

REQUEST FOR INFORMATION (RFI)

REQUEST FOR A SERVICE PROVIDER FOR THE PROVISION AND IMPLEMENTATION OF HR SYSTEM AND OUTSOURCED PAYROLL SERVICES TO TRADE & INVESTMENT KWAZULU-NATAL.

RFI NO.	RFI202526/02
RFI ISSUE DATE	28 AUGUST 2025
COMPULSORY SITE BRIEFING SESSION	N/A
RFI DESCRIPTION	REQUEST FOR A SERVICE PROVIDER FOR THE PROVISION AND IMPLEMENTATION OF HR SYSTEM AND OUTSOURCED PAYROLL SERVICES TO TRADE & INVESTMENT KWAZULU-NATAL.
CLOSING DATE & TIME	05 SEPTEMBER 2025 @ 12h00 PM.
LOCATION FOR SUBMISSIONS	quotations@tikzn.co.za (PLEASE WRITE RFI NUMBER ON THE EMAIL SUBJECT LINE)

Bidders must submit responses via e-mail at: quotations@tikzn.co.za before or on the stipulated date and time. For any queries or enquiries, please use the above-mentioned email address.

Trade & Investment KwaZulu-Natal requests your quotation on the goods listed above. Please provide us with all the information as requested and return your quotation on or before the date and time stipulated above. Late and incomplete submissions will invalidate the quotation submitted.

Supplier Name: _____

Postal Address: _____

MAAA NO. (CSD No.): _____

Telephone No.: _____

Fax No.: _____

Email Address: _____

Cell No.: _____

Signature of Bidder: _____

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REQUEST FOR INFORMATION (RFI)

REQUEST FOR A SERVICE PROVIDER FOR THE PROVISION AND IMPLEMENTATION OF HR SYSTEM AND OUTSOURCED PAYROLL SERVICES TO TRADE & INVESTMENT KWAZULU-NATAL.

1. INTRODUCTION

- 1.1 Trade & Investment KwaZulu-Natal is a South African trade and inward investment promotion agency, established as a Schedule 3C public entity, to promote the province of KwaZulu-Natal as an investment destination and to facilitate trade by assisting local companies to access international markets. In terms of the Public Finance Management Act, Act No.1 of 1999, as amended (PFMA), Trade & Investment KwaZulu-Natal, must fully comply with all the requirements of the PFMA and all other relevant and applicable legislation.
- 1.2 Trade & Investment KwaZulu-Natal is governed by the KwaZulu-Natal Trade and Investment Agency Act, 2010 (Act No. 05 of 2010). In terms of chapter 2 section 4 (1) of the KwaZulu-Natal Trade and Investment Act, the main functions of the entity are to:
- 1.2.1 Identify, develop, market and promote investment opportunities in the province to international and domestic investors.
 - 1.2.2 Develop the export capacity of the province.
 - 1.2.3 Develop the export market of the province.
 - 1.2.4 Foster trade and investment within the province.
 - 1.2.5 Develop a provincial investment and export plan for the development, promotion and marketing of inward investments and exports from the province.
 - 1.2.6 Keep and maintain a database of investment opportunities within the province in such a manner as to benefit all sectors of the economy.

2. BACKGROUND

The procurement of a service provider for provision and implementation of HR System and outsourced Payroll Services by Trade & Investment KwaZulu-Natal is strategically aligned with its objectives to enhance operational capabilities and promote the province as a premier business destination. This initiative is part of Trade & Investment KwaZulu-Natal's broader mission to improve productivity and effectiveness among its employees, thereby facilitating better service delivery and stakeholder engagement.

3. PURPOSE

The purpose of this Request for Information (RFI) is to request suitable and qualified service providers to quote on the supply and implementation of HR system and outsourced Payroll services for Trade & Investment KwaZulu-Natal. The quotation to include the pricing details on the outright purchase and lease of the HR& Payroll System.

4. SCOPE OF WORK

Description	Quantity
The service provider will be responsible for but not limited to the following: -	
1. Provide latest HR & Payroll System including licences for 7 super users. Provide the following modules in the system: <ul style="list-style-type: none">a) Payrollb) ESS Modules:<ul style="list-style-type: none">i) Leave Management.ii) Travel Claimsiii) People Self Service including Mobile App access	

<ul style="list-style-type: none"> c) General Ledger Integration d) System Intelligence connector e) Job Management/Organisational Design f) Performance Management g) Personnel Management 	
<p>2. To fully administer payroll functions and ensure timeous payment of staff and third parties. The payroll functions include but not limited to the following:</p> <ul style="list-style-type: none"> • Payroll data administration (TIKZN HR and Finance units to provide inputs for relevant Payroll Processing Cycle). • Payroll processing and calculations (in line with payroll statutory legislations including TIKZN policies and procedures) • Generation of payment instruction files and payment services responsibilities including pay register, reconciliation file, payment file, etc. • Generate month-end reports • Prepare statutory mid-year submission (IRP5 and EMP 501) as well as annual year-end processing and reporting -including tax reconciliations, IRP5 certificate, etc. • Ad-hoc requests including dummy payslips, setup changes to the payroll parameters, additional pay runs, retrieval of history files, etc. • Third party payment reconciliations (pension / provident fund, medical aids, unions etc.) • Management of garnishee orders. 	
The installation and configuration of HR & Payroll System should be cost effective. Data migration to the new system, maintenance and support costs should be included in the quotation.	
The service provider must include costs for the renewal of software licence on an annual basis.	
NOTE: TIKZN has a staff compliment of between 60 – 80 employees.	
<i>NB: The contract will be for the duration of 36 months and the awarded bidder required to sign the SLA for this duration.</i>	

5. EVALUATION PROCESS

5.1 Phase 1: Mandatory Requirements

Only bid proposals that meet mandatory requirements will be evaluated further to phase 2.

The Bidder must complete the section below by answering **YES or NO**. If, yes, **please attach proof**.

NO.	REQUIREMENT	COMPLY: YES OR NO
1	Accreditation with relevant bodies The Bidder must submit documentary proof of registration with SAGE as Business Partner specializing in payroll services.	

NOTE: Failure to meet all the mandatory requirements will lead in the Bidder being disqualified and not further evaluated for (Phase 2).

5.2 Phase 2: SCM Administrative Requirements

- 5.2.1 The service provider must submit proof of registration on CSD (Central Supplier Database)/SARS PIN.
- 5.2.2 The SBD1 form must be completed, signed by the authorised company representative.
- 5.2.3 The POPIA consent form must be completed, signed by the authorised company representative.
- 5.2.4 The bidder must submit their proposal and company profile.

Failure to provide the above information may lead to the bidder's proposal not being considered further.

5.3 Phase 3: Compliance with RFI specifications

5.3.1 Pricing Considerations

- Bidders' price quotations must be inclusive of all applicable taxes **(including VAT)**.
- Quoting on less/fewer items/quantities than what has been requested will invalidate your quotation.

The following essential services will be required for the duration of the contract, and must be priced on the table below:

Item number	Description	Quantity	Unit Price	Total Price
1.	SAGE 300 - supply, installation & software licencing of HR System			R.
2.	SAGE 300 - Maintenance & support (for 3 years)			R.
3.	Data migration			R.
4.	Fully administer payroll functions (monthly for 3 years)			R.
SUB-TOTAL				R.
VAT @ 15%				R.
TOTAL COST (including VAT @15%)				R.

NB: Tax matters for the recommended bidder will be verified on Central Supplier Database (CSD) or SARS e-Filing prior to awarding. If the bidders' tax matters are non-compliant in terms of clause 4.2 & 4.3 will be exercised from National Treasury Instruction No. 09 of 2017/2018 (Tax Compliance Status Verification).

6. COMMUNICATION

All enquiries relating to this RFI should be sent via email: quotations@tikzn.co.za.

7. CONDITIONS TO BE OBSERVED WHEN RESPONDING TO RFI

No RFI shall be deemed to have been accepted unless and until a formal contract/letter of award/order form is prepared and executed. The quotation remains open for acceptance by Trade & Investment KwaZulu-Natal for a period of 90 days from the closing date of the RFI Enquiry.

8. COST OF BIDDING

The service provider shall bear all costs and expenses associated with the preparation and submission of its RFI, and Trade & Investment KwaZulu-Natal shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

END OF RFI DOCUMENT

Annexed to this document for completion and return with the document:

1. Quotation on a company letterhead.
2. Completed and signed Invitation to bid (SBD1 -Part A & B).
3. Completed and signed POPIA consent form.
4. Copy of CSD Report or MAAA Number (National Treasury).
5. Information requested as per the mandatory requirements.

Consent to Process Personal Information
in terms of
Protection of Personal Information Act No. 4 of 2013

(MANDATORY FOR ALL INTERACTIONS WITH TIKZN)

I, the undersigned _____

(Full Name and Surname)
(Hereinafter be referred to as the "Data Subject")

ID number _____

(If not available, date of birth & passport number)

Address _____

hereby give my consent to Trade & Investment KwaZulu-Natal (TIKZN), who is a Responsible Party¹ to process² my Personal Information for the following purposes:

	Providing me with advice, products and services that suit my needs as requested
YES	To conduct Central Supplier Database ("CSD") reference searches
YES	To process my applications and requests
	To notify me of new services, opportunities that may be of interest to me
YES	To confirm, verify and update my details
YES	To comply with any legal and regulatory requirements
	To conduct qualification verifications, credit checks, reference checks, criminal record checks, psychometric assessment and/or reporting to regulating authorities.
	Add further details of purposes:

I furthermore authorise TIKZN to verify my identity and any information I have provided. This personal information will not be shared with any third parties without my specific approval and will not be sold, distributed or leased to third parties unless my permission has been granted or required by law to do so.

I furthermore unconditionally indemnify TIKZN against any liability which results or may result from furnishing information in this regard.

TIKZN will not be liable for any damages of any kind arising from my use of their services, including but not limited to direct, indirect, incidental, punitive and/or consequential damages.

I further understand that should I not give my consent to the processing of my personal information for the purpose specified above, then TIKZN will not proceed with said purpose.

Signed at _____ on this ____/____/____
(Place) (Day) (Month)(Year) (Signature of Employee)

¹ "responsible party" means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information;

² "processing" means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including:

(a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
(b) dissemination by means of transmission, distribution or making available in any other form; or
(c) merging, linking, as well as restriction, degradation, erasure or destruction of information;

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (TRADE AND INVESTMENT KWAZULU NATAL)					
BID NUMBER:	RFI202526/02	CLOSING DATE: 5 SEPTEMBER 2025		CLOSING TIME:	12H00 PM
DESCRIPTION	REQUEST FOR A SERVICE PROVIDER FOR THE PROVISION AND IMPLEMENTATION OF HR SYSTEM AND OUTSOURCED PAYROLL SERVICES TO TRADE & INVESTMENT KWAZULU-NATAL.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
quotations@tikzn.co.za					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	SCM Unit				
TELEPHONE NUMBER	0313689600		TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	quotations@tikzn.co.za		E-MAIL ADDRESS		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?					<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?					<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?					<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?					<input type="checkbox"/> YES <input type="checkbox"/> NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?					<input type="checkbox"/> YES <input type="checkbox"/> NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4.	THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA .
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE: