.
- Perform data integrity checks before and after migration and document all exceptions and resolutions.
- Ensure that rollback and recovery arrangements are tested before production use.

4.4 Financial reporting functionality

REF	MINIMUM REQUIREMENT	BIDDER RESPONSE / EVIDENCE
FR01	Import trial balances from Microsoft Excel and/or agreed source systems and retain mapping between reporting periods.	
FR02	Map accounts to financial statement line items, notes, lead schedules and supporting working papers.	
FR03	Prepare annual and interim financial statements using the applicable reporting framework and maintained templates.	
FR04	Support automated roll-forward of prior-year files, opening balances, comparatives and recurring disclosures.	
FR05	Provide linked statements, notes and supporting schedules so approved adjustments flow through consistently.	
FR06	Support journals and adjustments with preparer, reviewer, date, explanation and audit trail.	
FR07	Provide validation, balancing, cross-referencing, rounding and consistency checks.	
FR08	Support review notes, sign-offs, document status, locking and controlled finalisation.	
FR09	Generate publication-ready outputs in Microsoft Word and PDF, and other required statutory formats where applicable.	
FR10	Support multiple authorised users working collaboratively on a controlled parent/master file.	
FR11	Maintain version history, user activity and a complete audit trail for changes.	
FR12	Provide facilities for archiving final signed statements, supporting working papers and audit evidence.	

4.5 Hosting, infrastructure and security

- The bidder must support the PRSA's approved hosting model. Any cloud component must be separately identified and priced.

- The solution must use named user accounts and role-based access. Shared generic accounts are not permitted unless formally approved for a documented technical reason.
- Data must be encrypted in transit and at rest where supported by the selected deployment model.
- The bidder must document backup frequency, retention, restoration procedures, recovery responsibilities and recovery testing.
- Remote access by supplier personnel must be approved, time-bound, logged and revoked after use.
- The bidder must comply with the PRSA's ICT security, change management, access management and incident management requirements.
- All PRSA data remains the property of the PRSA. The bidder may not use, disclose or transfer the data except to deliver the contracted services.
- At contract termination, the bidder must return PRSA data in a usable format and certify deletion of any retained copies, subject to legal retention requirements.

4.6 Support and maintenance

- Provide a single point of contact and an escalation matrix for functional, technical and licensing matters.
- Provide helpdesk support during agreed business hours, with enhanced availability during financial year-end and audit periods where requested.
- Resolve incidents relating to installation, access, synchronisation, file corruption, template functionality, licensing and report generation.
- Provide software patches, supported version updates and template/content updates included in the licence and maintenance entitlement.
- Provide proactive health checks before year-end, prior to roll-forward and before final audit submission.
- Provide monthly or quarterly service reports showing calls logged, severity, response time, resolution time, recurring issues, licence status and recommendations.
- Maintain a known-error register and provide root-cause analysis for recurring or high-impact incidents.

4.7 Training and knowledge transfer

- Provide role-based training for system administrators, financial statement preparers and reviewers.
- Provide practical training using the PRSA's approved reporting scenario and a non-production copy of the file where appropriate.
- Provide updated user guides, configuration documentation, troubleshooting guidance and an administrator handover pack.
- Transfer sufficient knowledge to designated Finance and ICT officials to perform routine user administration, file management, synchronisation monitoring, backup verification and first-line support.

- Provide attendance registers and training completion reports.

5. DELIVERABLES AND ACCEPTANCE CRITERIA

NO.	DELIVERABLE	MINIMUM ACCEPTANCE CRITERIA
1	Inception report and project plan	Approved scope, milestones, responsibilities, risks, dependencies and communication arrangements.
2	Requirements and environment assessment	Current-state assessment, confirmed users/licences, deployment recommendation and gap list approved.
3	Solution design and bill of materials	Approved architecture/configuration, licence schedule, security, backup and recovery design.
4	Installed and configured solution	Solution installed/configured in approved environment; authorised users can access and collaborate.
5	Migrated/rolled-forward Caseware file	Balances, mappings, comparatives, notes and key reports reconciled to agreed control totals.
6	Configured reporting template	Applicable template available, updated and tested against agreed sample data.
7	User acceptance testing	Signed UAT results with all critical defects closed and agreed treatment of residual items.
8	Training and knowledge transfer	Training completed; attendance records, guides and handover pack accepted.
9	Support and maintenance service	Helpdesk, escalation matrix, service levels and reporting operational.
10	Project closure report	Configuration baseline, licence register, open items, warranties, support contacts and sign-off submitted.

6. SERVICE LEVEL REQUIREMENTS

SEVERITY	DESCRIPTION	INITIAL RESPONSE	TARGET RESTORATION / RESOLUTION
Priority 1 - Critical	Solution unavailable, parent/master file inaccessible or corruption prevents a critical financial reporting deadline.	Within 1 business hour	Restore within 4 business hours or provide an approved workaround; continuous escalation until restored.
Priority 2 - High	Material functionality impaired with significant	Within 2 business hours	Within 8 business hours or agreed action plan.

SEVERITY	DESCRIPTION	INITIAL RESPONSE	TARGET RESTORATION / RESOLUTION
	impact, but limited work can continue.		
Priority 3 - Medium	Non-critical defect or degraded function with workaround available.	Within 4 business hours	Within 2 business days.
Priority 4 - Low / Request	Information request, minor issue, configuration or service request.	Within 1 business day	Within 5 business days or agreed schedule.

Bidders may propose improved service levels. Any exclusions, support-hour limitations, escalation conditions or chargeable support categories must be clearly disclosed.

7. BIDDER MINIMUM REQUIREMENTS

Failure to submit evidence for a requirement identified by SCM as mandatory may render the RFI non-responsive.

NO.	PROPOSED MANDATORY REQUIREMENT	EVIDENCE REQUIRED
1	Valid registration on the National Treasury Central Supplier Database.	CSD summary report / MAAA number.
2	Authorisation or accreditation to supply and support the proposed financial reporting system or Caseware products in South Africa.	Current manufacturer/vendor letter or certificate identifying bidder and applicable products/services.
3	At least three years of relevant experience implementing or supporting financial reporting system or Caseware financial reporting solutions.	Company profile and project schedule.
4	At least two contactable client references for comparable financial reporting system or Caseware financial reporting work completed within the last five years.	Signed reference letters on client letterhead or completed reference forms.
5	Proposed lead consultant with relevant financial reporting system or Caseware product knowledge and financial reporting implementation experience.	CV, role, experience and relevant certificates.

NO.	PROPOSED MANDATORY REQUIREMENT	EVIDENCE REQUIRED
6	Acceptance of data confidentiality, information security and POPIA obligations.	Signed declaration / bid response.
7	Detailed implementation, support and knowledge-transfer methodology.	Technical proposal cross-referenced to this RFI.

8. PRICING SCHEDULE

Bidders must provide an itemised, all-inclusive quotation in South African Rand. VAT must be shown separately. Prices must distinguish once-off and recurring costs and must not contain undisclosed dependencies.

ITEM	DESCRIPTION	QTY	ONCE-OFF (EXCL. VAT)	ANNUAL / RECURRING (EXCL. VAT)	VAT	TOTAL (INCL. VAT)
1	Caseware Working Papers user licences / renewal	3				
2	SmartSync licences / renewal	3				
3	Caseware Cloud or other approved hosting component, if required					
4	Applicable financial statement reporting template/content licence	1				
5	Assessment, design and project management	1				
6	Installation, configuration and migration / roll-forward	1				
7	User acceptance testing and go-live support	1				

ITEM	DESCRIPTION	QTY	ONCE-OFF (EXCL. VAT)	ANNUAL / RECURRING (EXCL. VAT)	VAT	TOTAL (INCL. VAT)
8	Administrator, preparer and reviewer training					
9	Support and maintenance					
10	Optional year-end onsite/remote support rate	Daily/hourly rate				
11	Travel and disbursements, if applicable and pre-approved	1				
12	Any other cost, fully described					
	GRAND TOTAL					

The bidder must also state licence commencement dates, renewal dates, validity period of the quotation, price escalation assumptions, payment milestones, support inclusions and any items excluded from the price.

9. CONFIDENTIALITY, POPIA AND OWNERSHIP

- All financial information, working papers, user information, configurations and reports accessed during delivery must be treated as confidential.
- The bidder must comply with POPIA and the organisation's information-security and records-management requirements.
- All client-specific configurations, mappings, reports, documentation and data produced or maintained under the contract remain available to the organisation in usable form.
- The bidder must promptly report suspected security or privacy incidents and cooperate with investigation, containment and remediation.
- Bidder personnel must sign confidentiality undertakings where required.

10. RFI CONDITIONS

- The Ports Regulator of South Africa is not going to award for this RFI, is for information gathering purpose.
- The bidder bears all costs associated with preparing and submitting its response.
- The bidder must disclose actual or potential conflicts of interest if any.

11. BID RESPONSE CHECKLIST

DOCUMENT / EVIDENCE	SUBMITTED (YES/NO)	BIDDER REFERENCE
Signed quotation on bidder letterhead		
Completed bidder details and pricing schedule		
Caseware authorisation/accreditation evidence		
Technical proposal and implementation plan		
Licence and bill-of-materials schedule		
CVs and supporting certificates		
Two or more reference letters / reference forms		
Support and escalation model		
Training and knowledge-transfer plan		