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DTI Campus, Mulayo (Block C)
77 Meintjies Street, Sunnyside, Pretoria

Private Bag X23, Lynnwood Ridge
0040, South Africa

REQUEST FOR INFORMATION

RFI NUMBER: RFI09-2026-2027

RFI DESCRIPTION (PAPER-BASED SUPPORT & SYSTEM DEMONSTRATION): E-PROCUREMENT AND E-CONTRACT MANAGEMENT SOFTWARE, MAINTENANCE AND SUPPORT, FULLY INTEGRATED WITH SAGE X3

This RFI calls for suitably qualified suppliers to provide information to the Competition Commission of South Africa (CCSA) regarding an end-to-end e-procurement and e-contract management software solution, including implementation, SAGE X3 and CSD integration, maintenance and support.

Issue date: 8 SEPTEMBER 2026

Closing Date: 22 SEPTEMBER 2026 at 11:00

For enquiries contact CCSA Supply Chain Management E-mail: tenders@compcom.co.za

This RFI is an invitation for person (s) to submit information(s) for the provision of the services as set out in the Specification contained herein. Accordingly, this RFI must not be construed, interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights. No binding contract or other understanding of the supply of services will exist between CCSA.

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REQUEST FOR INFORMATION (RFI)

RFI NUMBER : RFI 09 – 2026-2027
RFI TITLE : E-PROCUREMENT AND E-CONTRACT MANAGEMENT SOFTWARE, MAINTENANCE AND SUPPORT, FULLY INTEGRATED WITH SAGE X3

RFI PROCESS	**EXPECTED DATES**
RFI Advertisement Date	8 SEPTEMBER 2026
RFI Available from	8 SEPTEMBER 2026
Compulsory Briefing Session Date & Time	N/A
Venue for Briefing Session	N/A
RFI Closing Date and Time	22 SEPTEMBER 2026 at 11:00
Delivery Venue: **Electronics Submission**	tenders@compcom.co.za
Contact details	tenders@compcom.co.za

CCSA retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to CCSA, please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.

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1. MANDATORY DOCUMENTS

1.1 Proof of registration on the Central Supplier Database (CSD).
1.2 Completed solution response, integration matrix, indicative implementation plan, system demonstration response, pricing schedule and signed respondent declaration.

2. DEFINITIONS

2.1 “RFI” - a written official request for information used for market analysis, planning, budgeting and specification development.
2.2 “RFI response” - a written response submitted in the prescribed form in response to this RFI.
2.3 “Respondent” - a natural or juristic person submitting information in response to this RFI.

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3. CONFIDENTIALITY

All information related to this request for information both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the CCSA, written approval to divulge such information will have to be obtained from CCSA.

The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI.

Respondents must ensure that: access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This bid remains at all times the property of the Competition Commission of South Africa (CCSA). No rights other than as provided in this bid and in respect of the confidential information are granted or conveyed to bidder/s

Name of Respondent: _____

Physical Address: _____

_____

Respondent's contact person: Name: _____

Telephone: _____

Mobile: _____

Fax.: _____

E-mail address: _____

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4. THE MANNER OF SUBMISSION OF THE RFI

4.1 Respondent shall submit RFI response in accordance with the prescribed manner.
4.2 Respondent shall submit one ***emailed submission*** including relevant supporting documents.
4.3 The original copy must be signed by an authorised employee, agent or representative of the respondent.
4.4 The subject line on the email submission must be clearly marked with the responding organisation's name and RFI number and description of RFI.
4.5 Respondent must clearly outline costing implications of the solution required, as well as any economic factors (i.e. exchange rate implication) that may pose a risk impact against said costing.

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1. BACKGROUND

1.1 The Competition Commission (Commission) is a statutory body constituted in terms of the Competition Act, 89 of 1998. The Commission is a Schedule 3A public entity and conducts procurement in accordance with applicable public-sector requirements.

1.2 The Commission is exploring an integrated digital platform to automate procurement and contract management processes, strengthen budget control and governance, improve supplier and contract oversight, reduce manual intervention and provide accurate, auditable management information. The solution must fully integrate with SAGE X3 and support integration with the CSD through authorised interfaces or approved data-exchange arrangements.

2 SITUATION ANALYSIS

2.2. The Commission invites E-procurement and e-contract software vendors, authorised resellers and implementation partners to participate in a system demonstration as part of this RFI. The purpose is to assess functional capability, technical suitability, usability, scalability, integration, security, implementation requirements, maintenance, support and indicative costs.

2.3. This RFI and system demonstration do not constitute an invitation to bid and will not result in an award. The outcome will inform internal planning, budgeting and the development of requirements for a future competitive procurement process.

4. SCOPE OF THE E-PROCUREMENT AND E-CONTRACT SOLUTION FOR PAPERBASED SUBMISSION AND DEMONSTRATION

The purpose of this section is to define the scope of information that respondents must provide through a paper-based RFI submission, together with the functional and technical capabilities that must be illustrated during the system demonstration. The paper-based submission must give the Commission sufficient information to understand the proposed solution, implementation approach, integration capability, cost drivers and support model. The demonstration must provide a practical view of how the proposed standard product supports end-to-end E-procurement and e-contract management in a public-sector environment. Respondents must address, at a minimum, the following areas in the paper-based submission and demonstrate the relevant functionality during the system demonstration:

4.1 **Paper-based company and solution profile:** respondent profile, legal status, experience in implementing E-procurement and e-contract management solutions, reference sites, authorised reseller or implementation partner status, product ownership, solution maturity and confirmation of whether the proposed functionality is standard, configurable, customised or dependent on third parties.

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4.2 **Paper-based response requirements:** completed RFI response, functional capability matrix, technical and integration matrix, implementation approach, indicative project plan, maintenance and support model, pricing schedule, assumptions, exclusions, risks, dependencies and signed respondent declaration.

4.3 **Estimated end-user profile:** respondents must base the paper-based response, demonstration assumptions and indicative costing on an estimated forty-five (45) end users, comprising SCM users: ten (10), business unit users: twenty-five (25), approvers: eleven (11), and Finance users: four (4). Respondents must indicate whether these users require named, concurrent, read-only, workflow, approver, administrator or transactional licences, and must clearly identify any licence, role, module or access limitations that may affect the proposed solution.

4.4 **Procurement planning and demand management:** creation, approval and tracking of procurement plans; linkage to budget availability; project, programme or cost-centre allocation; threshold controls; procurement method selection; and generation of unique sequential numbers for each procurement activity.

4.5 **Requisitions and budget control:** electronic requisition creation, workflow routing, delegated approvals, budget validation and commitment control fully integrated with SAGE X3. The solution must demonstrate the ability to pull real-time or near real-time budget balances from SAGE X3 by cost centre, general ledger account, project or programme, and must prevent, route for escalation, or flag transactions where available budget is insufficient. The solution must also show how approved requisitions are converted into purchase commitments and purchase orders, with a complete audit trail for each approval and budget-control step.

4.6 **Sourcing, RFQ, RFP and bid management:** preparation, publication, supplier invitation, clarification management, secure supplier submission, closing controls, document uploads, bid opening records and automated linkage between requisition, RFQ/RFP, evaluation, recommendation and award.

4.7 **Supplier onboarding and CSD integration:** supplier registration, supplier profile management, CSD data integration or approved data exchange, tax and compliance status visibility, supplier categorisation, communication history, banking information controls and supplier performance records.

4.8 **Evaluation and award management:** configuration of mandatory, functional, price and specific-goals evaluation criteria; committee evaluation; conflict-of-interest declaration capability; scoring moderation; automatic calculation of points; recommendation reports; approval workflow; award records; and linkage of award outcomes to contract creation.

4.9 **E-contract management:** contract generation from award information, contract drafting, review, approval, execution status, document version control, contract repository, obligations, deliverables, service levels, milestones, variations, renewals, expiry alerts, contract performance monitoring and contract close-out. The solution must demonstrate contract management linked to purchase orders, commitments, invoices and full expenditure information pulled from SAGE X3, enabling the Commission to monitor contract value, balance remaining, cumulative spend, utilisation, variations, renewals and contract performance against approved purchase orders and budget allocations.

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4.10 **SAGE X3 integration:** demonstration of full integration points with SAGE X3 for cost centres, general ledger accounts, budget balances, purchase commitments, purchase orders, supplier information, invoice or payment status, actual expenditure, spend reporting and financial reconciliation. The demonstration must show how procurement and contract records are linked to SAGE X3 financial data so that budget availability, committed amounts, purchase order values, payments, remaining contract balances and expenditure history are visible within the e-procurement and e-contract management solution.

4.11 **Reporting, dashboards and audit readiness:** configurable dashboards, procurement status reports, contract registers, spend analysis, exception reporting, compliance reports, drill-down capability, export functionality and complete audit trails for all transactions, approvals, changes and documents.

4.12 **Security, access and workflow controls:** role-based access, segregation of duties, delegation of authority, approval limits, user profiles, system logs, data protection controls, document security, records retention and user access administration.

4.13 **Implementation, maintenance and support:** proposed implementation methodology, configuration requirements, data migration, training, change management, hosting model, service levels, maintenance, support arrangements, system updates, third-party dependencies, product roadmap and exit or data-extraction arrangements.

5. DEMO EVALUATION APPROACH AND GOVERNANCE

5.1 Respondents will be required to demonstrate a software solution that promotes good governance, transparency, segregation of duties, approval controls, auditability and effective procurement and contract management oversight. The demonstration must use fictional data only and must show the proposed standard product as it would be configured and used by the Commission. Respondents must clearly distinguish between functionality that is standard, configurable, custom-developed, dependent on third-party products or services, or unavailable.

5.2 The demonstration must be configured to reflect the Commission's estimated user profile of forty-five (45) users, including SCM users, business unit users, approvers and Finance users. Respondents must show how role-based access, workflow routing, delegation of authority, segregation of duties, approval limits and reporting views will operate for each user group.

5.3 The solution must demonstrate an end-to-end linked process covering procurement planning, requisition, budget control by cost centre and general ledger account, SAGE X3 budget balance validation, sourcing, evaluation, award, purchase commitment, purchase order creation, contracting, supplier management, contract performance, SAGE X3 payments, full expenditure monitoring, contract value utilisation, remaining contract balances and contract close-out.

5.4 The solution must generate independent configurable sequential numbers for procurement plans, requisitions, RFQs, RFPs, bids, deviations, emergency processes, awards and contracts. Every process, approval, document, supplier, evaluation, award, contract, invoice and payment must be internally linked and supported by a complete audit trail.

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5.3.1. **Governance principles:** The demonstration will consider how the proposed solution supports control, accountability, compliance, transparency, audit-readiness, records management and reduction of manual intervention across the procurement and contract lifecycle.

5.3.2. **Use of fictional data:** Respondents must not use live Commission data, production supplier information, personal information, confidential pricing or actual transaction records during the demonstration. All scenarios must be prepared using fictional but realistic procurement, supplier, contract, budget and payment data.

5.3.3. **Standard product demonstration:** Respondents must demonstrate the standard product and clearly identify any configuration, customisation, integration, middleware, third-party dependency or future development required to meet the Commission's requirements.

5.3.4. **Functionality classification:** For each capability demonstrated, respondents must indicate whether it is available as standard, configurable without custom development, custom-developed, dependent on a third-party solution, available through integration, or not available.

5.3.5. **Evaluation conduct:** The demonstration will be observed and assessed by the Commission's nominated representatives. The assessment will be used for market analysis, planning, budgeting and requirements development only and will not constitute a bid evaluation, award recommendation or commitment to procure.

5.3.6. **Audit trail and evidence:** Respondents must show how the solution records user actions, approvals, changes, system-generated numbers, uploaded documents, workflow history, evaluation decisions, contract events, integration transactions and reporting outputs in a complete and retrievable audit trail.

6. COMPLIANCE, RISK AND SUSTAINABILITY

6.1. Functional capability must include: configurable workflows and delegation controls; full budget-control integration with SAGE X3 by cost centre, general ledger account, project or programme; automatic pulling of budget balances from SAGE X3; prevention, escalation or flagging of transactions where budget is insufficient; RFQ, bid and deviation processing; quotation and bid submission; mandatory, functionality, price and Commission-specific-goals evaluation; automatic calculation of award points; evaluation moderation and approval; Word, Excel, PDF, e-mail and other approved uploads; vendor onboarding and CSD information; contract creation from award and purchase order information; drafting, approval, execution, obligations, variations, expiry and close-out; contract and supplier performance management; corrective actions; pulling of actual spend, invoice and payment information from SAGE X3; monitoring of contract value, cumulative expenditure, remaining contract balance and utilisation against purchase orders; dashboards, drill-down reports, reconciliations, audit trails and accurate linked reporting.

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7. CONFIDENTIALITY AND DISCLAIMER

7.1. All information provided during the RFI and demonstration process will be treated in accordance with the confidentiality provisions of this document. Participation does not guarantee inclusion in a future procurement process. CCSA reserves the right to amend, suspend, cancel or conclude the RFI process without obligation.

8. COSTING

8.1. The respondent must provide indicative costs in South African rand, excluding and including VAT, for software licences or subscriptions, E-procurement, e-contract management, vendor management, reporting, implementation, configuration, SAGE X3 integration, CSD integration, middleware, data migration, training, hosting, maintenance, support, third-party products, travel, exit and data extraction.

8.2. The Commission would prefer an already-developed, off-the-shelf or commercially available software solution that requires minimal customisation, supports good governance and public-sector compliance, and can be implemented with limited development risk. Where custom development is proposed, respondents must clearly justify the need, cost, timeline, support implications and sustainability of such customisation.

8.3. The costing must include once-off licence options where available, as well as any recurring subscription, maintenance or support costs. The costing must be based on an estimated forty-five (45) end users, comprising SCM users: ten (10), business unit users: twenty-five (25), approvers: eleven (11), and Finance users: four (4). Respondents must clearly state the licence metric applied to each user category, including named users, concurrent users, approver or workflow users, read-only users, administrator users, transactional users and any applicable module-based licensing.

8.4. Provide three-year total cost of ownership, stating assumed users and transaction volumes, annual escalation, exchange-rate exposure, minimum commitments, dependencies, inclusions and exclusions. The proposal must clearly demonstrate value proposition and value for money, including efficiency gains, automation benefits, reduction of manual processes, improved audit readiness, stronger budget control, better contract management, reporting capability, implementation risk, lifecycle cost and long-term sustainability.

8.5. Respondents must complete the indicative costing table below and clearly state all assumptions, exclusions, dependencies, once-off costs, recurring costs, annual escalation, exchange-rate exposure, licence metrics and total cost of ownership for the proposed solution.

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Solution preference and value Component	Description	Assumptions	Once-off	Annual	36-Month Excl.	VAT	36-Month Incl.
Solution model	Off-the-shelf, configurable, custom or hybrid; minimal customisation and public-sector governance.	State licence model and customisation assumptions.	R	R	R	R	R
Software licences / subscriptions	E-procurement, e-contract management, vendor management, workflow, reporting, dashboards and administration modules.	45 users: SCM 10, business units 25, approvers 11, Finance 4. State licence metric.	R	R	R	R	R
Implementation and configuration	Solution setup, process configuration, workflows, approval limits, roles, user profiles, templates and document controls.	State effort, phases and assumptions.	R	R	R	R	R
SAGE X3 integration	Full integration for cost centres, GL accounts, budget balances, commitments, purchase orders, suppliers, invoices, payments and expenditure.	State integration method, middleware and dependencies.	R	R	R	R	R
CSD integration / data exchange	Supplier onboarding, supplier profile validation, compliance status, tax status and supplier information exchange.	State integration or data-exchange approach.	R	R	R	R	R
Hosting, infrastructure and security	Hosting model, environments, data storage, backups, disaster recovery, security controls and access management.	State cloud/on-premises assumptions.	R	R	R	R	R
Training and change management	Training for SCM, business units, approvers, Finance, administrators and super users, including training material.	State number of sessions and users covered.	R	R	R	R	R

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Maintenance and support	Helpdesk, incident management, service levels, system updates, patches, product upgrades, monitoring and account management.	State support hours and SLA assumptions.	R	R	R	R	R
Reporting and dashboards	Standard and configurable reports, dashboards, audit reports, spend analysis, contract register and export functionality.	State standard vs custom reporting.	R	R	R	R	R
Data migration and records setup	Migration or setup of suppliers, contracts, templates, user profiles, workflows, cost centres, GL accounts and open commitments where applicable.	State volumes and assumptions.	R	R	R	R	R
Third-party products and dependencies	Any third-party products, connectors, middleware, APIs, document generation tools, signature tools or additional licences.	State whether optional or mandatory.	R	R	R	R	R
Travel and other reimbursable costs	Travel, accommodation, disbursements or other reimbursable costs, if applicable.	State basis and limits.	R	R	R	R	R
Exit and data extraction	Exit support, data extraction, handover, archival data, system documentation and termination support.	State applicable charges.	R	R	R	R	R
Value proposition and value for money	Describe measurable benefits, efficiency gains, automation, governance improvements, audit-readiness, budget-control benefits, contract-management benefits, risk reduction and long-term sustainability.	State quantified or qualitative benefits and assumptions.	R	R	R	R	R
Total estimated cost	**Total cost of ownership for 36 months.**	**Include all cost components.**	**R**	**R**	**R**	**R**	**R**

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9. EXCLUSIONS

9.1. Hardware is excluded unless identified as an essential dependency. This RFI is not a competitive bid or contract. Live production credentials, personal data and transaction data must not be used during the RFI or demonstration.

13. CONTRACT PERIOD

13.1 Respondents must provide a draft high-level implementation plan and indicative pricing for implementation, software, maintenance and support for an envisaged period of thirty six (36) months cost view.

14. GENERAL INFORMATION

Enquiries in respect of this RFI should be addressed to:

SUPPLY CHAIN MANAGEMENT
E-mail: tenders@compcom.co.za

All queries MUST be e-mailed

END OF THE REQUEST FOR INFORMATION DOCUMENT