

#### **BID NUMBER: RFP/09/01/25**

# SUPPORT AND MAINTENANCE OF LOAN MANAGEMENT AND LOAN APPLICATION SYSTEMS OF THIRTY-SIX (36) MONTHS

## COMPULSORY BRIEFING SESSION- 19 SEPTEMBER 2025 @11:00am

Via Microsoft teams (To joint click on the link below):

## Join the meeting now

Submit at Gauteng Partnership Fund, GPF Offices, 82 Grayston Drive, 1<sup>st</sup> Floor, Sandton, 2196 (Deposit in the tender box)

ENQUIRIES: tenders@gpf.org.za

**CLOSING DATE AND TIME: 09 OCTOBER 2025 AT 11H00AM** 

GPF	Gauteng Partnership Fund
SLA	Service Level Agreement
GDHS	Gauteng Department of Human Settlements
PPE	Provincial Public Entity
GPG	Gauteng Provincial Government
PFMA	Public Finance Management Act
SLA	Service Level Agreement
BBBEE	Broad Black Based Economic Empowerment
SANAS	South African National Accreditation System
CIPC	Companies and Intellectual Properties Commission
EME	Exempted Micro Enterprise
QSE	Qualifying Small Enterprise

#### 1 SECTION 1: GENERAL CONDITIONS OF BID

## **Proprietary Information**

GPF considers this Request for Proposal (RFP) and all related information, either written or verbal, which is provided to the respondent, to be proprietary to GPF. It shall be kept confidential by the respondent and its officers, employees, agents and representatives. The respondent shall not disclose, publish, or advertise this RFP or related information to any third party without the prior written consent of GPF.

## 2 Enquiries

2.1 All communication and attempts to solicit information of any kind relative to this RFP should be channelled in writing to:

Name:	Ms. Mandudu Legodi	
Email address:	tenders@gpf.org.za	

- 2.2 The closing date for enquiries in relation to this RFP will be 24 September 2025.
- 2.3 The enquiries will be consolidated and GPF will issue one response and such response will be posted, within two days after the last day of enquiries, onto the GPF website (<a href="www.gpf.org.za">www.gpf.org.za</a>) under tenders i.e. next to the same RFP document.
- 2.4 All enquiries should directly be directed to <a href="mailto:tenders@gpf.org.za">tenders@gpf.org.za</a>
- 2.5 The GPF may respond to any enquiry in its absolute discretion and the bidder acknowledges that it will have no claim against the GPF on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

#### 3. Bid Validity Period

Responses to this RFP received from bidders will be valid for a period of 180 days counted from the bid closing date.

#### 4. Instructions on submission of Bids

- 4.1 Bids should be submitted in duplicate (2 hard copies) and one electronic copy (on CD/USB) in PDF format all bound in a sealed envelope endorsed. The sealed envelope must be placed in the bid box at the First-floor area of the GPF Offices, 82 Grayston Drive, 1st Floor, Sandton, 2196 by no later than 09 October 2025 11:00 AM ITelkom timel.
- 4.2 Pricing schedule and SBD 3.1 should be submitted in a separate envelope.
- 4.3 Bids must be submitted in the prescribed response format, herein reflected as Response Format.
- 4.4 The bid closing date, bidder name and the return address must also be endorsed on the envelope.
- 4.5 If a courier service company is being used for delivery of the bid response, the bid description must be endorsed on the delivery note/courier packaging and the courier must ensure that documents are placed / deposited into the bid box found on the GPF Offices, 82 Grayston Drive, 1st Floor, Sandton, 2196. The GPF will not be held responsible for any delays where bid documents are handed to the GPF Receptionist/ officials.
- 4.6 No bid response received by telegram, telex, email, facsimile or similar medium will be considered.
- 4.7 Where a bid response is not in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. It is the GPF's policy not to consider late bids for tender evaluation.

## 5. Preparation of Bid Response

- 5.1 All the documentation submitted in response to this RFP must be in English.
- 5.2 The bidder is responsible for all the costs that it shall incur related to the preparation and submission of the bid document.
- 5.3 Bids submitted by bidders which comprised of companies must be signed by a person or persons duly authorized thereto by a resolution of the applicable Board of Directors, a copy of which Resolution, duly certified, must be submitted with the bid.
- 5.4 The bidder should check the numbers of the pages of its bid to satisfy itself that none of their documents are missing or duplicated. No liability will be accepted by GPF regarding anything arising from the fact that pages/documents of a bid are missing or duplicated.
- 5.5 A valid tax compliance status PIN must be included in the bid response to verify bidders' tax compliance status.

5.6 All bidders must be registered on the Central Supplier Database (CSD) prior to submitting bids and include in their bid a copy of their Master Registration Number (Supplier Number) in order for GPF to verify the bidder's tax status on CSD and other Governing compliances.

## **6** Supplier Performance Management

Supplier Performance Management is viewed by the GPF as a critical component in ensuring value for money acquisition and good supplier / or service provider relations between the GPF and all its suppliers.

The successful bidder shall, upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the GPF, which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor and assess the supplier 's performance and ensure effective delivery of service, quality and value-add to GPF's business.

## 7 Supplier Development

The GPF promotes enterprise development. In this regard, successful bidders may be required to mentor SMMEs and/ or Youth-Owned businesses. The implications of such arrangement will be subject to negotiations between the GPF and the successful bidder.

## 8 GPF's Rights

- 8.1 The GPF is entitled to amend any bid conditions, bid validity period, RFP specifications, or extend the bid closing date, all before the bid closing date. All bidders, to whom the RFP documents have been issued and where the GPF has record of such bidders, may be advised in writing of such amendments in good time and any such changes will be posted on the GPF's website under the relevant tender information. All prospective bidders should therefore ensure that they visit the website regularly and before they submit their bid response to ensure that they are kept updated on any amendments in this regard.
- 8.2 The GPF reserves the right to award this bid as a whole or in part.
- 8.3 The GPF reserves the right to consider the guidelines and prescribed hourly remuneration rates for consultants as provided in the **National Treasury Instruction 01 of 2024/2025**: Revised Cost Containment Measures, where relevant.
- 8.4 The GPF reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the GPF to

conduct background checks on the bidding entity and any of its directors / trustees / shareholders / members.

## 9 Undertakings by the Bidder

- 9.1 By submitting a bid in response to the RFP, the bidder will be taken to offer to render all or any of the services described in the bid response submitted by it to the GPF on the terms and conditions and in accordance with the specifications stipulated in this RFP document.
- 9.2 The bidder may be required to attend an interview should GPF require such and the bidder shall be notified thereof in good time before the actual presentation date. Such interview may include a practical demonstration of understanding products or services as called for in this RFP.
- 9.3 The successful bidder accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under the supply agreement and SLA to be concluded with GPF, as the principal(s) liable for the due fulfilment of such contract.
- 9.4 The bidder accepts that all costs incurred in the preparation, presentation and demonstration of the solution offered by it shall be for the account of the bidder. All supporting documentation and manuals submitted with its bid will become GPF property unless otherwise stated by the bidder/s at the time of submission.

## 10 Reasons for disqualification

- The GPF reserves the right to disqualify any bidder which does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder, however the bidder will be notified in writing of such disqualification:
- 10.1.1 Bidders who submit incomplete information and documentation according to the requirements of this RFP document.
- 10.1.2 Bidders who submit information that is fraudulent, factually untrue or inaccurate.
- 10.1.3 Bidders who receive information not available to other potential bidders through fraudulent means.
- 10.1.4 Bidders who do not comply with *mandatory requirements* as stipulated in the RFP document; and/or

## **SECTION 2: FUNCTIONAL REQUIREMENTS SPECIFICATION**

## 1. BACKGROUND

- 1.1 The Gauteng Partnership Fund (GPF) was founded in 2002 as a Benevolent Trust under the Trust Properties Control Act 57 (1988), by the Executive Authority of the GPF, Gauteng Department of Human Settlements. Gauteng Partnership Trust is trading as the Gauteng Partnership Fund (GPF):
- 1.2 31 August 2005 GPF was listed as a Schedule 3C Provincial Public Entity (PPE), in terms of the Public Finance Management Act (Act 1 of 1999, as amended by Act 29 of 1999) (PFMA). The Gauteng Partnership Trust trading as Gauteng Partnership Fund (GPF) is a PFMA Schedule 3C provincial public entity under the Gauteng Department of Human Settlements (GDHS).
- 1.3 The mandate of the GPF is to serve as the Gauteng Department of Human Settlements (GDHS) capital raising and implementing agent of identified Mega Projects in the Gauteng Province. In 2002, the Gauteng Department of Housing (later configured as the Gauteng Department of Local Government and Housing, and since 2013 as the Gauteng Department of Human Settlements).
- 1.4 GPF reports to the Gauteng Department of Human Settlements (GDHS) as its Executive Authority, and from which it receives its annual budget allocation. It aims to support the National priorities and outcomes as detailed in the National Development Plan (NDP) and aligned Medium Term Strategic Framework (MTSF) and directs its efforts at contributing to the decisive spatial transformation and modernisation of human settlements pillars of the Gauteng Provincial Government's (GPG) Ten Pillars Programme of Transformation, Modernisation and Reindustrialisation (TMR).

## 2. THE BID WILL BE EVALUATED BASED ON THE FOLLOWING STAGES.

- 2.1 Administrative Compliance (Stage 1)
- 2.2 Mandatory Criteria (Stage 2)
- 2.3 Functionality Evaluation Criteria (Stage 3)
- 2.4 Preference Point System Evaluation (Stage 4)

3. **SCOPE OF WORK** 

3.1 Introduction

The GPF entered into a three-year contract for the development and maintenance of both Loan Application System

(LAS) and Loan Management System (LMS) which expires in December 2024. Both systems require ongoing

maintenance and support and may also need future development and enhancements as required by GPF's evolving

business needs, changing products/services, policy changes, or new legislative requirements.

The Gauteng Partnership Fund (GPF) is currently searching for a partner to provide full support and management of

the Loan Application System (LAS) and/or Loan management support. The service provider can tender for either both

systems or any one of the 2 systems.

3.1.1 **Loan Application System** 

The Loan Application System (LAS) was custom developed to create a digital platform for managing the entire loan

process from application to disbursement for the GPF. The LAS is designed to accommodate a variety of roles within

the organization, with at least 10 internal users. It allows external customers to apply for funding for various GPF

products through the GPF website, enabling seamless interaction between GPF staff and external customers.

The system was developed using the following configuration:

3.1.1.1 Technical system configuration details

System Configuration: The system is hosted on Microsoft Azure

Framework: Laravel Framework 8.83.1

Programming Language: PHP V8.1.2

Database: MySQL - version 8.0.35 - (AWS Remote Desktop Session)

3.1.2 **Loan Management System** 

It is a cloud-based solution that handles the entire lifecycle of a loan, from origination to repayment. It manages

payments, calculates interest, and tracks balances, interest earned, and principal paid. LMS also provides

communication tools for lenders and borrowers, offers reporting and analytics on loan status, portfolio risk, and

performance metrics, ensures compliance with regulations, and aids in debt collection when borrowers become

unresponsive.

Margil Loan Management System is an off-the-shelf system. Bidders must partner with the Original Equipment

Manufacturer (OEM) as the OEM is the only one that can do development. Therefore, there is no functional

evaluation criteria for LMS

3.1.2.1 Technical system configuration

Platform: off the shelf - Margill loan manager

OEM website: Margill | Loan Servicing Software Solution

3.2 **Additional support services expectations** 

The partner is expected to provide comprehensive LAS and LMS services, including but not limited to the following

services:

Aligning the system with GPF's backup policies for daily, weekly, monthly, and yearly operations

Carrying out restores for business continuity

Managing system updates and patches

Performing system administration tasks such as adding, deleting, and segregating users on the system

Upgrading the system to ensure compliance with security patches

Ensuring sufficient server resources for the efficient operation of the application

Handling all system administration tasks related on both systems

Ability to further develop additional functionality on the system, and so on

3.3 Experience and Skills set requirement to support the LAS environment

To support the LAS environment, it is expected that the service provider will possess a diverse skill set.

The following skill sets are amongst the critical skills that GPF has identified as being crucial for maintaining and

supporting the LAS system. The resource who possesses these skills must also have a minimum of three 3 years' working experience.

This criterion is also a part of the evaluation process.

- Full-stack Developer, efficient in working on cloud-based platforms, building and maintaining both the
  front-end and the back-end of a website, specializing in different technologies and programming
  languages which include SQL, Laravel Framework 8.83.1, PHP V8.1.2 language
- Business Analysis Skills- with experience in the areas of business architecture analysis, problem identification, solution design, and process documentation to increase efficiency and strengthen business processes.
- Cloud System Support Engineer proficiency in tools for VM management and orchestration, like VMware vCenter, Microsoft System Center, Virtual Machine Manager, or cloud management platforms (e.g. AWS Management Console, Azure Portal)

Please note that the GPF is aware that, in some instances, the LMS and LAS functionality are integrated into a single system. Therefore, reference letters required on functional criteria for LAS services will also consider LMS experience.

## 3.4 Description of the RFP

Proposals are being sought from reputable and experienced bidders to provide the following services for three (3) years:

- Support and Maintenance of the Loan Management System (LMS) and Loan Application System (LAS)
  - Providing Application Maintenance including but not limited to error/bug fixes, additions/modifications to the software to cater to changes to data sources, and/or new reporting requirements.
  - Communicate and/or implement new software releases/versions, and patches to ensure that GPF is aligned to the OEM's Software Application Roadmap
  - Ensure that GPF Deployment is aligned to Industry Best Practices to ensure that GPF extracts maximum functional benefits from the system
  - Provide Technical Support including but not limited to i.e. system maintenance, data extraction, cyber security backup, restore retrieval, archival, database management/maintenance, ad hoc queries, etc.
  - o Provide End-User Training as and when required in case of additional functionality or major system upgrade
- License Renewal Proposal for a period of three years for LAS and LMS Software
- Ad-hoc Professional/Consulting Services must be quoted based on Rate per Hour

## 4. **EVALUATION CRITERIA**

## 4.1 Administrative Compliance (Stage 1)

## 4.1.1 Required Returnable Documents

Required Documents	Comments	Submitted (Yes /No)
Annexure B: SBD 1 (Invitation to Bid)	Duly completed and signed	
Annexure A2: SBD 3.1 - Pricing Schedule : Firm Prices (Purchases)	Duly completed and signed – ZAR currency only (all applicable taxes included)	
Annexure A1: Pricing Schedule	Duly completed	
Annexure D: SBD 6.1(Preferential Points Claim Form)	Duly completed	
Annexure C: SBD 4 (Bidder's Disclosure)	Declaration must be duly completed, submitted and signed(failure to fully complete the disclosure form will result in disqualification)	
A Trust/Consortium/Joint Venture An agreement must be in place at the time of tendering between all parties to the agreement	Duly completed and signed agreement between all stakeholders, clearly outlining the percentage revenue split, roles and responsibilities between the parties	

## 4.1.2 Other Returnable Documents

Other Returnable Documents	Comments	Submitted (Yes /No)
Tax Compliance Status Pin (issued by SARS) (A trust, consortium or joint venture must submit a valid TCS Pin for each party)	This information will be used to verify the bidder's tax compliance status.	
Annexure E: GPF's Standard Condition of bid and General Condition of Contract	Signed / Initialled	
Annexure F: General Conditions of Contract	Signed / Initialled	
Annexure G: Protection of Personal Information Act 4 of 2013 (POPIA)	Duly completed and signed	
Central Supplier Database (CSD) Registration	Bidders to submit proof of CSD registration.	

Oth	ner Returnable Documents	Comments	Submitted (Yes /No)
Rep	port	Each party in a Trust/ Consortium/Joint Venture	
Bid	ders can register on CSD using the following	must submit separate proof of CSD registration	
link	:: https://secure.csd.gov.za/		
В-В	BEE Credentials		
1.	An Exempted Micro Enterprise (EME) is required	d to submit a valid sworn affidavit confirming	
	their annual total revenue of R10 million or less a		
	points as prescribed by the Preferential Procurer		
2.	A Qualifying Small Enterprises (QSE) which is a		
	valid sworn affidavit confirming their annual total revenue of between R10 million and R50		
	million and level of black ownership to claim preference points as prescribed by the Preferential Procurement Regulations.		
3.	3. A Qualifying Small Enterprise (QSE) which is less than 51% black owned is required to submit a		
	valid B-BBEE Status Level Verification Certificate including a valid sworn affidavit declaring their		
	annual total revenue of between R10 million and	R50 million, based on the Financial	
	Statements/Management Accounts and other information available on the latest financial year-		
end.			
4.	4. Bidders who do not qualify as EME's and QSE's as outlined above, must submit valid B-BBEE		
	Status Level Verification Certificates.		
5.	,		
6	certificates.		
ο.	6. A trust, consortium or joint venture must submit a valid consolidated B-BBEE status level		

## 4.2 Mandatory Criteria (Stage 2)

All bid responses that do not meet the Mandatory Criteria requirements will be disqualified and not be considered for further evaluation on the Functionality Evaluation Criteria (Stage 3).

## NB: Bidders must take note of the following:

verification certificate for every separate bid.

Only bidders responding to the Loan Management System services will be subjected to Mandatory Criteria evaluation.

- To be completed by the bidders: bidders must indicate whether they comply and attach proof thereof.
- The proof attachments must be referenced as Annexure A.

Number	Mandatory Requirements	Comply	Do not comply	Properly mark your attachments Annexure A
1.	Margil Loan manager OEM partner letter			

## 4.3. Functionality Evaluation Criteria (Stage 3)

The bidders will be required to score a minimum of 70 points (functionality/technical) to qualify for further evaluation

This Functionality Evaluation Criteria applies to the bidders responding to the Loan Application System service requirements ONLY

FUNCTIONALITY EVALUATION CRITERIA	MAXIMUM SCORE	
Extensive experience implementing and maintaining loan management or loan application systems in any financial services institution.		
The bidder is to attach a signed reference letter, not older than 5 (five) years, limited to 2		
(Two) letters per client for the support, and maintenance of the Loan Application system/		
or loan management system The letterhead must have contactable details, and be signed		
off by the client.		
No reference letter – (0 points)		
• 1 - 3 reference letters – (3 points)		
• 4 - 6 reference letters – (6 points)		
• 7–10 reference letters – (10 points)		
More than 10 reference letters – (15 points).		
Reference letters with inadequate information or information not related to the Loan Application/Management System in any Financial Services Institution will be deemed invalid and as such will not be awarded any points.		

#### 2. Expertise and Ability

15

The bidder must submit a company profile and organogram of the team that will support and maintain the loan application system, with a list of resource names, designations, qualifications, years of experience, and areas of specialisation. For each resource, a detailed CV and certified copies of qualifications should be

submitted.

- If profile, team organogram, and CV are not attached (0 points)
- Profile with staff organogram (5 points)
- Profile with staff organogram with CV relevant skills defined without proof of qualification attached - (10 points).
- Profile with, organogram, list of name, designation, experience, qualifications, and area of specialty - (15 points)

The information provided must align with section 3.4 Experience and Skills set required to support the LAS environment of the tender requirement else it will be deemed invalid and as such will not be awarded any points.

#### 3. Technical Skills Set

70

The ICT qualification has to be accredited in accordance with SAQA accreditation, and certification from a reputable and accredited institution.

#### 3.1 BUSINESS ANALYST (Maximum Score 20 points)

A **certified** Business Analyst with over 3 years of experience working with Loan Application/Management Systems or any other similar role.

## (a) Qualification in ICT Technology Field (10 points)

- No required qualification attached (0 points)
- National Diploma (NQF Level 6) (5 points)
- Degree (NQF Level 7) (8 points)
- Post Graduate or higher qualification (NQF Level 8) (10 points)

#### (b) Certification in Business Analyst (5 points)

- Business analyst professional certification (5 points)
- No certificate attached (0 points)

## (c) Years of experience (5 points)

- Less than 3 years (0 points)
- 3 years' to less than 4 years' working experience years (2 points)
- 4 years' to less than 5 years' working experience (3 points)
- Over 5 years' working experience (5 points)

#### 3.2 FULL STACK DEVELOPER (Maximum Score 30 points)

A full-stack developer with over 3 years of experience in Laravel Framework 8.83.1 specializing in PHP, SQL, CSS, and HTML

## (a) Qualification in ICT Technology Field (10 points)

- No required qualification attached (0 points)
- National Diploma (NQF Level 6) (5 points)
- Degree (NQF Level 7) (8 points)
- Post Graduate or higher qualification (NQF Level 8) (10 points)

## (b) Certification in Laravel/ PHP (10 points)

- No certification (0 points)
- Laravel/PHP certification (10 points)

## (c) Years of experience (10 points)

- 1 to 3 years' experience (0 points)
- 4 years working experience years (6 points)
- 5 years working experience (8 points)
- Over 5 years working experience (10 points)

#### 3.3 CLOUD SYSTEM SUPPORT ENGINEER (Maximum Score 20 points)

A certified System Cloud Support Engineer to perform IT systems planning, analysis, improvement, and troubleshooting tasks.

#### (a) Qualification in ICT Technology Field (10 points)

- No required qualification attached (0 points)
- National Diploma (NQF Level 6) (5 points)
- Degree (NQF Level 7) (8 points)
- Post Graduate or higher qualification (NQF Level 8) (10 points)

#### (b) Certification in Cloud System Support Engineer ( 5 points)

- No certificate attached (0 points)
- Cloud Practitioner certification (5 points)

## (c) Years of experience field (5 points)

- 1 to 3 years experience (0 points)
- 4 years working experience (2 points)
- 5 years of working experience (3 points)
- Over 5 years of working experience (5 points)

# Qualifications that are not certified or in line with the requirements will be deemed invalid and no score will be awarded

Total Score for Functionality	100
Minimum Threshold to qualify for further evaluation	70

## 4.3 Preference Point System Evaluation (Stage 4)

The contract will be awarded in terms of Preferential Procurement Regulation 2022 using the 80/20 preference point system for acquisition of goods or services with Rand value equal to or below R50 million, which calculation comprises the following:

80/20 - PREFERENCE POINTS SYSTEM	POINTS	
Price In accordance with Preferential Procurement Regulation of 2022.		80
Specific Goals		20

## 4.4.1 Specific Goals

The following preferential procurement targets will be scored out of 20 points as outlined below:

- The Bidder must attach supporting documents in support of the specific goals listed, failing which the related points will be forfeited.
- A bidder who fails to duly complete the SBD 6.1 or completes it incorrectly, will receive a score of zero for that specific goal.

THE RFQ WILL BE EVALUATED USING THE 80/20 PREFERRENTIAL POINT SYSTEM AS STIPULATED IN THE BELOW TABLE:

GEYODI	80/20 (Allocation of 20 points)		
Women	8		
Youth	8		
People with Disabilities	4		

The GEYODI points will be calculated based on the percentage of the ownership information.

## 5. ANNEXURE A1: PRICING SCHEDULE

NB: USE INK PREFERABLY BLACK TO FIL	LL IN THIS FORM
NAME OF BIDDER:	
VALIDITY: 180 DAYS	

N. B: PRICES ARE TO BE FIRM FOR THE DURATION OF THE CONTRACT, BIDDERS ARE ADVISED TO TAKE INTO ACCOUNT ALL OTHER COSTS WHEN PRICING THEIR PROPOSALS, AND NO PRICE CHANGE WILL BE ENTERTAINED AFTER THE AWARD OR DURING THE CONTRACT PERIOD.

Description	Year 1 Total Cost	Year 2 Total Cost	Year 3 Total Cost	Total Cost for 3 years
3-year maintenance and support cost LAS				
3-year maintenance and support cost LMS				
License for LAS (if applicable)				
License cost for LMS (if applicable)				
Consulting fee per hour				
Total Cost to be transferred to SBD 3.1 - Pricing Schedule				

Note: Pricing schedule and SBD 3.1 should be submitted in a separate envelope.

#### 6. **CONTACT DETAILS**

## Tender Enquiries:

Related to the tender/bidding process should be directed to:

Name: Mandudu Legodi Email address: tenders@gpf.org.za

## **Technical Enquiries:**

Technical requirements should be directed to:

Name: Ntombikayise Macozoma

Email address: <a href="mailto:tenders@gpf.org.za">tenders@gpf.org.za</a>