

## REQUEST FOR INFORMATION [RFI]

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Information is required to enable Moses Kotane Research Institute (MKRI) to obtain  
**Information and Prices (for information purposes only)**

### PROJECT DESCRIPTION

SUPPLY, IMPLEMENTATION AND MONITORING OF INTEGRATION DIGITAL  
OPERATING SYSTEM TO MKRI FOR A PERIOD OF THIRTY-SIX (36) MONTHS

RFI NUMBER: MKRI-RFI1/2026/27  
ISSUE DATE: 25 May 2026  
CLOSING DATE: 12 June 2026  
CLOSING TIME: 11:00am

## Section 1: NOTICE TO RESPONDENTS

### 1. INFORMATION REQUEST

Information is requested from interested persons, companies, close corporations or enterprises [hereinafter referred to as the **Respondent(s)**] to supply the aforementioned information to MKRI.

<b>DESCRIPTION</b>	Supply, implementation and monitoring of integration digital operating system to MKRI for a period of 36 months
<b>BID FEE AND BANKING DETAILS</b>	<b>This RFI is issued free of charge.</b>
<b>CLOSING DATE</b>	12 June 2026, 11:00am  Bidders must ensure that bids are delivered timeously to the correct address. As a general rule, if a bid is late or delivered to the incorrect address, it will not be accepted for consideration.

Any additional information or clarification will be emailed to all Respondents, if necessary.

### 2. RESPONSE SUBMISSION

Proposals must be submitted on email as per below details:

Email: [Quotations@moseskotane.com](mailto:Quotations@moseskotane.com)

### 3. COMMUNICATION

Any technical queries regarding this document should be emailed to [lisa.vuso@moseskotane.com](mailto:lisa.vuso@moseskotane.com) by no later than **14:00 on 5 June 2026**.

### 4. DISCLAIMERS

4.1. Respondents are hereby advised that MKRI is not committed to any course of action as a result of its issuance of this RFI and/or its receipt of submissions in response to it. In particular, please note that MKRI reserves the right and at its sole and full discretion to:

- a) take no further action whatsoever, if it so decides;
  - withdraw from this process and the provisions of this project at any time;
  - not invite RFI respondents for further participation in this process; and
  - not bind itself to accept any or all of the RFIs.
- b) MKRI's decisions will be final, and no correspondence will be entered into after the RFI process.
- c) Kindly note that MKRI will not reimburse any Respondent for any preparatory costs or other work performed in connection with this submission.

**5. Respondents are to complete this section:**

NAME OF RESPONDENT .....

PHYSICAL ADDRESS .....

.....

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**Respondent's contact person:**

Name.....

Designation.....

Telephone.....

CellPhone.....

Facsimile.....

Email.....

Website.....

**Respondent's alternate contact person:**

Name.....

Designation.....

Telephone.....

CellPhone.....

Facsimile.....

Email.....

Website.....

## 6. Purpose

Moses Kotane Research Institute [MKRI] is conducting market research to identify suitable Enterprise Resource Planning [ERP] solutions and vendors that can support our finance, supply chain, HR, and project management functions.

This RFI is not a tender or request for proposal. It is intended to gather information on available solutions, capabilities, implementation approaches, and indicative costs to inform a future procurement process.

## 7. About MKRI

The Moses Kotane Research Institute (MKRI) is an entity of the KwaZulu- Natal Department of Economic and Development, Tourism and Environmental Affairs (EDTEA). Established in terms of Act No 3 of 2024 with the mandate to provide world class research that responds to the needs of the provincial economy. MKRI requires an integrated system to improve operational efficiency, compliance, reporting, and decision-making.

## 8. Scope of Information Requested

8.1. The integrated system will include the following scope:

- a) The provision, implementation, maintenance, and support of a scalable system.
- b) Project Management to manage system development life cycle (SDLC) of the entire solution delivery within project governance principles.
- c) Change Management to support the implementation and ensure solution adoption (this must include a Communications plan or strategy to inform and/or update internal users)
- d) Planning the implementation and mobilising resources.
- e) Conducting Functional Specifications sessions informed primarily by the User Requirements Specification and respective ancillary documents.
- f) The solution needs to be implemented in the cloud environment.
- g) Implementing the required system functions as per the Functional Specifications which include Finance Management, Supply Chain Management, Human Resources Management, Payroll Management, Process Automation, and Reporting.
- h) Migrating the data from the current systems.
- i) Interfacing/integrating with the requisite systems and tools (where applicable).
- j) Testing of the solution at various levels of the project.
- k) Business Intelligent solution that will work with ERP and 3rd party systems.
- l) Training of the End Users as well as the Technical ICT Teams.
- m) Update the system with the latest Artificial intelligence.

### 8.2. Business Units

The proposed system needs to cover the following business requirements for the different units within MKRI.

#### a) Finance

- Budget Management
- General Ledger
- Asset Management
- Billing and receipt
- Cashflow Management
- Financial Reporting
- Invoice Processing
- Reporting

- E Commerce ability
- b) Supply Chain Management (SCM) / Procurement**
  - Contract Management
  - Order Processing
  - Supplier Management
  - Demand Planning and Management.
- c) Human Resources Management**
  - Interviews
  - Onboarding
  - Performance appraisal/management.
  - Training management.
  - Terminations
  - Payroll Management
  - Employee Records Management
  - Employee Self-service portals
- d) Legal Services**
  - Document Management, i.e. policies and procedures, Contracts.
  - Stakeholder management
- e) Marketing and communications**
  - Interface with social media platforms
  - Social media analytics
  - Media management
- f) Research Services**
  - Project Management
  - Data management
  - Data storage
- g) Monitoring and Evaluation**
  - Risk Management
  - Organisational Performance
  - Document Management
- h) Payroll**
  - Processing of monthly payroll
  - Payroll reports
  - EMP 501 reconciliations
  - Monthly EMP 201 reports
- i) Skills Development**
  - Training management solution
  - Data management
  - Course database
- j) System must be able to allow modules to be built into it as the business needs evolve.**

## Other Compliance and Regulatory reporting requirements

- POPIA, PAIA Compliant
- Data Protection and Security Compliant
- Role Based access controls (and permissions) and encryption mechanisms.
- Two factor authentication features.
- Audit trail functionality.
- Real-time Reporting and Analytics
- Risk Management and governance controls.

### 9. Contract Period

The contract period will be 36 months.

### 10. Service Level Agreement

Concluding of a Service Level Agreement valid for the period of the contract term, including training and 24/7/365 system maintenance and support. Response time, priorities, and call resolution time

#### Service Level Matrix

Type of request	Acknowledgement of request	Expected Time to Resolve/Workaround
Critical (S-1)	immediately	1-3 hours
High Priority (S-2)	immediately	3-5 hours
Low Priority (S-3)	immediately	6-12 hours
Info Query (S-4)	immediately	12-24 ours

#### A. Critical (S-1)

- A mission critical service is down, and no workaround is immediately available, for instance when users fail to access the production system for business operations.
- Production system has been significantly impacted and makes the use of the ERP applications on production system impossible.
- The ERP applications production system is not functioning or is severely impaired.
- The ERP production system is down and is unable to restart or the problem resurfaces within hours of a restart.
- ERP applications production system experiencing severe performance degradation causing site to be unusable.
- The ERP applications production system is down or unavailable and the DR server is also not available resulting in the inaccessibility of the ERP applications system.
- Loss or corruption of data on an ERP production system. A major component or function has failed in production.
- ERP production system is halted or severely impacted by the problem.

**B. High (S-2)**

- A user is unable to use an ERP production system or system critical feature as and the issue affects a considerable number of users.
- A performance degradation of an ERP production system that causes a high impact on system functionalities for a considerable number of users.
- The ERP production system is operational, but its functionality is seriously affected.
- ERP production system is experiencing frequent failures which are addressed by restarting the system.
- A workaround is not possible, or a workaround exists but is unacceptable because of its impact on the service delivery.

**C. Low (S-3)**

- Any issue with the system that is not covered above.

**D. Request Information Only (S-4)**

**11. Information to Provide**

a) Please include in your response:

- Company profile and relevant public sector experience in South Africa
- Overview of your ERP solution and modules available
- Implementation methodology and timelines
- Support, training, and maintenance model
- Indicative pricing model (license, implementation, annual support)
- Client references from similar public sector or research institutions
- B-BBEE status and ESD commitments

**12. Notes**

- This RFI does not commit MKRI to procure any solution or service.
- Responses will be used for internal planning.
- MKRI reserves the right to engage shortlisted vendors for demonstrations and further engagement.