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Keitumetse Molupe, SCM Unit  
Ref No: **FIC/RFI/ERP/01/2025-2026**



## REQUEST FOR INFORMATION (RFI)

<b>RFI NUMBER:</b>	<b>FIC/RFI/ERP/01/2025-2026</b>
<b>DESCRIPTION:</b>	<b>THIS REQUEST FOR INFORMATION SEEKS TO IDENTIFY ENTERPRISE RESOURCE PLANNING (ERP) SOLUTIONS CURRENTLY AVAILABLE IN THE MARKET, ALONG WITH INDICATIVE IMPLEMENTATION TIMELINES AND ESTIMATED COSTS FOR ACQUISITION AND DEPLOYMENT.</b>
<b>ISSUED DATE:</b>	4 MARCH 2026
<b>CLOSING DATE:</b>	26 MARCH 2026
<b>CLOSING TIME:</b>	11H00
<b>RESPONSES MUST BE EMAILED TO:</b>	<a href="mailto:Keitumetse.Molupe@fic.gov.za">Keitumetse.Molupe@fic.gov.za</a>
<b>ATTENTION:</b>	Ms. Keitumetse Molupe

**Request for information (RFI)** to submit **detailed** information on ERP solutions that can address the specified requirements outlined below. This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform and assist.

The FIC has shared the technical specification for full reference of what is required from the description.

**FIC requests indicative prices in this RFI.**

## **1. SPECIAL INSTRUCTIONS TO SOLUTION PROVIDERS**

- 1.1. The solution provider must be an eligible, registered service provider in terms of the applicable laws of the Country and included in the National Treasury Central Supplier Database.
- 1.2. It is expected of solution providers to have their Tax matters in order when the proposals are submitted.
- 1.3. Companies or Directors that are included on the National Treasury Register for Restricted Suppliers and/ or Tender Defaulters will be automatically disqualified from the process.
- 1.4. This RFI is only for information purposes and will not lead to an award and does not constitute commitment from the FIC for future business.
- 1.5. The costs of preparing the submission shall not be reimbursed.
- 1.6. Service providers provide a comprehensive proposed solution and how it addresses all the specified requirements.
- 1.7. Service providers are also required to complete the attached Standard Bidding Document (SBD) 4 form - Bidder's Disclosure.
- 1.8. For enquiries contact Supply Chain Management via e-mail address:  
[Keitumetse.Molupe@fic.gov.za](mailto:Keitumetse.Molupe@fic.gov.za)

## 2. BACKGROUND INFORMATION

- 2.1. The Financial Intelligence Centre was established under the Financial Intelligence Centre Act of 2001. The Financial Intelligence Centre works to protect the South African financial system from criminal abuse by combating money laundering, terrorist financing, and the financing of weapons of mass destruction.
- 2.2. The ERP capability aims to address inefficiencies in current business workflow processes and the need for integrated systems. It is guided by identified requirements and aims to:
  - 2.2.1. Improve operational visibility and reporting
  - 2.2.2. Streamline and automate workflows across corporate services
  - 2.2.3. Strengthen compliance and governance
- 2.3. To achieve these objectives, the FIC has initiated the implementation of an integrated ERP system covering Human Resources (approx. 15 users), Finance (approx. 17 users), and Supply Chain Management (approx. 9 users). The solution is intended to streamline processes, improve operational efficiency, and strengthen overall business performance across the organisation
- 2.4. The ERP initiative is part of a broader modernization strategy within the FIC, ensuring that the organization remains agile and responsive to evolving operational and regulatory demands. By consolidating different systems into a single integrated platform, the FIC aims to reduce duplication, improve data accuracy, and enable faster decision-making.

## 3. ERP OBJECTIVES

- 3.1. **Comprehensive ERP Delivery**– Deliver a robust ERP system to support integrated financial, HR, and supply chain processes.
- 3.2. **Operational Efficiency** – Enable the FIC to produce accurate reports, streamline workflows, and strengthen governance.

- 3.3. **Data Integrity and Security** – Ensure compliance with legal and regulatory requirements while safeguarding organizational data.
- 3.4. **Resource Optimization** – Reduce operational costs, improve efficiency, and enable collaboration through advanced ERP capabilities

#### 4. FUNCTIONAL REQUIREMENTS

##### 4.1. Core ERP modules:

###### 4.1.1. Finance

- Budget module – Budgeting is supported by an automated system with built-in calculations and controls as well as the ability to make budget forecasts and retain various versions of the budget.
- Budget planning allowing both top-down and bottom-up budgeting methods.

The following business processes are to be demonstrated for the budget module

- Prepare Internal Annual Budget
  - Prepare External Annual Budget
  - Monitor Budget variance discussions
  - Monitor Budget Before Procurement Process
  - Budget Transfer Request
  - Additional Internal Funding Request
  - Process journal
  - Prepare Internal Monthly Report
  - Prepare Internal Quarterly Report
  - Prepare External Quarterly Report
  - Prepare Annual Financial Statements to AG & NT
  - Balance Sheet Recons
  - Cash flow management
- General Ledger – Fully integrated General Ledger with integrated reporting.

The following business processes are to be demonstrated for General Ledger Reconciliation module:

- Reconcile Accruals
- Process Journal
- Process month-end subledger

- Cash book module – bank statements are imported into the module and bank reconciliations are automated. Import of receipts from pre-defined customers are automated, based on pre-defined reference numbers.
- Accounts payable– Supplier invoices are electronically uploaded with end-to-end tracking. Real time management of invoice aging – in days. Invoice status and payments are monitored in real time. Payment batches are exported in encrypted form and imported into the electronic banking application for payment.
- Accounts receivable – fully integrated with bulk invoicing capabilities, directly from the ERP to customers.

The following business processes are to be demonstrated for Accounts Receivable

- Process Accounts Receivable

*The process has functional overlaps with Corporate Legal Services (CLS) and require cross-departmental system support*

- Initiate Debt Recovery Process
  - Contract dispute
  - Contracting process
  - Contract extension

- Asset Management – Asset depreciation is system-calculated using defined asset parameters. Asset registration, reassessment, movement, and disposal are centrally managed in the ERP.

The following business processes are to be demonstrated for Asset management module:

- Acquire & Add Assets to FIC Register
- Insure Assets
- Process Insurance Claims
- Manage Movement of Assets
- Process Exit Verification
- Process Onboarding verification
- Process Asset Verification
- Manage Disposal of Assets
- Sell Assets to Employee Member
- Dispose Assets Via Competitive Bidding Process
- Donate Assets
- Dispose Assets Via Vendor

- Inventory Management – Stock levels are updated in real time with automated stock counts and reconciliations.

The following business processes are to be demonstrated for Inventory management module:

- Procurement of Inventory
  - Issue Goods from Warehouse
  - Stock Take and Reporting
- Project Management – Projects are managed through a fully integrated process.
  - Reporting – Comprehensive flexible reporting abilities on all modules and integrated results.

#### 4.1.2. Human Resources

- Recruitment – Recruitment is managed in the ERP and integrated to document verification service providers. Candidate records and verification of outcomes are processed automatically.

The following business processes are to be demonstrated for Recruitment module:

- Workforce Planning
  - Organogram
  - Conduct job analysis and design
  - Conduct job classification
  - Talent Analytics
  - Sourcing and recruitment
  - Offer Process
  - Onboarding
- Performance Management – The system supports end-to-end management of performance contracts and reviews. Performance tracking and approvals are automated.

The following business processes are to be demonstrated for Performance Management module:

- Manage Performance life cycle (contracting, and reviews)
- Audit history of performance evaluations
- Ongoing feedback and mid-cycle check-ins
- Customizable security roles, access controls
- Linkage to talent processes

- o Robust reporting, analytics and data export (transfer ratings to Sage/HIS)
- o Score Moderation
- Learning & Development – L&D plans, study assistance, and training processes are managed within the ERP.

The following business processes are to be demonstrated for Learning & Development module:

- o Conduct Learning Needs and skills gap Analysis (PDP) (LMS Integration)
- o Facilitate Career development planning
- o Coordinate learning and development interventions (Training catalogs and calenda)
- o Manage Study Assistance Application (including Status Notification)
- o Manage professional membership and Conferences
- o Competency and skills models support (store, map and apply behavioral/technical competencies by role)
- o Conduct Post-evaluation Learning Intervention
- o Develop and Manage succession planning
- o Robust reporting, analytics and data export
- o Customizable security roles, access controls
- Talent Management – Talent management processes are automated and centrally managed. The ERP supports capability tracking and workforce planning.

The following business processes are to be demonstrated for Talent Management module:

- o Conduct Talent reviews
- o Implement talent review decisions (promotions, transfers etc.)
- o Produce Talent Retention Plans
- o Talent-pool and succession slate management (Cross-functional Talent Pool, talent Mobility) – PPM Matric or 9 Box
- o Career preference fields and aspiration capture ( career pathways)
- o Talent Development Plans (long Term developments, extra projects)
- o Customizable security roles, access controls
- o Robust reporting, analytics and data export

- Employee Relations – Employee records are stored in a central repository within the ERP. Termination processes are system-driven and integrated with internal FIC systems.

The following business processes are to be demonstrated for Employee Relations module:

- o Manage Disciplinary processes
- o Manage Incapacity (ill health and poor work performance)
- o Manage grievances and conflict
- o Prevention of Harassment, discrimination and workplace violence
- o Manage dispute resolution
- o Manage collective bargaining
- Termination processes are system-driven and integrated with internal FIC systems.

The following business processes are to be demonstrated for Termination module:

- o Terminate Employment by resignation
- o Terminate Employment by Dismissal
- o Terminate by operational requirements
- o Terminate Employment due to Death
- o Terminate Employment due to Incapacity
- o Conduct Exit interviews

- Employee Wellness – Employee wellness initiatives are monitored and tracked in the ERP.

- The following business processes are to be demonstrated for Employee Wellness module:

- Manage employee wellness Service/Programme
- Administration Support – Leave management is integrated with other HR sub-modules.

The following business processes are to be demonstrated for Administration Support module:

- o Perform HR Administration
- o Payroll Administration
- o Statutory compliance- (EE, BEEE, SARS, IOD and skills development)
- o Manage HR Query

- o Develop and Manage HR Governance
- o Manage Leave
- o Maintenance of employee records
- o Employee benefits administration

#### 4.1.3. **Supply Chain Management**

- Demand Management – Requisition creation and approvals are fully integrated within the ERP.

The following business process is to be demonstrated for Demand Management

- o Process demand and procurement plan
- Supplier Management – Supplier master data including all BBBEE details are centrally maintained and managed within the ERP. Supplier records are integrated across procurement, contracts, and payments to ensure data consistency and auditability.

The following business processes are to be demonstrated for the Supplier Management:

- o Register new supplier on FIC system
- o Maintain existing supplier on FIC system
- Procurement Management - Requests for Quotation (RFQs) and tenders are managed through an end-to-end procurement process. Purchase orders are created and dispatch to suppliers and internal clients from the ERP and workflow approvals are automated and managed within the ERP.

The following business processes are to be demonstrated for Supplier Management:

- o Process requisitions for orders
- o process quotations
- o process tender
- o process deviations (procurement by other means)
- o create purchase order
- Contract Management – Contract (procurement) repository, supplier performance, contract payments, contract lifecycle monitoring, and workflow approvals are managed and automated within the ERP.

Automated alerts and notifications are generated for key contract milestones and expirations.

The following business processes are to be demonstrated for the Supplier Management:

- Participate in Transversal Contract – National Treasury
- Participating in Transversal Contract – SITA
- Review draft standard contract
- Participating in Panel Contract “List of accredited suppliers/service providers.”

The following processes have functional overlaps with Corporate Legal Services (CLS) and require cross-departmental system support

- Request standard contract:
  - Contract dispute
  - Contracting process
  - Contract extension
- Provide Contract Extension/Addendum:
  - Contract dispute
  - Contracting process
  - Contract extension
- Monitor supplier performance:
  - Contract dispute
  - Contracting process
  - Contract extension
- SCM reporting – Standard and configurable reports are generated directly from the ERP, including open purchase orders, outstanding commitments, BBEE award values and spend analysis, procurement transaction turnaround times (procure-to-pay) and contract lifecycle status and expiry reports, etc.

4.2. Advanced reporting and analytics capabilities.

4.3. Workflow automation and seamless process integration.

## **5. ERP INTEGRATION REQUIREMENTS**

5.1. Finance - Supply Chain Management

5.1.1. Budget Management - Requisition / Procurement

5.1.2. Purchase Orders - Inventory and Asset Management

- 5.1.3. Supplier Invoices - Accounts Payable – Payment/Bank Management
- 5.1.4. Contracts / Tenders - Budget commitments and payments.
- 5.1.5. Supplier Master Data shared across SCM and Finance
- 5.2. Finance - Human Resources
  - 5.2.1. Payroll - General Ledger and Bank Payments
  - 5.2.2. Employee benefits - Accounts Payable / Cashbook
  - 5.2.3. Training and HR costs - Budget Management
  - 5.2.4. Terminations - Final payroll, asset clearance, financial clearance
  - 5.2.5. Organogram - Cost centre structure
- 5.3. HR - Supply Chain Management/ Finance
  - 5.3.1. Onboarding - Asset allocation
  - 5.3.2. Exit processes - Asset return verification
  - 5.3.3. Approval delegations - Procurement approval workflows
  - 5.3.4. Employee master data - Supplier/vendor governance roles
- 5.4. External Integrations
  - 5.4.1. Banking systems (payments, statements, reconciliations)
  - 5.4.2. National Treasury / Auditor-General reporting systems
  - 5.4.3. Background verification providers (recruitment)
  - 5.4.4. Insurance providers (asset claims)
  - 5.4.5. Integrate with FIC systems

## **6. NON-FUNCTIONAL REQUIREMENTS**

- 6.1. Performance: Efficiently handle large volumes of financial and HR data efficiently.
- 6.2. Security: Ensure the protection of sensitive organizational data.
- 6.3. Usability: Provide an intuitive interface suitable for diverse user groups.
- 6.4. Compliance: Adhere to legal and regulatory standards, with full audit trails.
- 6.5. Reliability: Ensure high system availability and disaster recovery mechanisms to minimize downtime.

## **7. TECHNICAL REQUIREMENTS**

- 7.1. System architecture: Support ingestion and processing of diverse data formats.
- 7.2. Storage: Scalable, secure storage solutions.
- 7.3. Integration: APIs for interoperability with existing systems.
- 7.4. Security: Encryption, access controls, and audit trails.

- 7.5. Collaboration: Role-based access, secure sharing, and remote access.
- 7.6. Cloud readiness and hybrid deployment options to balance flexibility, cost and data sovereignty. Preference is the use of a South African based data centre for regulatory purposes.

## **8. DETAILED SPECIFICATIONS**

- 8.1. Software: Cloud, on-premises, or hybrid deployment options.
- 8.2. Hardware: High-performance servers and scalable storage.
- 8.3. Network: Adequate bandwidth and secure infrastructure.
- 8.4. Quality Assurance: Rigorous testing and clearly defined acceptance criteria
- 8.5. Support for multi-currencies to accommodate different payment methods.
- 8.6. Data Migration: Secure and accurate migration of data from existing FIC systems into the ERP. Data is validated, cleansed, and reconciled to ensure completeness and integrity.

## **9. POST-IMPLEMENTATION SUPPORT**

- 9.1. Provide ongoing support and maintenance services, including regular updates and patches.
- 9.2. Training programs for end-users and administrators to ensure effective adoption and utilization of the ERP system.

## **10. IN ADDITION TO TECHNICAL AND FUNCTIONAL DETAILS, SERVICE PROVIDERS ARE REQUESTED TO INCLUDE:**

- 10.1. **Comprehensive pricing information** (licensing, implementation, training, and ongoing support costs).
- 10.2. **Estimated implementation timelines** (including key milestones and overall project duration).
- 10.3. **Provide reference letters of similar scope and size issued on the clients' official letterheads**

## **11. SERVICE LEVEL AGREEMENTS (SLA)**

- 11.1. Defined SLAs covering system uptime, response times, and issue resolution to ensure consistent, high-quality service delivery.
- 11.2. Periodic performance reviews and reporting to ensure continuous improvement and alignment with organizational process and goals.

## BIDDER'S DISCLOSURE

### 1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### 2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

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<sup>1</sup> the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....  
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....  
.....

**3 DECLARATION**

I, \_\_\_\_\_ the \_\_\_\_\_ undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

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<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature Date

.....  
Position Name of bidder