Requirements

Online Fines Recovery Solution for KZN DOT

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FIGURES

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1. Introduction

The department administers road traffic infringements in the KZN province. A substantial number of the infringements are speed related and these infringements are processed in terms of the Criminal Procedure Act. Speed infringements are usually captured on speed cameras and result in the issue of a Section 341 notice, which carries with it the penalty of a fine.

Currently the department recovers a small percentage of the S341 fines issued. Current payment options include:

a) **Cash Hall**: there is a cash hall at the Pinetown Traffic Camera Office and in the other 27 RTI stations across the province. Fines may be paid in cash at these locations;
b) **Magistrate's Court**: Fines may be paid at the applicable Magistrates Court of the district or municipality in which the infringement occurred;

The department requires an online fine recovery solution in an effort to change the mind-set of offenders and reduce the effort and constraints associated with the need to present oneself at a physical location in order to meet one's duty in paying the fine.

2. Scope

2.1 High Level Scope

The service provider is required to develop an Online Fines Recovery Solution for the KZN Department of Transport.

At a high level the scope includes:

a) Provision of software licenses if applicable;
b) Development and implementation of the Online Fines Recovery Solution including necessary interfaces to meet business needs;
c) Packaging and deploying the Online Fines Recovery Solution as a mobi-site and an app;
d) An optional fines recovery service;
e) Project management;
f) User training, change management and skills transfer required to capacitate KZN DoT on the technologies used and to enable IT to provide support and maintenance to end-users in future; and
g) The total contract duration is 5 (five) years as follows:
    i. Develop and implement solution in a period not exceeding 6 months;
    ii. Providing support and maintenance for the remaining term of the contract after go-live of the solution;

2.2 Functional Overview

Table 1 outlines the minimum expected functional requirements.

Table 1 - Functional requirements – Online Fines Recovery Solution

Document Reference	Description	Functional Requirement
3.1	User registration and administration	• Login • Password change • User guidelines • Terms and Conditions • Contact Details • Update user account • User portal
3.2	Search Fines	• Display new (unpaid) fines • Display paid fines
3.3	Process fine/s payment	• Select fine • Proceed to "check out" • Capture card details • Process payment • Verify transaction
3.4	Issue Receipt	• Display notification • Display Receipt details
3.5	Process refund	• Submit request for refund • Process request for refund
3.6	SMART Roadblocks	• The prospective service provider needs to equip these roadblock buses with the following technology • Operational Support and intelligence-Based Targeting
5.1	Reports	• Generate business reports
5.2	Interface requirements	• Bulk data upload • Interface to TCMS • Interface to eNatis

3. Website functional requirements

3.1 User registration and administration

The site must make provision to register the user and securely store a minimum data set of personal information. Table 2 outlines the functional requirements.

Table 2 - User registration and administration

Description	Functional Requirement
User registration	Register user and create user account. Allow user to set their password which meets the password standard of KZN DoT.
Login	Login functionality for registered users, with password authentication
Password change	Allow user to enter username and request a new system generated password where they have forgotten their password.
User guidelines	A page used to guide the user in the use of the web site, including: • The applicable process/es in terms of Sections 341, 54, 56, 57, etc. of CPA • Fines payment processes online and through other means • Additional links to any road safety, awareness, or statistical material as deemed fit and proper for purposes of informing road users of their responsibilities.
Terms and conditions	A page used to guide the user on the Terms and Conditions applicable to the use of the web site, including: • Usage terms and conditions, • Gathering and processing of personal information.
Contact details	Contact details for the Department in case of enquiries. Allow user to submit online queries to KZN DoT.
Update user account	A page that allows the user to update their account and personal details.
User Portal	All user account information, list of linked vehicles, fines history, payments history, current fines to be displayed to the user in a form of a Portal.

3.2 Search Fines

The site must make provision for the user to search for, and display the notice or notices based on given search criteria. These criteria would be a combination of two or more of following:

a) S341 notice reference number;
b) SA ID number;
c) vehicle registration number; and
d) full names.

Table 3 outlines the functional requirements.

Table 3 - Search Fines

Description	Functional Requirement
Display new (unpaid) fines	Display per unpaid fine, if more than one fine found: • Notice Number • ID number • Vehicle number-plate number • Date of infringement • Location (including Municipality/Municipal area) • Speed zone • Offender's speed • Infringement code • Fine amount • Photographic image/s (including metadata inserted into image by the camera)
Display paid fine/s	Display per paid fine, if more than one found: • Notice Number • Fine amount • Payment amount • Date of payment • Status of fine • Link to display and/or print the fine/notice selected • Link to display and/or print the receipt for the notice selected

3.3 Payment

Once the user has retrieved and viewed one or more notices the site must offer the user a variety of payment methods based on credit card and debit card payment technologies via a secure payment gateway. Table 4 outlines the functional requirements.

Table 4 - Process Payment

Description	Functional Requirement
Select fine	Display each fine with its amount. User selects one or more fines and the system calculates the total. The user confirms the amount
Proceed to check out	System loads payment processing module
Capture card details	User selects Payment option (card type) User captures card number User confirms amount to pay from the account and proceeds. No card details are to be stored in the system.
Process payment	Payment processing module processes payment via a secure payment gateway
Verify transaction	System displays transaction results and exits payment processing module

3.4 Issue Receipt

The site must provide for a receipt that the user can view online or print out if required. The receipt data must be stored with the fine data for each user. Table 5 outlines the functional requirements.

Table 5 - Issue Receipt

Description	Functional Requirement
Receipt notification	On successful completion of payment transaction: • Store receipt details on system • Issue receipt notification via SMS • Issue receipt via email
Display Receipt Details	On email message and on screen if/when user logs in and selects receipt option: • Card details (bank / type, etc); • Last 3 digits of card with remaining card number marked as "x"; • Description of payment, including notice number;

	• Amount paid; • Date Paid; • Transaction reference number; • Payment processor (where payment is processed by a third party transaction handler – along with contact details in the event of a transaction failure);

3.5 Process Refund

The site must make provision for a refund process, in the event that the payment processed was in excess of the required fine amount.

The process must make provision for any such refund to be paid into the individual's bank account. Table 6 outlines the functional requirements.

Table 6 – Process Refund

Description	Functional Requirement
Request Refund	Refund request (online or printable form): • Guideline/instructions/Ts & Cs for refund process; • Requestor ID (& details as per registered user details, or additional personal/contact details where necessary) • Notice number (for fine under review); • Fine amount, • Amount paid • Transaction reference number and receipt number (receipt to be attached as scanned image and uploaded or emailed accordingly) • Variance (refund amount, if known) • Reason for refund • Bank details (Bank, Branch number, account type, account number)
Process Refund Request	• Requested is routed to the KZN DoT back-office for consideration. Assignee will evaluate request and make a recommendation to delegated authority; • The request has to be routed to the delegated authority to review and provide final approval to process refund request. Alternatively the delegated authority will indicate that request for refund is not approved; • Approved requests are sent to finance for processing; • An e-mail is sent to the requestor with outcome of decision. Decision is also recorded online on the user portal.

4. SMART Roadblocks

KZN DOT recently procured four (4) roadblock busses to conduct frequent roadblock operations across the province. However, these busses lack SMART technology required to function as fully self-contained mobile enforcement offices.

Table 7 – SMART Roadblocks

Description	Functional Requirement

The prospective service provider needs to equip these roadblock buses with the following technology:	• Install a networked database system integrated with an Automatic Number Plate Recognition (ANPR) camera to automatically screen all vehicles approaching the roadblock. The system should cross-reference vehicle license plates against infringement databases in real time. Vehicles with no outstanding infringements or violations can be confidently and efficiently waved through, allowing enforcement officers to focus their attention on high-risk vehicles and offenders.
	• The system must be capable of integrating with the Average Speed over Distance camera network to identify vehicles with outstanding infringements.
	• Equip each roadblock bus with the necessary printing infrastructure to support enforcement activities. This includes:
	  • Laser or Inkjet Printers for printing warrants of arrest and related documentation.
	  • Dot Matrix Printers for the immediate issuance of summonses, ensuring compatibility with multipart stationary often used in traffic enforcement.
	• Equip each bus with batteries, solar panels and invertors.
	• Install a roadblock system which integrates with the ANPR camera for the following:
	  • Integrate with third party custom databases to identify vehicles with duplicate or cloned number plates, as well as vehicles flagged by other enforcement agencies
	  • Real time query on the official SAPS Unicode stolen, suspect and wanted vehicle database
	  • Full integration with KZN DOT's back-office system, enabling real-time queries of outstanding fines, summonses, and warrants linked to individual offenders or vehicles.
	  • Ensure that all relevant details related to the vehicle and driver are readily available for review. This includes information such as:
	  ▪ Outstanding warrants of arrest
	  ▪ All historical and current offences linked to the vehicle registration number. Once such data is identified, officers must have the capability to take immediate action, including the option to reinforce outstanding offences through summonses, arrests, or on-the-spot fine payments.
	• The roadblock system must support the further processing of existing fines as follows:
	  • Summons Serving at the Roadblock:
	  • Enable traffic officers to serve summonses on-site, directly connected to the traffic contravention system for accurate and up-to-date case handling.
	  • Digital Access to Encrypted Warrants:
	  • Provide secure, encrypted scanned versions of warrants, making them instantly accessible to officers when a vehicle or driver with an outstanding warrant is identified.
	  • On-Site Fine Payment Capability:
	  • Allow offenders to pay outstanding fines directly at the roadblock using various secure payment methods (e.g., card, mobile payments, QR codes), thereby improving

	revenue collection All hardware installed as part of this project will become the property of KZN DOT at the end of the contract. The service provider must ensure the equipment is transferred in full working conditions, with all system access credentials and documentation.
Operational Support and intelligence-Based Targeting	While KZN DOT will be responsible for deploying and managing the roadblocks, the service provider will be required to support the operation as follows: • Data-Driven Targeting: Utilize intelligent reporting and analytics to identify and recommend strategic locations for roadblocks, specifically in areas with high volumes of traffic violations or historically low compliance. • Technical Support and Oversight: Provide on-site technical support during roadblock operations to ensure the optimal functioning of all SMART technologies, including ANPR systems, payment platforms, printing equipment, and communication tools. •

4.1 Online payment system

KZN DOT requires the implementation of a dedicated online payment platform to enable offenders to conveniently settle outstanding traffic fines. This system must align with the department's branding and integrate seamlessly with existing enforcement infrastructure.

Description	Functional Requirement
White-Labelled Platform:	• The online payment system must be fully white-labelled to reflect KZN DOT branding, ensuring consistency across all digital channels and maintaining public trust.

Real-Time Integration with Back Office Systems:	• The platform must be integrated in real time with KZN DOT's back-office contravention system. This ensures that:
	  • Payments made online are immediately reflected.
	  • All associated updates are simultaneously visible on the Personal Officer Device (POD)

Call Centre Integration:	• The solution must include or be linked to a call centre service, where offenders with queries or disputes regarding their fines can be efficiently directed for support. The call centre must have real-time access to the same data to provide accurate and up-to-date responses.

5. Mobi and App requirements

5.1 Mobi requirements

The website functionality described in section 3 must be packaged and deployed as a mobi site which can be accessed from a mobile device.

Any subsequent changes made to the website will necessitate appropriate changes to the mobi site so that it remains in sync with the website functionality.

5.2 App requirements

The website functionality described in section 3 must be packaged and deployed as an App for both IOS and Android devices. The app will need to be made available on the applicable app store for users to download and install.

Any subsequent changes made to the website will necessitate appropriate changes to the app site so that it remains in sync with the website functionality.

6. Reports and interfaces

6.1 Reporting requirements

Daily and monthly reports are required of all fines payments and related transactions across all collections channels. Transaction summaries are required for accounting purposes and transaction details are required for business intelligence purposes.

In addition to the above provision must be made to produce reports as follows:
a) Standard reports: 5;
b) Complex reports: 3.

Users must have the ability to run ad-hoc reports by querying data and exporting the results to a spreadsheet.

6.2 Interface requirements

All data transfers b must be by means of secure, encrypted file transfer mechanisms and MIOS compliant (see MIOS in subsection 7.1 below).

The following interfaces are required:

Table 7 – Interface requirements

Description	Functional Requirement
Bulk data upload	• The system must be capable of bulk data take-on at go-live and re-using the same functionality for additional bulk data take-on on an as required basis; • Data will be provided in a standardized format in a spreadsheet; • Data to be uploaded will typically include the list of fines per offender, vehicles registered to an offender, payment details (for payments made outside of the online portal);
Interface to TCMS	• The payments solution required to integrate with the traffic contravention solution (see attached Integrated Traffic Contravention Management Systems specification); • For the purposes of displaying the contents of the notice to the user and for facilitating fines payments against the original notice/s reference number/s, a minimum dataset must be transferred from the contraventions system to the payments solution. • The contraventions system will need to interface details of fines paid by other means (E.g. at magistrate's office) to the payments solution, so that the website reflects such fines as "paid". • The data set indicating payments of fines against the applicable notice reference numbers will be returned to the contraventions system for recording and updating payment details. • See the Common Interface Specification which will need to be re-used for integration.
Interface to eNatis	• eNatis details of vehicles registered to a person will need to be interfaced to the payments solution. • Changes made on eNatis to vehicle details must be reflected on the payments solution in order to display current data. • See the Common Interface Specification which will need to be re-used for integration.

7. Fines collection service

This is an optional service element.

KZN DoT currently issues 100 000 fines per month on average and the current annual average fine recovery rate of KZN DOT is less than 10%. The service provider will be compensated as prescribed in the TCSP guidelines: the service provider will only be entitled to claim a fixed monthly fee for such service for the duration of the contract.

The model will work as follows:

a) The service provider will need to obtain KZN DoT approval on the strategies that will be employed to recover fines from motorists.
b) KZN DoT shall provide the service provider with the list of fines generated and fines paid on a weekly basis, including contact details of offenders.
c) The service provider shall only operate within the parameters of the approved recovery strategy. Should the service provider wish to make any changes to the approved recovery strategy, then approval from KZN DoT will be required upfront.
d) Motorists will pay fines through the payment mechanisms made available by KZN DoT and no payments will be made directly from motorist to the service provider. KZN DoT's reporting from the Traffic Contravention Management System (TCMS) will be utilised to assess the number of fines recovered per month and this shall be used for the final calculation of compensation due to the service provider.
e) The service provider will only be compensated with a fixed monthly fee for such service.
f) If there is no improvement in the recovery rate then there will be no compensation to the service provider.

8. Non-functional requirements

8.1 Revenue Collection Submission and Commercials

The KZN DOT requires service providers to share their previous successes in revenue collection initiatives. In their response, Service providers should, as a minimum, include the following details -:

Description	Functional Requirement
Examples of Successfully Completed Revenue Enhancement Initiatives:	• Provide detailed examples of successfully completed revenue enhancement initiatives in similar sectors or projects, particularly those involving traffic fines. These examples should highlight how the solution was implemented and the resulting impact on revenue collection.
Cost vs. Income Analysis of Previous Initiatives:	• Present a clear cost vs. income analysis for each example provided, demonstrating the return on investment (ROI) for clients. This analysis should highlight the financial benefits of the service provider's solution, comparing implementation and operational costs with the increased revenue generated from improved fine collection.

8.2 Governance and legislative requirements

a) Any solution proposed in response to this tender, which is or will be used to meet the operational needs of the department, and which will be used to capture, store and process the personal information of any citizen or any juristic person as part of that operation, will be required to comply with the Protection of Personal Information Act (POPI), Act 4 of 2013. Whereas POPI has not yet been promulgated, the inevitability of that legislative action is a given and all information systems will be required to comply in due course. To this end, bid respondents must indicate in the response documents how each will process personal information in accordance with the Act.
b) The proposed website/solution must be "AARTO-Ready", inasmuch as it must provide for the seamless change-over from CPA-based processes to AARTO-based processes should this legislative change become necessary during the contract period.
c) The Minimum Interoperability Standard (MIOS) is a basic requirement of the Department of Public Service and Administration (DPSA). This policy dictates interoperability standards between governments' ICT systems. It also defines the rules and regulations of data exchange, downloads and transfers between systems.
d) Conformance to the Minimum Information Security Standards (MISS) is a prerequisite and the proposed system must adhere to this. In addition, role-based user access must be applied, ensuring that user roles control the types of access granted to a user and that system access is aligned to the user's job function.
e) The solution shall comply with the KZN DoT Information Security policy;
f) No part of any sub-system or solution component may be located or operated outside of the Borders of the republic of South Africa. No personal information may cross the border in the course of the normal operation of the service. Any circumstance to the contrary must be explained in the bid response.
g) All components of the solution offering may be reviewed and audited from time to time in terms of the DOT's Accounting Officer's ICT responsibilities.

8.3 Hosting and branding

8.3.1 Hosting

With reference to the hosting of the solution, there are three options which may be considered:

a) KZN DOT branded fines recovery solution to be hosted on existing DOT internet server:
   i. Service provider develops all fines recovery solution functionality, to be integrated with the department's existing internet web site;
   ii. Functional, technical and operational constraints may apply within the context of a SITA managed WAN, and a DOT managed website and domain.
b) KZN DOT branded fines recovery solution to be hosted on service provider's internet server:
   i. Service provider develops all fines recovery solution functionality and hosts and operates it as a separate site, irrespective of its own commercial fines payment platform/s;
c) Service provider hosts a non-KZN DOT branded fines recovery solution on its own commercial fines payment platform:
   i. Service provider expands its own commercial fines platform to include the KZN DOT;
   ii. Minimal to zero branding or rebranding will be required on the fines recovery solution front page, except to highlight the KZN DOT amongst the list of clients supported by that platform;
   iii. Costing of hosting the solution will be incorporated into the monthly support and maintenance fee and must include full back-up and DR capability, as well as monthly governance reporting to KZN DoT on the hosting of the solution;
   iv. Solution hosting must comply with KZN DoT Information Security policy;
   v. Service provider's site must be hyperlinked from KZN DoT internet site to the service provider's site for ease of navigability;

8.3.2 Fines recovery online solution branding

The solution will be compliant with KZN DoT branding if options a or b are proposed as per section 7.2.1 above.

All components of the solution must also be compliant with GCIS guidelines: http://www.gcis.gov.za/sites/www.gcis.gov.za/files/docs/resourcecentre/guidelines/Government_%20website_guidelines_version1_final121015_layout.pdf

8.3.3 Fines recovery service branding

All operations associated with a collection service must be branded appropriately and agreed to upfront with KZN DoT, for purposes of representing the KZN DOT in a professional manner.

8.4 Change management and training requirements

Change management requirements will be limited to awareness and marketing campaigns aimed at the public, and awareness and training interventions aimed at the departmental users.

Training requirements may be limited to those departmental users that will be involved in administrating the website and are required to draw periodic performance reports for management purposes.

Training	Skills Transfer
Administrator and Reporting Training: 5	IT super user: 2

8.5 Back-up, contingency and disaster recovery requirements

The service provider is required to develop a detailed disaster recovery plan. Should the solution be hosted at KZN DoT then the department will be responsible for back-ups and implementation of the DRP.

Should the solution be hosted by the service provider, then the costs of solution must include back-up and DR capabilities.

The service provider must conduct one DR test per annum.

8.6 Support and maintenance

Support and maintenance are to be included for a after go-live, limited to 5 year total contract duration. This includes support on the solution components (website, app and mobi site) and technical platform as per below:

Support and Maintenance Consideration	Support and Maintenance Requirements
Type of support and maintenance requirements post go-live	A full end-to-end Service Level Agreement (SLA) will be required which includes application support and maintenance (website, app and mobi site), as well as support and maintenance of all elements of the solution platform and interfaces. This includes the development and test environments; IDE environment; database and any other products included in the software stack of the solution. For KZN DoT hosted solution, KZN DoT will ensure back-ups are conducted, however service provider will be expected to plan for and conduct one DR test on the application per annum. Full results of the DR tests are to be documented; the SLA must also include provision of services to assist with recovery in the event of an actual disaster. For service provider hosted solution, service provider will ensure back-ups are conducted, DRP is implemented, and will be expected to plan for and conduct one DR test on the application per annum. Full results of the DR tests are to be documented; the SLA must also include provision of services for full recovery in the event of an actual disaster.
Exclusions	The support and maintenance SLA does not cover hardware and networking as this will be addressed in a separate SLA.
Geographical requirements of support personnel	Although KZN DoT will accept resourcing from outside the province, the service provider must have KZN-based resources who will participate in the project and who will be available to provide support services post-go live. i.e. under no circumstances can there be an exclusive reliance on resource from outside the province.
Onsite support requirements	A full time on site support resource must be available for a period of 12 months after go-live. This support will include day to day operational support, user hand-holding and mentorship, skills development and skills transfer, and daily/weekly/monthly system health checks.
Offsite support requirements	First line may be provided telephonically and through e-mail. Remote support must be catered for. Service provider to provide a facility to log user requests, incidents, faults etc.; report on turnaround times against the SLA.
Site visits	After the 12 month on site support, provision must be made for 1 site visit per month.
User groups	Formal user groups are to be constituted and convened quarterly.
Planned releases	2 planned releases are to be scheduled per annum.

Support and Maintenance Consideration	Support and Maintenance Requirements
Adhoc training	Provision to be 1 adhoc training session per annum.
Adhoc support and maintenance on T&M basis	Provision to be made for 160 hours of adhoc support and maintenance per annum, to be used as per plan agreed with the department and billed only on actual time utilised.
SLA metrics	See Annex A.

8.7 Timescales

The system should be in place within 6 months.

8.8 Security

a) All transactions must take place over a secure interface (https);
b) Payments may only be processed through a secure payment gateway with encryption;
c) Interfacing of payment data must be secured and encrypted;
d) System security functionality:
    i. Ability to maintain users, access profiles and user access rights in house;
    ii. Full audit trail of key activities;
    iii. Auditability of all interfaced data;
    iv. Ability to audit super user, admin and DBA activities;
    v. Ability to draw audit reports.

8.9 Additional points to note

Current legislation dictates that fines may not be arbitrarily reduced by the issuing authority imposing the fine, which, by extension includes any stakeholder involved in the process of issuing notices and fines. A fine is not the same as a personal or commercial debt in that it does not accrue interest, and the issuing authority (creditor) cannot choose to fund the costs of processing or collecting from the principal amount. Thus, service providers will need to be sensitive to the pricing of intermediary services as these costs will be for the offender's account. Expensive processing costs or high profit margins will add to the fine amount and tend to increase the incidence of defaulting, rather than decrease it. Both parties, service provider and department, stand to gain or lose as a consequence.

Payments processed through the proposed fines payment website must be deposited in the department's bank account directly, and not processed via the service provider's (or any other 3rd party's) account. In terms of the revenue accrued for accounting purposes, transaction records must be reconciled to the original notice records and the actual revenue received.

Annex A : Service Level Metrics

The following table lists the service elements and service levels applicable to this requirement:

Service Elements and deliverables	Response time	Measurement criteria / Target	Service Category / Priority	Required resource/s
Provide Incident Management services – records an event that has an impact on delivery of the service and is used to track the incident from the logging of the call through to resolution. Provide Problem Management services – identification, investigation, diagnostics and classification of problems as a proactive attempt to prevent future occurrences of these types of incidents. Change Management – assessment of the impact, obtaining of approval for the change, and monitoring the change from change request to completion. Service Level Management – the design and monitoring of agreed service delivery targets and resources used and reporting thereof Reporting on incidents, problems and SLA management Provide day-to-day user support Application maintenance Installation and operational support procedures will be provided as part of the information required for the DRP documentation. DR testing to be conducted and support services to be provided for recovery and resumption during an actual disaster.	Technical response within one hour, together with confirmation that the fault has been assigned to an appropriate expert and the likely timescale for fixing the fault where this timescale shall not exceed 8 hours.	A total loss of use of the installed software products; and the software product installation is mission critical.	Severity 1	Technical and Applications support personnel
	Technical response within two hours, together with confirmation that the fault has been assigned to an appropriate expert and the likely timescale for fixing the fault where this timescale shall not exceed 24 hours	Some operations can continue in a highly restricted fashion but there is some severe and critical loss of use and the affected software product(s) is/are mission critical.	Severity 2	Technical and Applications support personnel
	Technical response within two days. Fault resolution times are four weeks	The software product(s) can be used with some restrictions but some do not function correctly and there are no alternative features available to achieve equivalent functionality.	Severity 3	Technical and Applications support personnel
	Technical response within five days. Severity 4 faults are resolved by the next maintenance or enhancement release.	The software product(s) can be used with some inconvenience because some features do not function correctly. Users can work around the problem or may use alternative features in the standard software product(s) to achieve equivalent functionality.	Severity 4	Technical and Applications support personnel
	Technical response within five days. Severity 5 faults are resolved by the next major release.	The standard software product(s) contains a minor or cosmetic error, which does not materially impede use.	Severity 5	Technical and Applications support personnel