



**PROPERTY PRACTITIONERS
REGULATORY AUTHORITY**

INVITATION TO BID

BID REFERENCE NUMBER:(REF: BID 23/24/01)

REQUEST FOR BIDS FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, MAINTENANCE AND SUPPORT OF A PROPERTY PRACTITIONER INFORMATION MANAGEMENT SYSTEM FOR A PERIOD OF SEVEN (7) YEARS.

NATIONAL TREASURY CENTRAL SUPPLIER DATABASE (CSD) REGISTRATION INFORMATION

Company Name	Supplier registration number	
		Main contractor
		Sub-contracted/ joint venture comp 1 Sub-contracted/ joint venture comp 1
		Sub-contracted/ joint venturecomp 1 Sub-contracted/ joint venture comp 2

TENDER NOTICE AND INVITATION TO TENDER

SECTION 1: NOTICE TO TENDER

Responses to this Tender (hereinafter referred to as a Tender) are requested from real estate firms also known as estate agencies or business property practitioners in terms of the Property Practitioners Act, 22 of 2019.

DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, MAINTENANCE AND SUPPORT OF A PROPERTY PRACTITIONER INFORMATION MANAGEMENT SYSTEM FOR A PERIOD OF SEVEN (7) YEARS.
TENDER DOCUMENTS DOWNLOADING	Tender documents may be downloaded directly from the National Treasury's eTenders publication portal at www.etenders.gov.za or directly from the Property Practitioners Regulatory Authority's (PPRA's) website at theppra.org.za under TENDERS tab.
CLOSING DATE	12H00 noon on the 16 th of October 2023 Tenderers must ensure that bids are submitted timeously as late proposals will not be accepted for consideration and evaluation.
Bidding enquiries	Mr. Vusani Tshivule at infotenders@theppra.org.za
Technical enquiries	Mr. Loyiso Befile on technicaltenders@theppra.org.za

DOCUMENTS IN TENDER DOCUMENT PACK

Bidders are to ensure that they have received all pages of this document, which consists of the following:

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PART A: INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)

BID NUMBER:	(REF: BID 23/24/01)	CLOSING DATE:	16 October 2023	CLOSING TIME:	12:00
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BID DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, MAINTENANCE AND SUPPORT OF A PROPERTY PRACTITIONER INFORMATION MANAGEMENT SYSTEM FOR A PERIOD OF SEVEN (7) YEARS.
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BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)

Property Practitioners Regulatory Authority, 63 Wierda Road East, Wierda Valley, Sandton, 2196

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO

CONTACT PERSON	Vusani Tshivule	CONTACT PERSON	Loyiso Befile
TELEPHONE NUMBER	(011) 731-5657	TELEPHONE NUMBER	(011) 731-5712
FACSIMILE NUMBER		FACSIMILE NUMBER	
E-MAIL ADDRESS	infotenders@theppra.org.za	E-MAIL ADDRESS	technicaltenders@theppra.org.za

TECHNICAL ENQUIRIES MAY BE DIRECTED TO:

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

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]
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PREFERENCE POINTS CLAIMED PER SBD 6.1	TICK APPLICABLE Yes No	SUPPORTING DOCUMENTS PROVIDED IN SUPPORT OF PREFERENCE POINTS CLAIMED	TICK APPLICABLE Yes No
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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 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:

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER: BID NO.:

CLOSING TIME 12:00 PM

CLOSING DATE 16 October 2023

OFFER TO BE VALID FOR90.....DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)	
1.	The accompanying information must be used for the formulation of proposals.		
2.	Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project.	R.....	
3.	PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)		
4.	PERSON AND POSITION	HOURLY RATE	DAILY RATE
	R.....
	R.....
	R.....
	R.....
	R.....
5.	PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT		
	R..... days
	R..... days
	R..... days
	R..... days
5.1	Travel expenses (specify, for example rate/km and total km, class of air travel, etc.). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.		
	DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY AMOUNT
	R.....
	R.....
	R.....
	R.....
		TOTAL: R.....	

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

- 5.2 Other expenses, for example accommodation (specify, e.g., Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....	R.....
.....	R.....
.....	R.....
.....	R.....
TOTAL: R.....			

6. Period required for commencement with project after acceptance of bid
7. Estimated man-days for completion of project
8. Are the rates quoted firm for the full period of contract? *YES/NO
9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.
.....
.....
.....

*[DELETE IF NOT APPLICABLE]

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favoritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorized representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

- 2.1 Full Name of bidder or his or her representative:
- 2.2 Identity Number:
- 2.3 Position occupied in the Company (director, trustee, shareholder²):
- 2.4 Company Registration Number:
- 2.5 Tax Reference Number:
- 2.6 VAT Registration Number:
- 2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

¹"State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

²"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

- 2.7 Are you or any person connected with the bidder
presently employed by the state? **YES / NO**

Bid No.: **BID 23/24/01** Name of Bidder.....

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:
Name of state institution at which you or the person
connected to the bidder is employed:
Position occupied in the state institution:

Any other particulars:

.....
.....
.....

2.7.2 If you are presently employed by the state, did you obtain **YES / NO**
the appropriate authority to undertake remunerative work
outside employment in the public sector?

2.7.2.1 If yes, did you attached proof of such authority to the bid **YES / NO**
document?

(Note: Failure to submit proof of such authority, where applicable,
may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....
.....
.....

2.8 Did you or your spouse, or any of the company's directors / **YES / NO**
trustees / shareholders / members or their spouses conduct business
with the state in the previous twelve months?

2.8.1 If so, furnish particulars:

.....
.....
.....

2.9 Do you, or any person connected with the bidder, have **YES / NO**
any relationship (family, friend, other) with a person
employed by the state and who may be involved with
the evaluation and or adjudication of this bid?

2.9.1 If so, furnish particulars.

.....
.....
.....

2.10 Are you, or any person connected with the bidder, **YES/NO**
aware of any relationship (family, friend, other) between
any other bidder and any person employed by the state
who may be involved with the evaluation and or adjudication of this bid?

2.10.1 If so, furnish particulars.

.....
.....
.....

2.11 Do you or any of the directors / trustees / shareholders / members **YES/NO**

Bid No.: **BID 23/24/01** Name of Bidder.....

of the company have any interest in any other related companies
whether or not they are bidding for this contract?

2.11.1 If so, furnish particulars:

.....
.....
.....

3 Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Personal Number

4 DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23
OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

1. THE NATIONAL INDUSTRIAL PARTICIPATION PROGRAMME

This document must be signed and submitted together with your bid

INTRODUCTION

The National Industrial Participation (NIP) Program, which is applicable to all government procurement contracts that have imported content, became effective on the 1 September 1996. The NIP policy and guidelines were fully endorsed by Cabinet on 30 April 1997. In terms of the Cabinet decision, all state and parastatal purchases / lease contracts (for goods, works and services) entered after this date, are subject to the NIP requirements. NIP is obligatory and therefore must be complied with. The Industrial Participation Secretariat (IPS) of the Department of Trade and Industry (DTI) is charged with the responsibility of administering the program.

2.1. PILLARS OF THE PROGRAMME

2.1.1. The NIP obligation is benchmarked on the imported content of the contract. Any contract having an imported content equal to or exceeding US\$ 10 million or other currency equivalent to US\$ 10 million will have a NIP obligation.

This threshold of US\$ 10 million can be reached as follows:

- (a) Any single contract with imported content exceeding US\$10 million. or
- (b) Multiple contracts for the same goods, works or services each with imported content exceeding US\$3 million awarded to one seller over a 2-year period which in total exceeds US\$10 million. or
- (c) A contract with a renewable option clause, where should the option be exercised the total value of the imported content will exceed US\$10 million. or
- (d) Multiple suppliers of the same goods, works or services under the same contract, where the value of the imported content of each allocation is equal to or exceeds US\$ 3 million worth of goods, works or services to the same government institution, which in total over a two (2) year period exceeds US\$10 million.

2.1.2. The NIP obligation applicable to suppliers in respect of sub-paragraphs 5.1.1 (a) to 5.1.1 (c) above will amount to 30 % of the imported content whilst suppliers in respect of paragraph 5.1.1 (d) shall incur 30% of the total NIP obligation on a *pro rata* basis.

2.1.3. To satisfy the NIP obligation, the DTI would negotiate and conclude agreements such as investments, joint ventures, subcontracting, licensee production, export promotion, sourcing arrangements and research and development (R&D) with partners or suppliers.

2.1.4. A period of seven years has been identified as the time frame within which to discharge the obligation.

2.2. REQUIREMENTS OF THE DEPARTMENT OF TRADE AND INDUSTRY

2.2.1. In order to ensure effective implementation of the program, successful bidders (contractors) are required to, immediately after the award of a contract that is in excess of **R10 million** (ten million Rands), submit details of such a contract to the DTI for reporting purposes.

2.2.2. The purpose for reporting details of contracts more than the amount of R10 million (ten million Rands) is to cater for multiple contracts for the same goods, works or services; renewable contracts and multiple suppliers for the same goods, works or services under the same contract as provided for in paragraphs 5.1.1.(b) to 5.1.1. (d) above.

2.3. BID SUBMISSION AND CONTRACT REPORTING REQUIREMENTS OF BIDDERS AND SUCCESSFUL BIDDERS (CONTRACTORS)

2.3.1. Bidders are required to sign and submit this Standard Bidding Document (SBD 5) together with the bid on the closing date and time.

Bid No.: **BID 23/24/01** Name of Bidder.....

2.3.2. In order to accommodate multiple contracts for the same goods, works or services; renewable contracts and multiple suppliers for the same goods, works or services under the same contract as indicated in sub-paragraphs 5.1.1 (b) to 5.1.1 (d) above and to enable the DTI in determining the NIP obligation, successful bidders (contractors) are required, immediately after being officially notified about any successful bid with a value in excess of R10 million (ten million Rands), to contact and furnish the DTI with the following information:

- Bid / contract number.
- Description of the goods works or services.
- Date on which the contract was accepted.
- Name, address and contact details of the government institution.
- Value of the contract.
- Imported content of the contract, if possible.

2.3.3. The information required in paragraph 5.3.2 above must be sent to the Department of Trade and Industry, Private Bag X 84, Pretoria, 0001 for the attention of Mr. Elias Malapane within five (5) working days after awarding the contract. Mr Malapane may be contacted on the telephone (012) 394 1401, facsimile (012) 394 2401 or e-mail at Elias@thedti.gov.za for further details about the programme.

2.4. PROCESS TO SATISFY THE NIP OBLIGATION

2.4.1. Once the successful bidder (contractor) has made contact with and furnished the DTI with the information required, the following steps will be followed:

- a) the contractor and the DTI will determine the NIP obligation;
- b) the contractor and the DTI will sign the NIP obligation agreement;
- c) the contractor will submit a performance guarantee to the DTI;
- d) the contractor will submit a business concept for consideration and approval by the DTI;
- e) upon approval of the business concept by the DTI, the contractor will submit detailed business plans outlining the business concepts;
- f) the contractor will implement the business plans; and
- g) the contractor will submit bi-annual progress reports on approved plans to the DTI.

2.4.2. The NIP obligation agreement is between the DTI and the successful bidder (contractor) and, therefore, does not involve the purchasing institution.

Bid number Closing date:
Name of bidder.....
Postal address
.....
Signature..... Name (in print).....
Date

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the 80/20 preference point system.
- b) The 80/20 preference point system will be applicable in this tender. The lowest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

Bid No.: BID 23/24/01 Name of Bidder.....

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“highest acceptable tender”** means a tender that complies with all specifications and conditions of tender and that has the highest price compared to other tenders;
- (c) **“lowest acceptable tender”** means a tender that complies with all specifications and conditions of tender and that has lowest price compared to other tenders;
- (d) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (e) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (f) **“specific goals”** means specific goals as contemplated in section 2(1)(d) of the Act which may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability including the implementation of programmes of the Reconstruction and Development Programme as published in Government Gazette No. 16085 dated 23 November 1994;
- (g) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (h) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) \text{ or } Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \mathbf{Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)} \end{array}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Bid No.: BID 23/24/01 Name of Bidder.....

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Ownership by or Management Control by:				
Black People (Attach ID copy)	5	10		
Women (Attach ID copy)	2	4		
Youth (Attach ID copy)	1	2		
People with Disabilities (Attach proof)	1	2		
People who are Military Veterans (Attach proof)	1	2		
TOTAL PREFERENCE POINTS	10	20		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

Bid No.: **BID 23/24/01** Name of Bidder.....

- 4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:
- i) The information furnished is true and correct;
 - ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
 - iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
 - iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

<p>.....</p> <p>SIGNATURE(S) OF TENDERER(S)</p>	
SURNAME AND NAME:
DATE:
ADDRESS:

SBD 7.1

CONTRACT FORM - PURCHASE OF GOODS/WORKS

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SUCCESSFUL BIDDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SUCCESSFUL BIDDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE BIDDER)

1. I hereby undertake to supply all or any of the goods and/or works described in the attached bidding documents to (name of institution) in accordance with the requirements and specifications stipulated in bid number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the purchaser during the validity period indicated and calculated from the closing time of bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Tax clearance certificate;
 - Pricing schedule(s);
 - Technical Specification(s);
 - Preference claims for Specific Goals in terms of the Preferential Procurement Regulations 2022;
 - Declaration of interest;
 - Declaration of bidder's past SCM practices;
 - Certificate of Independent Bid Determination
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the goods and/or works specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES

1

2

DATE:

Bid No.: **BID 23/24/01** Name of Bidder.....

SBD 7.1

CONTRACT FORM - PURCHASE OF GOODS/WORKS

PART 2 (TO BE FILLED IN BY THE PURCHASER)

I..... in my capacity as.....
accept your bid under reference numberdated for the supply of goods/works
indicated hereunder and/or further specified in the annexure(s).

An official order indicating delivery instructions is forthcoming.

I undertake to make payment for the goods/works delivered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice accompanied by the delivery note.

ITEM NO.	PRICE (ALL APPLICABLE TAXES INCLUDED)	BRAND	DELIVERY PERIOD	PREFERENCE POINTS FOR SPECIFIC GOALS	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)

I confirm that I am duly authorised to sign this contract.

SIGNED AT**ON**.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

--

WITNESSES

1.

2.

DATE

Bid No.: BID 23/24/01 Name of Bidder.....

SBD 7.2

CONTRACT FORM - RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

7. I hereby undertake to render services described in the attached bidding documents to (name of the institution) in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
8. The following documents shall be deemed to form and be read and construed as part of this agreement:
- (iv) Bidding documents, viz
 - Invitation to bid.
 - Tax clearance certificate.
 - Pricing schedule(s);
 - Filled in task directive/proposal.
 - Preference claims for Specific Goals in terms of the Preferential Procurement Regulations 2022;;
 - Declaration of interest.
 - Declaration of bidder's past SCM practices.
 - Certificate of Independent Bid Determination;
 - Special Conditions of Contract.
 - (v) General Conditions of Contract; and
 - (vi) Other (specify)
9. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
10. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
11. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
12. I confirm that I am duly authorized to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES

1

2

DATE:

Bid No.: **BID 23/24/01** Name of Bidder.....

SBD 7.2

CONTRACT FORM - RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

4. I.....in my capacity as.....
accept your bid under reference numberdated.....for the rendering of services
indicated hereunder and/or further specified in the annexure(s).
5. An official order indicating service delivery instructions is forthcoming.
6. I undertake to make payment for the services rendered in accordance with the terms and conditions of the
contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	PREFERENCE POINTS FOR SPECIFIC GOALS	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)

4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP

--

WITNESSES

1.....

2.....

Bid No.: BID 23/24/01 Name of Bidder.....

SBD 8

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Standard Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
 - a. abused the institution's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.
- 4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied). The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.	<input type="checkbox"/> Yes <input type="checkbox"/>	No
4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.	Yes	No
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes	No
4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes	No
4.4.1	If so, furnish particulars:		

Bid No.: BID 23/24/01

Name of Bidder.....

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME)

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO THE CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

Date

.....

.....
Position

Name of Bidder

.....

CERTIFICATE OF INDEPENDENT BID DETERMINATION

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a pe se prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices, or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder.

6. 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 consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation)
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit or not to submit, a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. 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 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.

10. 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.

.....
Signature

.....
Date

.....
Designation

.....
Name of Bidder

PART 2 - TERMS OF REFERENCE (TOR) (SPECIAL CONDITIONS OF CONTRACT)



1. TERMS OF REFERENCE (SPECIAL CONDITIONS OF CONTRACT)

PROPERTY PRACTITIONERS' REGULATORY AUTHORITY MANDATE

The PPRA is a public entity of the National Department of Human Settlements, which has the responsibility to regulate, maintain, and promote the conduct of property practitioners. The authority seeks to enable ease of conducting business in the property sector while ensuring compliance with the Property Practitioners Act (PPA) and applicable legislation and giving full effect to the transformation objectives of the PPA.

THE MANDATE OF THE PPRA

- a) Regulate the conduct of property practitioners in dealing with the consumers.
- b) Regulate the conduct of property practitioners in so far as marketing, managing, financing, letting, renting, hiring, sale and purchase of property are concerned.
- c) Regulate and ensure that there is compliance with the provisions of the Act.
- d) Ensure that the consumers are protected from undesirable and sanctionable practices as set out in section 62 and section 63 of the Act.
- e) Regulate any other conduct which falls within the ambit of the Act in as far as property practitioners and consumers in this market are concerned.
- f) Provide for the education, training and development of property practitioners and candidate property practitioners.
- g) Educate and inform consumers about their rights as set out in section 69.
- h) Implement measures to ensure that the property sector is transformed as set out in Chapter 4.

2. SPECIFICATIONS

2.1 BACKGROUND TO THE ISSUE

In addition, the Authority is tasked with regulating the industry in the public interest. For this reason, the Authority interacts with the public daily. The Property Practitioners Act (PPA), on which the PPRA derive its core mandate and responsibilities, is a consumer-centric organisation whose primary aim is to protect consumers in the property industry as well as to instill transformation of the property practitioner industry and to maintain professional standards in the property practitioners sector. The PPRA regulates approximately 9000 firms of estate agents and over 40 000 estate agents. The categories of property practitioners under the PPA have been expanded to include 12 categories. This will increase the number of property practitioners to an estimated 160 000.

PPRA faces a number of technological challenges which inhibit performance in the regulation of property practitioners. This is largely due to:

- Manual processes resulting in the duplication of activities.
- Lack of systems or electronic digital capabilities resulting in paper-based recordings.
- Inadequate system integration results in the duplication of processes and silo information repositories.
- Data integrity was compromised due to manual processes and multiple information repositories deployed in the multiple silos prevalent within the organisation.
- Inadequate IT Infrastructure.
- Multiple sources of data.
- Limited access to information.
- Multiple hosting platforms.
- System restrictions on standard functionality.

Ultimately these challenges provide limitations in terms of performing PPRA's mandate, revenue optimisation and operational efficiencies.

Currently, the PPRA has the following core systems:

- SAP Business One version 10, which has been significantly customised.
- Web Applications (MyPPRA, MyAudit and MyCPD)- custom-developed portals hosted on different platforms to support PPRA in fulfilling its mandate.
- PaperTrail – document management system.
- Integrations - These platforms use web services for integration.

The current system implementation has been developed over several years and no longer meets PPRA's business needs. Therefore, the platform must be replaced to modernise PPRA's technology environment without destabilising operations and placing the core mandate at risk.

The purpose of this Terms of Reference (ToR) is to outline the requirements and objectives for developing an integrated system that encompasses registering, licensing, training, inspections, and compliance processes for property practitioners. The system aims to streamline and automate various administrative functions, ensuring efficient and transparent operations within the real estate industry.

2.2 Objectives

The assignment's main objective is to design and develop a Property Practitioners Information Management System (PPIMS) that will incorporate registration, licensing, continuous professional development, claims management, audit management, education and training, inspections, transformation, customer relationship management, compliance and enforcement management and document routing on an intelligent automation platform.

2.3 Core Processes and Sub-Processes

2.3.1 Registration

Issuing FFCs is one of the core functions of the PPRA and ensures that FFCs are issued in the correct manner within the given timeframe as per the PPA. The Licensing and Registration Department is responsible for the following three legislative core functions, namely:

- I. Registration of all Property Practitioners (PP) in terms of Section 47 of the Property Practitioners Act no 22 of 2019 (PPA) by way of issuing a Fidelity Fund Certificate (FFC) and or a Registration Certificate (RC).
- II. Administer the renewal process for FFCs or RCs.
- III. Administer exemptions in terms of Section 4 of the PPA.

The list of all Property Practitioners as per the PPA:

1. Estate agents (currently registering)
2. Auctioneers
3. Bond and bridging finance originators
4. HOAs who perform property practitioner activities

5. Managing agents
6. Property facilitators and intermediaries
7. Business brokers, including sales of franchises and business undertakings
8. Developers who perform property practitioners' activities, including project managers, development managers, investment sales agents
9. Timeshare and fractional ownership practitioners
10. Property advertising platforms
11. Property practitioners specialise in collecting and distributing trust monies in Regulation (Payment processing agents)
12. Attorney employees (currently registering)

- Property Practitioners Registrations (Different Categories) process management
- Validation of Documents
- Payment of fees
- Registration Reporting
- Automated de-registrations

2.3.2 FFC Licensing and Renewal

- Issuing of Property Practitioners Licenses (Fidelity Fund Certificates)
- FFC Renewal Application
- Raising of FFC Renewal invoice
- Reconciling incoming payment
- Processing bank statement transactions
- Issuance of FFCs to property practitioners who became compliant post the renewal period during the FFC renewal period.
- Consolidating an FFC
- Penalties in terms of Regulation 23 for non-compliance with Regulation 21.1
- Schedule of fees

2.3.3 Inspections

- Inspection Process Management
- Compliance issuance process

- Self-assessment Process Management
- Investigation process management
- Inspection Planned/Conducted
- Inspection Reports
- Contraventions noted
- Contraventions noted to Legal Department for Prosecution
- Request for Inspection from other departments or Stakeholders.

2.3.4 Claims against the Fidelity Fund

- Claims Case Process Management
- Claims Hearing Management
- Claims calculations.
- Claims reporting.
- Claims maintenance.
- Claims payment process integration with finance.

2.3.5 Continuous Professional Development

- CPD Process Management
- Events Management
- Content Management
- Points Management
- CPD e-learning Management
- Venue Management
- CPD Booking Management
- CPD Reporting
- Disqualification and reinstatement process management

2.3.6 Exemption Management (Section 4 of PPA)

- Registrations
- CPD
- Trust account exemption process management
- Section 27 disqualifications

2.3.7 Education and Training

- Education (Exemptions)
- Property Practitioners Qualification Management
- Internship Process Management
- Professional Designation Exam Process Management
- Professional Designation Logistics and Resources planning and administration Process Management
- Professional Designation Exam Estate Agent Booking, cancellation and postponement Process Management
- Professional Designation Exam internal cancellation and Postponement Management and integration with Finance
- Property Practitioners RPL Process Management
- Professional Designation Exam Venue Management
- Professional Designation Exam Results Process Management
- Professional Designation Exam Certification Process Management
- Awarding, endorsement and revocation of Professional Designations on FFC
- Education and Training Reporting
- Disqualifications and reinstatement process management

2.3.8 Section 27 of PPA Applications

- Section 27 Application Process Management
- Section 27 Case Management
- Section 27 Reporting
- Section 27 and OQMS process integration

2.3.9 Audit Compliance

- Property Practitioners Audit Reports Submission Management
- Property Practitioners Late Audit Reports Fines Management
- Registered Auditors Master Data Management validation
- Audit Compliance Reporting
- Audit compliance process integration with Finance Department
- Audit Compliance process integration with Inspections Department

- Audit Compliance process integration with Licensing Department
- Automated uploading of bank reports on interest earned on trust accounts.
- Trust account management process

2.3.10 Compliance and Enforcement

- Case management process management
- Complaint investigation process management
- The interface between complainants and PPRA
 - Mediation management process
- Adjudication Hearing Management Process
- Lodging of Appeals
- Complaints and Disciplinaries reporting
- Disciplinaries maintenance
- Litigation & Recoveries

2.3.11 Document Routing

- Document Routing
- Document Approvals
- Submission Reviews
- Electronic signing of documents

2.4 SCOPE OF WORK

PPRA currently has more than 12 core processes and sub-processes within the SAP Business One environment, which are utilised by a user base of 110 PPRA staff members and over 56,000 property practitioners. The organisation's internal team provides basic first-level support for these processes, with the current contracted service provider offering limited second-level support. Unfortunately, with this approach, PPRA cannot ensure efficient and effective management of its processes and deliver reliable services to its internal and external client base.

The service provider will be responsible for the supply, implementation, and maintenance life cycle of the PPIMS, including designing and re-engineering or optimising existing processes (including all documentation, user interfaces, integration and source code), cleansing and migrating historical data and content.

The ideal is to procure a scalable, intelligent automation platform that can easily integrate across several solutions. The final solution for the PPMIS technical needs will need to fit into the overall organisational IT architecture bearing in mind that certain aspects of this architecture are still in the process of being developed or implemented. Critical to the successful introduction of the new systems environment is maintaining system stability throughout the implementation and transition process and ensuring that the implementation builds on the strengths of the existing systems.

It is with the above context that PPRA seeks to appoint a service provider with a proven track record to provide the following services:

- 2.4.1 Supply, implement, support and maintain a secure online platform that automates all its core processes and sub-processes with the feature list and functionality stated throughout this bid document.
- 2.4.2 Supply, implement, support and maintain the development of a mobile application (IOS and Android) that automates all 12 core processes and their sub-processes, and is role-based and used by both external stakeholders and PPRA staff.
- 2.4.3 Review, re-engineer, and optimise processes. Continued optimisation, and maintenance of these processes.
- 2.4.4 To provide business process analysis and development services during the execution of the projects.
- 2.4.5 To integrate using APIs (preferred method) / web service (including security) in the proposed Intelligent Automation platform for real-time integration to internal and external systems.
- 2.4.6 To introduce and maintain code versioning and revision control systems in the intelligent automation environment.
- 2.4.7 To document the organisation's processes in line with the Business Process Management Notation (BPMN) standards.
- 2.4.8 All documentation provided to the property practitioners must be electronically signed using eSignatures. Hence, the service provider must supply, implement, integrate, support and maintain electronic signatures for PPRA staff and related security components in the intelligent automation environment.
- 2.4.9 To automate the extraction and validation of information from submitted documents and enable automated document classification, indexing, storage and routing based on predefined rules and criteria (Intelligent document processing or automation).
- 2.4.10 To automate the generation of FFCs, that must include an electronic signature and a unique QR code.
- 2.4.11 To validate the FFC by scanning the QR code embedded in the FFC.
- 2.4.12 To pay all fees due to the PPRA via the Payment Gateway when using the secure online portal and mobile application.
- 2.4.13 All PPRA staff must authenticate to the system using Azure Active Directory.

- 2.4.14 To automate the notification on the progress of events to the property practitioners using SMS, WhatsApp, email and messaging on their portal profile.
- 2.4.15 Supply, integrate, maintain and support the SMS and WhatsApp gateways.
- 2.4.16 Supply, Implement, and integrate a Chatbot supporting the 5 core processes [CRM (online query management system), Registration, licensing, Education, and training)].
- 2.4.17 To setup, configure, customise and integrate to SharePoint or PaperTrail for content services and align with PPRA's content framework, in accordance with the organisation's information management policy and file plan.
- 2.4.18 To provide 1st , 2nd, 3rd ,4th (OEM support) level support to the PPRA.
- 2.4.19 To serve as the intermediary between PPRA and the OEM for license subscription/maintenance purposes, with the goal of ensuring compliance with licensing usage agreements.
- 2.4.20 To provide and implement a comprehensive change management strategy and implement the new system's deployment strategy.
- 2.4.21 To provide comprehensive system reporting.

2.5 Deliverables

The deliverables pursuant to the Scope of Work set out in this Bid Specification document include, in the main, but are not limited to:

- 2.5.1 The supply, implementation, maintenance and support of a secure cloud-hosted, automated PPMIS and supporting mobile application (Android and IOS) for Production, Pre-Production, Test and Development environments automating the following process with functions described throughout this bid document but not limited to this bid document;
 - a. FFC Licencing and Renewal, Exemptions, Section 27
 - b. Continuous Professional Development
 - c. Education and Training
 - d. Inspections
 - e. Compliance and Enforcement
 - f. Customer Relationship Management
 - g. Finance
 - h. Auditing Management
 - i. Transformation

- j. Claims against the Fidelity Fund
- k. Reporting
- l. Document Routing
- m. as well as any additional processes and functions as stated throughout this bid document.

- 2.5.2 Interfacing/integrating with the requisite systems and tools with SAP, ChatBot, eDNA, Payment Gateway, Power BI, Sharepoint Online, SMS Gateway, Whatsapp Gateway, PaperTrail, IRBA Register of Auditors, Justice System (SAPS), CIPC, Services SETA, SAQA (upload designation), Services – SETA (Learner Information management System) and the SA Youth Recruitment Website.
- 2.5.3 Testing of the system, which includes Unit and End-User Testing.
- 2.5.4 Development of Business Requirements, User Requirements, Functional and all required technical specifications (e.g. integration specifications etc.) and “As Built” dossiers.
- 2.5.5 Cleansing and Migration of the data from the current systems.
- 2.5.6 Training of the End Users and the Technical ICT Teams, including any training material.
- 2.5.7 Instructional training videos for each core process.
- 2.5.8 Project Management dossiers for effective best practice governance.
- 2.5.9 Detailed transition plan from the current system to the new implemented solution.
- 2.5.10 Develop and implement a comprehensive change management strategy for adopting the new PPIMS and processes emanating from the new PPMIS system.
- 2.5.11 Review, re-engineer, optimise and map business processes. Ensure all processes are in compliance with the Property Practitioner Act (PPA) and supporting regulations. This must include other applicable legislation and policy framework
- 2.5.12 Compile Standard Operating Procedures for all core processes.
- 2.5.13 Supply, maintain and support an SMS and WhatsApp gateway.
- 2.5.14 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 (MTTR) as defined in the agreement.
- 2.5.15 Identify use cases for the use of Robotics Process Automation.
- 2.5.16 To supply, and implement, an intelligent document processing/ automation solution to automate the extraction and validation of information from submitted documents and enable automated document classification, indexing, storage and routing based on predefined rules and criteria.
- 2.5.17 To provide comprehensive reporting.

2.6 RESPONSIBILITIES OF PPRA

Project Steering Committee

The role of the Project Steering Committee includes inter-alia the following responsibilities:

- Take responsibility for the project's feasibility, business plan and achievement of outcomes.
- Ensure the project's scope aligns with the requirements of the stakeholders, and to represent stakeholder interests in project deliberations.
- Provide those directly involved in the project with guidance on project business issues, especially issues which would compromise the success of the project.
- Ensure effort and expenditure is appropriate to stakeholder expectations.
- Assist in the evaluation of project risks, and project risk management approaches.
- Keep the project scope under control as emergent issues force changes to be considered.
- Reconcile differences in opinion and approach and resolve disputes arising from them.
- Committed to showing up for meetings.

Project Sponsor

The role of the Project Executive Sponsor includes inter-alia the following responsibilities:

- Reviewing and Confirming Contractual Terms and Conditions.
- Approving Project Budget.
- Taking responsibility for the project's feasibility, business plan and achievement of outcomes.
- Ensuring the project's scope aligns with the requirements of the stakeholders, and representing stakeholder interests in project deliberations.
- Providing those directly involved in the project with guidance on project business issues, especially issues which would compromise the success of the project.
- Undertaking and authorising decisions that impact Scope, Time and Costs.
- Resolving points of contention and project progress impediments.
- Signing-off milestones.

Project Owner

The role of the Project Owner includes inter-alia the following responsibilities:

- Providing direction and business backing to the project.
- Ensuring that business benefits are delivered.
- Reporting to Exco & Finance as required.
- Escalating decisions that impact Scope, Time and Costs.
- Escalating points of contention and project progress impediments.
- Ensuring the provision of budgeted resources.
- Ensuring availability and commitment from all stakeholders.
- Ensuring the availability of resources.
- Signing off on key Project deliverables.
- Evaluating and approving, rejecting or escalating change control.
- Managing financial and administrative issues.
- Authorising payments to Service Providers.

Business Representatives

The role of the Business Representatives includes inter-alia the following responsibilities:

- Performing the Activities emanating from the project scope.
- Attending and providing input to consultation sessions.
- Collating and providing required documentation and information to the project team.
- Reviewing and confirming project deliverable documentation.
- Performing ancillary tasks assigned to them as per Project Action Log in relation to project delivery.

Project Manager

- The role of the Project Manager includes inter-alia the following responsibilities:
- Confirming project scope.
- Confirming the Project Plan and Schedule.
- Identifying and managing the project stakeholders.
- Securing stakeholder approval.
- Reviewing and reporting progress to the Project Owner.
- Managing the project schedule.

- Attending Project Team meetings as required.
- Identifying & resolving project risks/issues.
- Ensuring availability of personnel and day to day management of the Project Team.
- Assisting with the sign-off process for Project deliverables.
- Managing the Change Control process.
- Attending to financial and administrative issues.
- Facilitating various workshops.

2.7 RESPONSIBILITIES OF THE BIDDER

Bidder Project Owner

The role of the Project Director includes inter-alia the following responsibilities:

- Providing direction and business backing to the project.
- Ensuring that business benefits are delivered.
- Reporting to the PPRA Project Owner as required.
- Escalating decisions that impact Scope, Time and Costs.
- Escalating points of contention and project progress impediments.
- Ensuring availability and commitment from the Bidder.
- Ensuring the availability of Bidder resources.
- Co-Signing-off of key Project deliverables.
- Escalating change control to PPRA.
- Managing financial and administrative issues of the Bidder.
- Managing Invoicing to PPRA.

Bidder Project Manager

- The role of the Project Manager includes inter-alia the following responsibilities:
- Confirming project scope.
- Developing the Project Plan and Schedule.
- Identifying and managing the project stakeholders.
- Securing stakeholder approval.
- Reviewing and reporting progress to the Project Owner.
- Managing the project schedule.

- Attending Project Team meetings as required.
- Identifying & resolving project risks/issues.
- Ensuring availability of personnel and day to day management of the Project Team.
- Assisting with the sign-off process for Project deliverables.
- Managing the Change Control process.
- Attending to financial and administrative issues.
- Facilitating various workshops.

Technical Consultants

- The role of the Technical Consultants includes inter-alia the following responsibilities:
- Performing the Activities emanating from the project scope.
- Compiling the requisite implementation documentation.
- Providing End-User Training.
- Providing Skills Transfer where necessary to PPRA.
- Performing Maintenance and Support Services Tasks as per Service Level Agreements.

2.8 Project management deliverables:

- Project Charter
- Stakeholder Management Strategy
- Statement of Work
- Change Management Plan
- Communications Management Plan
- Configuration Management Plan
- Cost Management Plan
- Human Resource Plan
- Process Improvement Plan
- Procurement Management Plan
- Project Management Plan
- Quality Management Plan
- Relationship Management Plan
- Requirements Management Plan

- Risk Management Plan
- Risk Register
- Schedule Management Plan
- Scope Management Plan
- Work Breakdown Structure
- Project Appointment Letter
- Training Plan (Change Management)
- Expense Report
- Project Status Report
- Root Cause Analysis
- Change Log
- Change Request
- Issue Log
- Issues Identification Tracking Document
- Quality Checklist Template
- Quality Metrics Template
- Post Project Review
- Project Acceptance
- Transition Out Plan
- Lessons Learned
- Assumption Log
- Agile Product Backlog
- Sprint Planning Meeting Agenda
- Detailed Security Architecture

2.9 SLA Performance Matrix

Priority Level	Problem Description	Initial Response SLA(*)	Target Resolution Time SLA	Commitment
Priority 1	Priority Level 1 Means a very serious defect, problem and/or disturbance in the application, which is causing the application or a major feature/module therein to become unavailable, severely disturbed or frequently interrupted, or causing a severe performance degradation, service degradation or loss of capability in relation to such application or Information Technology. Priority Level 1 also includes an Emergency Level defect, problem and/or disturbance, which is causing the whole application to be down.	15 minutes	2 hours	<p>The problem will be worked on until fixed or a reasonable workaround is applied.</p> <p>Updates will be provided to PPRA every 2 hours.</p>

Priority Level	Problem Description	Initial Response SLA(*)	Target Resolution Time SLA	Commitment
Priority 2	Priority Level 2 Means a serious defect, problem and/or disturbance in the application, which is causing, or is likely to cause, the application or a major feature therein, to become disturbed or frequently interrupted or a moderate performance degradation, service degradation or loss of capability in relation to such application, or such major feature therein. Such serious defect could also result in operation and maintenance affecting faults that prohibits proper operation or maintenance or results in a lower level of application performance that may result in customer complaints.	15 minutes	4 hours	The problem will be worked on until fixed or a reasonable workaround is applied. Updates will be provided to PPRA every 2 hours.
Priority 3	Priority Level 3 Means a minor defect, problem and/or disturbance in the application, not affecting the performance, service or operation and maintenance of the application, but resulting in a deviation from the application specification, or minor documentation errors not affecting operation and maintenance of the application. It will also include the enquiries about system functionalities, features and explanation on how to perform various activities on the system.	1 hour	3 days	The service provider will work with PPRA to mutually prioritize and schedule resolutions into regular release cycles.

Priority Level	Problem Description	Initial Response SLA(*)	Target Resolution Time SLA	Commitment
Priority 4	Priority Level 4 relates to all Service Requests	4 hours	Both parties to agree, in writing, within 3 business days, on a resolution time.	Updates must be provided to PPRA every 7 days.

2.10 MEETINGS AND/OR REPORTING

The following communication processes will be adopted.

Communication Type	Frequency/Procedure
Meetings.	<ul style="list-style-type: none"> Bi-Weekly Project team meeting / conference call. Monthly Steering Committee meeting on request.
Reports.	<ul style="list-style-type: none"> Monthly project status reports.
Correspondence.	<ul style="list-style-type: none"> All project correspondence between PPRA and Bidder must include in copy the Project Managers. This will ensure that the emails are tracked by the coordinator and actioned in the absence of key personnel. All key items of communication should be backed up in writing and added to the Issue/Risk management Log where applicable.

2.11 EVALUATION PROCESS

- 2.11.1 Bidders will be evaluated on functionality first, then price and preference points in accordance with PPRA's Approved Supply Chain Management Policy as well as the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000) (PPPFA).
- 2.11.2 The evaluation will be conducted by a bid evaluation committee that will be using either the 80/20 or 90/10 preference point system and the lowest acceptable tender will be used to determine the applicable preference point system. The evaluation will be done in three stages. Stage 1 is the mandatory evaluation criteria. The

service provider must comply with all the mandatory evaluation criteria to be allowed to move to the second stage of evaluation. Stage 2 is the functionality criteria as outlined in section 2.13 below. The bidder must score a minimum of 75% to qualify for stage 3, which will be an evaluation on Price and Specific Goals for the preference point system as described above. All bidders who score less than 75% on functionality will be eliminated and will be regarded as having submitted a non-responsive bid and will be disqualified.

2.12 Stage 1: Mandatory evaluation criteria

No	Description of requirement	Indicate COMPLY/NOT COMPLY	Comment or reference to proposal
M1	<p>The solution must be cloud-based and must provide a web-enabled interface that is native to the solution with multiple portals that serve the purposes of all user groups, amongst which are system administrators, call center agents, web clients and business partners. All data environments are physically located in Tier 3 Class Data Center in South Africa.</p> <p>(Attach examples of application screens and interfaces for each user and channel type and certification for the Data Centre).</p>		
M2	<p>The solution must be able to operate in a high latency network environment or low bandwidth environment.</p> <p>(Provide technical datasheet.)</p>		
M3	<p>The proposed solution must support user security authorisation through Active Directory and Azure AD to ensure centralised enforcement and auditing of user accounts and passwords.</p> <p>(Attach specification sheet as proof).</p>		
M4	<p>The system must have a minimum up-time of 99.9% and be available 24x7x365. The system must be High Availability-Aware. High Availability should be described in detail.</p> <p>High-availability solution architecture must be submitted as evidence.</p> <p>The solution architecture must, as a minimum, address the following:</p>		

No	Description of requirement	Indicate COMPLY/NOT COMPLY	Comment or reference to proposal
	<ul style="list-style-type: none"> Real-time failover in terms of: Infrastructure failure Application failure Database failure 		
M5	<p>The system must be accessible via end-user mobile devices such as cellular phones and tablets.</p> <p>(Attach the system's architecture documentation to support compliance)</p>		
M6	<p>The system will support the use of encrypted transport which can include but not limited to: SSH, HTTPS (with a valid CA signed certificate), LDAPS, FTPS/SFTP, Secure RDP and remote administration for all management interfaces used by administrators, such as console, web or client-based admin interfaces.</p> <p>(Attach the system's architecture documentation to support compliance)</p>		
M7	<p>The platform should comply with ISO 27001, 27017, 27018 certifications.</p> <p>(Attached confirmation from OEM)</p>		
M8	<p>The database associated with the proposed solution must be fully accessible through an appropriate ODBC, or normally available database access tools to allow for simple integration with other third-party technologies.</p> <p>(Attach specification sheet with a clear indication of available integration components)</p>		
M9	<p>Provide Support options that include:</p> <ul style="list-style-type: none"> Full support provided by Service Provider locally (in SA). First-line, Second-line and Third-Line support are provided by the Service Provider locally. <p>(Provide a support structure depicting the above to support compliance)</p>		
M10	<p>A list of a minimum of two (2) reference sites where the proposed intelligent automation technology was implemented/supported by the bidder.</p> <p>(Provide reference letters from clients)</p>		
M11	<p>The bidder must attach a letter of accreditation from the OEM for the proposed intelligent automation technology stack.</p> <p>(A confirmation letter of OEM status must be attached)</p>		
M12	<p>The solution must be POPIA compliant.</p>		

No	Description of requirement	Indicate COMPLY/NOT COMPLY	Comment or reference to proposal
	(Attach undertaking from the service provider)		
M13	The platform must NOT ALLOW VENDOR LOCK-IN , and PPRA must be able to continue using the application with minimal effort if PPRA decides to stop using the platform. All intellectual property generated over the engagement period must be provided to PPRA in industry-standard format. (Provide a letter of confirmation from the OEM)		
M14	The solution can be supported by any other accredited vendor by the OEM (A letter from the OEM must be provided)		

2.13 Stage 2: Functionality Criteria

Functional Criteria			
Feature List and Functionality: Fidelity Fund Certificates Renewal and Licensing			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Party Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
RL1	Registration of multiple categories of Property Practitioners with unique sequential system-generated reference numbers on a secure online portal with business rules.		
RL2	The system must auto-validate and approve or reject the Firm name and ensure that there is no confusingly similar name based on S50(c), which		

Functional Criteria			
Feature List and Functionality: Fidelity Fund Certificates Renewal and Licensing			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Party Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	is similar to the trade name of another Property Practitioner already issued with a Fidelity Fund certificate.		
RL3	Upload of documents		
RL4	To automate the generation of FFCs that must include an electronic signature and a unique QR code.		
RL5	To pay all fees, penalties, fines etc. Due to the PPRA via the Payment Gateway when using the secure Online portal and mobile application.		
RL6	To automate the notification on the progress of events to the property practitioners using sms's, WhatsApp, email and messaging on their portal profile.		
RL7	Adding a Branch to a Firm.		
RL8	Registration of different categories of employee/employees to more than one Firm and or more than one industry with different business rules.		
RL09	Automated allocation of prefixes for different categories of property practitioners (Natural Person and Juridic Person).		
RL10	De-registration of different categories of Property Practitioners, firms, and employees with business rules.		
RL11	Removal of different categories of Property Practitioners and employees.		
RL12	Track the progress of each registration process step and automated notifications to the property practitioner using SMSs, WhatsApp, email		

Functional Criteria			
Feature List and Functionality: Fidelity Fund Certificates Renewal and Licensing			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Party Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	and messaging to the registered property practitioner profile with business rules.		
RL13	The system must log different categories of queries with unique sequential reference numbers.		
RL14	Automated management and allocation of queries to Registration Officers.		
RL15	Access rights management to all categories of Property Practitioners' profile details.		
RL16	Property Practitioner's profile must capture employment, FFC, fines, penalties, and transactional history.		
RL17	Application for different categories of exemptions.		
RL18	Escalation of registration applications with business rules.		
RL19	Automated validation of requirements for registration, licensing application process.		
RL20	Automated issuance of FFC following automated validation of registration requirements.		
RL21	Automated calculation of fees.		
RL22	Automated validation of received documents.		
RL23	Validation of captured information such as ID number.		

Functional Criteria			
Feature List and Functionality: Fidelity Fund Certificates Renewal and Licensing			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Party Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
RL24	The system will systematically be using the applicants reference numbering to allocate the registered profiles to the dedicated person to review the accuracy of the information that has been captured on the system.		
RL25	Automated reconciliation of payments.		
RL26	Automate surveys on the registration and licensing.		

Technical Criteria			
Feature List and Functionality: Audit Management			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (3); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
AM1	Uploading and integration with the Auditors Portal of the database of registered auditors.		
AM2	Registration and logging in by auditors.		
AM3	Customisable form for Audit Report submission.		
AM4	Automated preliminary verification of submitted audit reports based on a set of business rules, with automated letters sent to property practitioners and automated notifications sent to internal staff.		
AM5	Verification and validation of trust accounts added by auditors		
AM6	Automated notification of staff and practitioners when audit reports are submitted.		
AM7	Reporting/Escalation of unclaimed trust monies as declared in submitted audit reports to the Finance Department for invoicing.		
AM8	Flagging of and reporting on audit reports submitted after prescribed timeframes		
AM9	Audit reports submitted after the 6 month period but before the 9-month period of the property practitioners' financial year end to enable auto-generation of fines/penalties for late submission.		
AM10	Reporting/Escalation to Inspections Department of audit reports not submitted within 9 months of the property practitioners' financial year-end for investigation and automated issuance of Compliance Notices.		

Technical Criteria			
Feature List and Functionality: Audit Management			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (3); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
AM11	Reporting/Escalation to the Inspections Department of minor contraventions in submitted audit reports for investigation and automated issuance of Compliance Notices.		
AM12	Automated uploading of the interest earned on trust accounts to various business property practitioners' profiles based on submitted reports from banks. Automated exception report generated when interest earned on IT3B does not accord with the gross interest on the audit report.		
AM13	Automated updating of the trust bank accounts to various business property practitioners' profiles based on submitted reports from banks.		
AM14	Automated adding of new trust accounts to a specific business property practitioner profiles based on details captured on the submitted audit reports.		
AM15	Automated updating of closed trust accounts to a specific business property practitioner profiles based on details captured on the submitted audit reports		
AM16	Submission of trust account exemption applications by principals of property practitioners.		
AM17	Updating of trust account exemption application submitted on the Portal to the system.		
AM18	Viewing by principals of submitted trust account exemption application and the status thereof.		

Technical Criteria			
Feature List and Functionality: Audit Management			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (3); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
AM19	Approval by the internal staff of submitted trust account exemption applications based on a set of business rules, with automated approval letters sent to property practitioners.		
AM20	Saving submitted audit reports on Sharepoint/ PaperTrail accessible by internal staff.		
AM21	Automate surveys on the Audit Management.		

Functional Criteria			
Feature List and Functionality: Claims against the Fidelity Fund			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (3); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
CAFF1	Automate the generation of a letter of instruction to complete a claim form.		

Functional Criteria			
Feature List and Functionality: Claims against the Fidelity Fund			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (3); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
CAFF2	Claims should have unique case numbers auto-generated and sequential.		
CAFF3	Automated indexing of claims on SharePoint, PaperTrail.		
CAFF3	An automatic reply notification from the claims department should (via email, SMS, messaging to portal) go to the complainant's address confirming receipt, giving a claims case number. This should also contain the basic requirements of the Act for a valid claim to be evaluated.		
CAFF4	Reject any claims and notify the claimant where certain fields in the claim form have not been properly completed. Claimants should not be able to submit a claim until the correct fields have been populated.		
CAFF5	An automated letter sent to the respondent agent with a copy of the claim, as required by the Act, giving him 14 days to respond.		
CAFF6	Automated routing of claim to the claimant for final comment.		
CAFF7	Automated assignment and notification of claims officers for claims and notices for claim meeting		
CAFF8	Approval and Rejection of Claims.		
CAFF9	Uploading documents and maintaining claim record history.		
CAFF10	Tracking of claims and User actions.		
CAFF11	automated closure of files after payment and sending of files to the recoveries department, with details of the case number, amount, and date.		

Functional Criteria			
Feature List and Functionality: Claims against the Fidelity Fund			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (3); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
CAFF12	Automated submission of payment requests to Finance after approval of claims.		
CAFF13	Override closure of files.		
CAFF14	Re-open closed files when time periods have been exceeded as the act allows for further action.		
CAFF15	Automatic blocking of the respondent and firm on SAP so that no FFC can be issued after payment of the claim.		
CAFF16	Allow acknowledgement of Debt.		
CAFF17	Automated notification and alerts to internal staff based on legislative deadlines.		

Functional Criteria			
Feature List and Functionality: Inspection Management			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (3); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IM1	Automated inspection report to be completed by inspector following an inspection.		
IM2	Populate/build in (Automated) inspection reports, Inspection notices and Compliance notices into the system. (Distinguishable or differentiated) Include inspections where search warrants obtained.		
IM3	Opening Case File (Case Management)		
IM4	Automated: Referral to adjudication where noncompliance with a compliance notice and make provision for attachments to be included for onward referral to the investigation and adjudication department.		
IM5	Automated Contraventions generated after inspection with business rules.		
IM6	Multiple types of inspections (joint FIC and PPRA)		
IM7	Automated identification of property practitioners working from home and business premises, respectively (this will be triggered by capturing registration information as well).		
IM8	Automate compliance notice to be issued with an invoice and statement linked to the system and interface with SharePoint or PaperTrail.		

Functional Criteria			
Feature List and Functionality: Inspection Management			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (3); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IM9	Build in / Populate minor and major contraventions as contained in Regulation 38.		
IM10	Automated allocation of fines.		
IM11	Tracking of compliance notices and time frames to be able to escalate the notices (system alerts).		
IM12	An audit trail of activities on compliance notice should be made available (managers should be able to see work done on each compliance notice).		
IM13	Populate / build in Acknowledgement of Debt (AOD) proforma and compliance notice proforma.		
IM14	Automated routing of non-compliant compliance notices to the Enforcement department.		
IM15	Automated standard letter of cancellation of Compliance Notice where credit note has been passed by finance and compliance notice withdrawn.		
IM16	Self-assessment using a questionnaire in line with PPA to address risk in the non-compliance(NB. this will assist in conducting compliance risk assessment).		
IM17	Automated investigation report linked to the issuance of compliance notices.		

Functional Criteria			
Feature List and Functionality: Inspection Management			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (3); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IM18	Automated Inspection notice, which can be linked to inspections report and compliance notice with all required information.		
IM19	The inspections department receives two lists the from audit compliance department for minor contraventions from audit reports -identified by PP 'Auditor and another list with PP firms which had failed to submit audit reports (non-submissions audit reports). On the lists from Audit Compliance, the system must have a reporting capability of extracting the 2 lists monthly.		
IM20	<p>Frequency of inspection and selection criteria. Built-in selection criteria and also to identify selected firms (Firms inspected should be identified/noted to avoid selecting the same firm multiple times).</p> <ul style="list-style-type: none"> •Where the search warrant was obtained be linked to the firm (Inspections under warrant) •Have a column for review and comments by the manager on the inspection report (quality assurance) •Query management TAB with relevant information. •Automated courtesy letter to be issued to the PP after inspection. 		

Functional Criteria			
Feature List and Functionality: Inspection Management			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (3); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	<ul style="list-style-type: none"> •Enable report (Quarterly and annually) pulling as per requirements. And a register/Dashboard report requirement. •Section/categories of all inspections conducted per year and be broken down to months. •Precedents of all inspection's reports; and •Categorise all PPs per province and their geographic locations. •TAB for recovery of inspections cost and all requirements. 		

Functional Criteria			
Feature List and Functionality: Education and Training			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
ET1	Automated registration for PDE exams in accordance with eligibility criteria in terms of the regulations with business rules.		
ET2	Specify qualification per sub-sector per category level.		
ET3	Application for accreditation of Training providers per qualifications per subsector per category level.		
ET4	PDE process per subsector per category level		
ET5	PDE registration (selection of the type of exam linked to level, selection of mode of exam (online, oral, venue-based).		
ET6	Automated confirmation of PDE attendance and non-attendance (notification generated and sent)		
ET7	Automated PDE results confirmation and generation of outcome or results letter (notification generated and sent).		
ET8	Automated postponement and approval of postponement of PDE (notification generated and sent).		
ET9	Registration of different categories of exemption (R33) applications with business rules.		

Functional Criteria			
Feature List and Functionality: Education and Training			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
ET10	Automated routing of exemption applications to the internal assessor or education officer with a unique sequential reference number and business rules.		
ET11	The automated letter generated as outcome of assessment and issued (notification generated and sent).		
ET12	Automated determination of exam dates with business rules.		
ET13	Automated application of exam fees.		
ET14	Automated listing and allocation of exam venues, and seats per venue with business rules.		
ET15	Rescheduling of Exams with business rules.		
ET16	Application to lodge an appeal on exam results with business rules.		
ET17	Automated routing to the Education Officer and Reviewer and automated letter generation with the outcome of the appeal (notification generated and sent).		
ET18	Automated generation of electronically signed PDE certificates with a QR code for validation and automated email to applicant (notification generated and sent).		

Functional Criteria			
Feature List and Functionality: Education and Training			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
ET19	Creation of Digital Property Practitioners Log Book/practical training modules, portfolio of evidence/proof of completion of practical training modules and maintain history of professional development with business rules.		
ET20	Automated assessment of logbook/practical training module or evidence.		
ET21	Automated generation of letters on the outcome of the assessment and generate letter of compliance (notification generated and sent).		
ET22	Automated update of status of internship (notification generated and sent).		
ET23	Automated upgrade of status of practitioner upon passing PDE (notification generated and sent).		
ET25	Automate surveys on service from Education and Training Department.		
ET26	Automate notification storage and archiving for all notification generated and sent.		
ET27	Automated disqualification of education non-compliant practitioners per non-compliance categories (notification generated and sent).		

Functional Criteria			
Feature List and Functionality: Education and Training			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
ET28	Automated lifting of the disqualification of education non-compliant practitioners per non-compliance categories (notification generated and sent).		

Functional Criteria			
Feature List and Functionality: Transformation			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
T1	Automate the recruitment process for Interns (Learners) with business rules with pre-selection criteria.		

Functional Criteria			
Feature List and Functionality: Transformation			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
T2	Application to register as a host employer (Registered Property Practitioner Firms).		
T3	Automate the placement of interns with a host employer.		
T4	Upload portfolio of evidence of training and for the logbook automated assessment.		
T5	Automate the feedback of the assessment to the intern.		
T6	Automate the administration of Stipends.		
T7	Notification and Communication to interns via SMS and WhatsApp.		
T8	Automate the submission of workplace readiness document to host employers.		
T9	Automate document routing to the Services SETA Learning Management Information System (SETA).		
T10	Payment of all intern fees by the PPRA.		
T11	Automate the application to register to be part of the Incubation for SMME programme and host One Learner Programme Learners.		
T12	Automate the generation of invoices via the SAP Business One system or a new Practitioners Information Management System platform.		

Functional Criteria			
Feature List and Functionality: Finance			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
F1	Automate the access for all categories of Property Practitioner's to their financial information to include all invoices, statements, proof of payment, credit notes, and fines that are available to download through the integration with SAP Business One or new Practitioners Information Management System platform.		
F2	Payments made via the payment gateway must be credited and updated balances displayed.		
F3	Automate the request for refunds. Payment of refunds using the payment gateway.		
F4	Reconciliation of payments and invoices		
F5	Option to select invoices for payment and process payment via the payment gateway.		
F6	Integration into SAP Business One or a new Practitioners Information Management System platform.		

Functional Criteria			
Feature List and Functionality: Continuous Professional Development			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
CPD1	Automated validation of principal and non-principal Property Practitioner.		
CPD2	Access to eLearning study material and eligibility for contact sessions following the validation of Payment		
CPD3	Automated notification for CPD requirement.		
CPD4	Automated calendaring for CPD events.		
CPD5	Booking for CPD contact session (venue, program etc) (notification generated and sent).		
CPD6	Booking of Learning modules for contact sessions (notification generated and sent).		
CPD7	Automated validating of Personal Development Plan (notification generated and sent).		
CPD8	Creating eLearning categories and uploading of eLearning modules (notification generated and sent).		
CPD9	Automated validation for completion and tracking of eLearning and contact session training. (Notification generated and sent).		
CPD10	Application for accreditation of Business property practitioners and independent training organisations.		

Functional Criteria			
Feature List and Functionality: Continuous Professional Development			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
CPD11	Application for approval of CPD programs from accredited Business property practitioners and independent training organisations.		
CPD12	Autogenerated accreditation letter with a unique sequential reference number (automated sending of notification).		
CPD13	Automated approval and notification of accreditation process. (notification sent).		
CPD14	Upload documentation to validate the completion of training with the accredited service provider.		
CPD15	Automate certificates with QR Code (notification generated and sent and certificate downloadable).		
CPD16	Automate surveys on the CPD.		
CPD17	Automate notification storage and archiving for all notification generated and sent.		
CPD18	Automated disqualification of CPD non-compliant practitioners per non-compliance categories (notification generated and sent).		

Functional Criteria			
Feature List and Functionality: Continuous Professional Development			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
CPD19	Automated lifting of the disqualification of CPD non-compliant practitioners per non-compliance categories (notification generated and sent).		

Functional Criteria			
Feature List and Functionality: Compliance and Enforcement			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
CE1	Allow for registration and completion of an online complaints form with drop-down options for the various industries on a Portal.		
CE2	The complaints form should allow for free texting to give the complainant the opportunity to provide the details of the complaint.		

Functional Criteria			
Feature List and Functionality: Compliance and Enforcement			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
CE3	The complainant submits the form and receives a unique sequential reference number with a letter explaining the complaint processes and timelines.		
CE4	Complaint forms are allocated to a legal officer. This should be an automated process and allocations should be equally spread among legal officers.		
CE5	The system must allow for allocation when a legal officer is on leave or manager decides to allocate to specific legal officer due to complexity of the matter.		
CE6	Legal officer receives the complaint form and determines whether it falls within our jurisdiction. This must be automated against predefined criteria.		
CE7	Closure of the matter where complaint falls outside our jurisdiction. Automated generation of a letter to the complainant explaining the reason for the complaint being closed. Allow for uploading of letters by the Legal Officer.		
CE8	If legal officer determines that a complaint falls within our jurisdiction, he/she does either of the following: <ul style="list-style-type: none"> ➤ Request further information from the complainant. <ul style="list-style-type: none"> ○ The system should have a standardised letter which will be sent to the complainant to register as a user and requesting further information. 		

Functional Criteria			
Feature List and Functionality: Compliance and Enforcement			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	The system should allow the legal officer to insert free text onto the letter to specify the information required.		
CE9	If no further information is required from the complainant, then the legal officer sends the complaint to the respondent address provided by the complainant on the complaint form. ➤ The respondent will then be allowed 21 days to respond. System should allow for alerts to be sent to the respondent and the legal officer where no response is received by a certain number of days or response still outstanding after 21 days.		
CE10	After a response is received the legal officer must determine the next step. i.e., either mediation or adjudication.		
CE11	If mediation – the parties are called to meet, and mediator tries to resolve the matter. ➤ System should allow for record keeping of the mediation hearing and all documents used.		
CE12	If mediation is successful – matter is closed, standard letter sent to both parties closing the matter.		
CE13	If adjudication is chosen – adjudication hearing is held.		

Functional Criteria			
Feature List and Functionality: Compliance and Enforcement			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	<ul style="list-style-type: none"> ➤ Charge letter is first sent to respondent and he is notified of his rights – system should enable this. ➤ System should provide for storage and retrieval of records required .i.e. complaint form, responses received, charge sheet and all communication received, . ➤ Storage of recording of hearing. ➤ Storage of orders issued after adjudication. ➤ Appeal hearing follows where the respondent seeks to appeal adjudication findings. <p>Matter is closed if the Respondent does not appeal</p>		
CE14	Allow acknowledgement of Debt and escalation to Debt recoveries Department.		
CE15	<p>Appeal hearing held if Respondent appeals</p> <ul style="list-style-type: none"> ➤ System should provide for storage and retrieval of records required .i.e. complaint form, responses & all communication received. ➤ Storage of recording of hearing. ➤ Storage of orders issued after adjudication. ➤ Appeal hearing follows where the respondent seeks to appeal adjudication findings. Storage of recordings. 		
CE16	Matter is closed after appeal hearing.		
CE17	Integration into PaperTrail and SharePoint for storage and indexing of records.		

Functional Criteria			
Feature List and Functionality: Compliance and Enforcement			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
CE18	Complainant should be able to track progress of the complaint process.		
CE19	Automated notification by email once a document is uploaded.		

Functional Criteria			
Feature List and Functionality: Customer Relations Management			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	
CRM1	Registration and logging of all queries to be directed on the portal by practitioners. System must prompt update of personal details like email and telephone of the property practitioner when they register and login into the portal.		

Functional Criteria			
Feature List and Functionality: Customer Relations Management			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	
CRM2	Logging of queries by practitioners must be routed to the correct department on the Portal.		
CRM3	The online query management must be able to provide live updates regarding the logged query to the property practitioner and the back office; this allows transparency in our services so that we are measured correctly.		
CRM4	The system must not allow practitioners to duplicate queries relating to the same query. System must not create a reference number on an existing query. Practitioner should be referred to the pending query logged.		
CRM5	Unattended queries logged against user (back office/department) must provide reminders to ensure that queries are responded and resolved based on annual performance standards of the organization.		
CRM6	<u>REQUEST FOR ADDITIONAL INFORMATION</u> If no information is provided by the property practitioner upon request (relevant department) the system within 48 hours must automatically close the logged query/activity		

Functional Criteria			
Feature List and Functionality: Customer Relations Management			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	
	to avoid stale queries which affect turnaround times.		
CRM7	The online query management system should have an online booking consultation option especially for property practitioners. This will allow Authority/Regulator to have access visibility across all provinces.		
CRM8	All logged queries by practitioners should be resolved within 30-day turnaround time. System must provide accurate reports in respect of logged, pending, and resolved queries accurately daily, monthly quarterly and cumulative.		
CRM9	Unattended and Unresolved queries must provide an alert and escalation to the line manager of the department to ensure that the required monitoring is done within the required timeframes of attending queries.		
CRM10	An automated age analysis report of queries logged, pending, and resolved must be provided with the query type per province.		
CRM11	The online query management system must provide access for practitioners to attach documents relating to the query logged.		

Functional Criteria			
Feature List and Functionality: Customer Relations Management			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	
CRM12	Portal queries must be aligned and correctly configured to ensure correct flow of queries from the external user (practitioners) and internal users (internal staff).		
CRM13	Automate surveys on the Customer Relations Management.		
CRM14	System must be able to generate bulk SMSs and WhatsApp service for communication.		

Functional Criteria			
Feature List and Functionality: Security and ICT			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IT1	The system shall limit access to authorised users by a login function.		
IT2	System will allow all users to identify themselves with a unique user ID.		
IT3	Ability to create groups and assign individuals to a group or groups.		
IT4	Duplication of Users ID shall be prevented.		
IT5	Prevent a user from being logged onto more than one terminal/workstation.		
IT6	The password shall have an automatic and procedural expiry period for all users.		
IT7	Ability to disable users after specified periods of inactivity.		
IT8	Provide for the ability to have additional security controls specific to remote access users.		
IT9	The system will support the use of an external LDAP authentication source to ensure centralised enforcement and auditing of user accounts and passwords.		
IT10	The system will have the ability to grant access levels based on job function.		

Functional Criteria			
Feature List and Functionality: Security and ICT			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IT11	The system will support complex password rules based on password length, alphanumeric characters and use of special characters.		
IT12	The system will support password rules based on patterns within the password.		
IT13	The system will support password rules based on password reuse.		
IT14	The system will have the ability to encrypt passwords per encryption requirements.		
IT15	The system will support user lockouts based a on number of failed login attempts within a specified time period.		
IT16	The system will support a lockout policy that requires authorisation from a designated system administrator.		
IT17	A repeated number of failed attempts shall be tracked and reported.		
IT18	The system will support a password expiration policy that is configurable based on lower and upper limits of the password age.		
IT19	The system will support 2-factor authentication.		

Functional Criteria			
Feature List and Functionality: Security and ICT			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IT20	The system will support removing the ability to access the system using clear-text protocols for administrative access.		
IT21	The system will support industry-standard database security practices for database creation and development.		
IT22	The system will consider services that are for "business partner" use vs those that are for "consumer or end-user" use.		
IT23	The system will use authentication for all internet-accessible services regardless of data.		
IT24	The system will support the use of encrypted transport, which can include but is not limited to SSH, HTTPS (with a valid CA signed certificate), LDAPS, FTPS/SFTP, Secure RDP and remote administration for all management interfaces used by administrators, such as console, web, or client-based admin interfaces.		
IT25	The system will support authentication and transport encryption to services that expose or update privacy data.		
IT26	Provide an ability to monitor, track, and report system passwords.		

Functional Criteria			
Feature List and Functionality: Security and ICT			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IT27	Provide parameter violation alerts and the parties to be notified for each alert.		
IT28	The system will support an audit trail of actions performed by system administrators and/or administrator accounts.		
IT29	System logs will include (at a minimum) basic data such as timestamp, identification, and activity. Identification includes the originating IP address and any user account identifiers.		
IT30	The system will need mechanisms which detect and record significant security events to be attack-resistant – especially to those trying to deactivate, modify, or delete the logging software or the logs themselves.		
IT31	System and application logs will be maintained in a form that cannot be readily viewed by unauthorised persons.		
IT32	The system will support firewall segmentation.		
IT33	The system must support firewall segmentation where system interfaces or data transport will be exposed to public networks.		
IT34	The system will support point-to-point firewall rules.		

Functional Criteria			
Feature List and Functionality: Security and ICT			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IT35	The system will support being placed behind a firewall.		
IT36	The system will support additional segmentation using IPS/IDS, VLAN security, VPN's and other mitigation layers at the perimeter between the PPRA internal network and external networks or 3rd parties.		
IT37	The system will support WPA2 or better security and encrypted transport, such as TLSv1.2 or greater, for any wireless components or access.		
IT38	The system must comply with industry standards for all operating systems, database servers, web servers, and other application server frameworks.		
IT39	The system will support automatic updates of signatures and regularly scheduled critical security patch updates for anti-virus and patch management clients installed where available and applicable for that platform.		
IT40	The system should have functionality that will provide the ability to conduct internal reviews to verify compliance with security policies, including application-level scans and walkthroughs in addition to network reviews.		

Functional Criteria			
Feature List and Functionality: Security and ICT			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IT41	Security for the ability to be notified and approve workflow via a mobile device.		
IT42	Ability to support systems that require data integrity controls such as locking out and checking out documents.		
IT43	Provide data filters where applicable to check entries against expected ranges / inputs.		
IT44	Ability to export data in multiple formats such as Excel. Pdf or CSV.		
IT45	Provide data archiving capabilities.		
IT46	Where applicable, provide drop-down box selections for data entry.		
IT47	There must be a clear statement in the contract for cloud services that all data is owned by the PPRA.		
IT48	The ability for the system to attach documents to Transactions, eg. invoices, statements, FFCs, etc.		
IT49	Ability to alter the layout of screens without the need for extensive customisation.		
IT50	Ability to alter toolbars in your Solution without the need for extensive customisation.		
IT51	Ability to build and execute configurable IT workflows.		

Functional Criteria			
Feature List and Functionality: Security and ICT			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IT52	Operate using a single database avoiding data redundancy.		
IT53	Provide a common reporting platform/technology throughout the system.		
IT54	Provide pre-built data conversion routines.		
IT55	Provide pre-defined data architectures.		
IT56	Provide pre-defined data warehouse schemas and extracts.		
IT57	Provide pre-defined master/configuration data management schemas, templates, and tools.		
IT58	Provide business continuity and disaster recovery capabilities for all instances of system implementation.		
IT59	The system must have backup and recovery capability purposes for applications and satellite data transmission to the host system and interface systems.		
IT60	The system must have error detection and correction techniques embedded in the software.		
IT61	The system is accessible via a web browser for the end user devices such as cellular phones and tablets.		

Functional Criteria			
Feature List and Functionality: Security and ICT			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IT62	The system should have the ability to monitor PPRA staff user activity.		
IT63	The intelligent automation (IA) platform must offer an application development using full-stack visual development tools and configured impact analysis capabilities and support a modular approach, allowing large and complicated projects to be produced and adjusted rapidly and with additional agility and low risk.		
IT64	The IA platform must support an omnichannel architecture to provide greater customer experiences and be able to create responsive ,reactive web apps on the platform. The platform must have the capability to deploy mobile applications that connect with native device sensors and provide a greater user experience. The platform must have the capability to submit to app stores as native packages or distributed as Progressive Web Apps.		
IT65	The platform must have a visual UI designer available on the platform to help you construct aesthetically pleasing web and mobile applications.		

Functional Criteria			
Feature List and Functionality: Security and ICT			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	The platform must be pre-loaded with screen templates and controls and do these allow for pixel-perfect customisation.		
IT66	The platform must provide automation for most integration scenarios, like consuming and exposing web services, integration with external databases, chatbots, voice assistants, IoT and custom third-party systems. All connectors are developed and maintained in a single location and be reused across multiple applications.		
IT67	The platform must assist in the implementation of functionality that goes beyond the software's built-in capabilities and enable standard technologies be used to extend applications if necessary. The platform capabilities be accessed via system APIs from other systems.		
IT68	The platform must support the design, implementation, monitoring, and management of business processes and support and accelerate the delivery of Case Management systems.		
IT69	The platform must enforce best practices and standards throughout the development lifecycle to promote greater code quality during the design		

Functional Criteria			
Feature List and Functionality: Security and ICT			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	process. The platform must be capable of assisting the application quality assurance process using standard quality assurance practices.		
IT70	The platform me be capable of supporting the development of high-performance applications. The platform must support elasticity features to allow you to simply scale your infrastructure.		
IT71	The platform must be capable of generating robust solution architectures comprised of numerous self-contained functional modules that expose services to one another. The platform must be capable of constructing services in a decoupled design that adheres to microservices principles. The platform must be equipped with tools for conveniently exploring the available catalogue of services and controlling module dependencies.		
IT72	The platform must provide a fully integrated auditing and security capability. The platform must provide an application monitoring function and allow for the collection of data for troubleshooting		
IT73	The platform must provide the capability to automatically stage applications between environments.		

Functional Criteria			
Feature List and Functionality: Security and ICT			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
IT74	To automate the extraction and validation of information from submitted documents and enable automated document classification, indexing, storage and routing based on predefined rules and criteria		
IT75	The system should support validation of the applicant's identity document using facial recognition		
IT76	Automatic reply to functionality must be enabled when the system is offline or not functional to avoid queries being logged.		

Functional Criteria			
Feature List and Functionality: Reporting			
No	Criteria	Vendor Response	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Party Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
R1	The system should have the capability to generate a standard line of business reports as per functional requirements stated in the Specifications and Scope		
R2	The system should be able to develop custom reports “to be” identified at implementation. These should, at a minimum, include the current reports used by the business.		
R3	The system should have the ability to build ad hoc reports as required by end-users with limited or no intervention by the vendor technical team.		
R4	The reports should be printable in electronic format and emailed.		
R5	The system should have the functionality to automatically generate periodic reports based on a frequency schedule.		
R6	The system must generate reports on the registration process, <ul style="list-style-type: none"> • All applications received for FFC and or RC new registration re-registrations amendments of details., • All successful applications, • All pending applications, and • All rejected applications. 		

Functional Criteria			
Feature List and Functionality: Reporting			
No	Criteria	Vendor Response	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Party Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	<ul style="list-style-type: none"> Cancelled applications. Withdrawn applications. Exception reports should highlight any cases where the process took longer than 30 days or where exemptions were submitted. Key Performance Indicators (KPI) Number of property practitioners registered on the database of PPRA per annum. The supporting reports should comprise of the following statistics. <ul style="list-style-type: none"> Details of all validated applications, Categories of registered PPs, Demographics such as race and gender, Province locations, Various industries of PP, Including the FFC no., FFC request date, FFC print date, Number of days to process an FFC from the application dated, and Percentage (%) of new registrations within (30) working days. 		
R7	The system should have customisable report templates for a "look-and-feel" required by the organisation.		
R8	Audit Compliance Reporting		

Functional Criteria			
Feature List and Functionality: Reporting			
No	Criteria	Vendor Response	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Party Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	The system must have the capability to produce the following reports: •Audit reports received per status. •Audit reports received after the prescribed timeframe. •Outstanding audit reports. •Minor contraventions reported in submitted audit reports. •Audit reports received from a specific auditor. •Trust account exemptions received per type. •Trust account exemptions granted per type. •Active trust accounts per type. •Inactive trust accounts per type.		
R9	Claims against the Fidelity Fund • Progress Reports on claims per stage. • Statistical reporting and notification for compliance to legislative times.		
R10	Inspection Reports • Number of PPA inspections. • Number of PPA investigations. • Number of contraventions per inspection. • Number of contraventions per investigation.		

Functional Criteria			
Feature List and Functionality: Reporting			
No	Criteria	Vendor Response	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Party Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	<ul style="list-style-type: none"> • Number of Investigations per province. • Number of Inspections per province. • Number of compliance notices issued per inspection. • Number of compliance notices issued per investigation. • Number of remedial following an investigation/ inspections. • Number of cancellations of investigation/ inspections. 		
R11	Education and Training <ul style="list-style-type: none"> • Automated Report of designation (property practitioners that have passed the PDE4 and PDE5) in Excel format. • Reports • Number of Registered Property Practitioners for the exam. • Number of Registered Property Practitioners for the exam per level for different sub-sectors. • Number of Registered Property Practitioners who passed/failed the exam. 		

Functional Criteria			
Feature List and Functionality: Reporting			
No	Criteria	Vendor Response	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Party Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	<ul style="list-style-type: none"> • Number of assessed logbooks (compliant and non-compliant). • Property Practitioners practicing level and status. • Number of allocated seat numbers and not allocated. • Number of Property Practitioners NQF 4, NQF 5, PDE 4, PDE 5 compliant and non-compliant. • Number of assessed appeals. • Exam statistics and analysis (performance and pass rate). • Statistics on demographics. • Number of assessed exemptions. • Number of non-compliant practitioners. • Number of absent candidates. • Number of exam postponements. • Number of resolved and non-resolved online queries. • Interns Retention Reporting: • Number of interns registered for the exam. • Number of interns who passed/failed. • Interns' demographics. • Property Practitioners still practicing at the time of registration. 		
R12	Compliance and Enforcement <ul style="list-style-type: none"> • System should generate reports, e.g: • Number of complaints received per province. • Number of complaints resolved through mediation. • Number of complaints resolved through adjudication. • Categories of complaints received. • Age analysis - How long did it take to resolve the complaint? 		

Functional Criteria			
Feature List and Functionality: Reporting			
No	Criteria	Vendor Response	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Party Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
	<ul style="list-style-type: none"> • Number of complaints still unresolved. • Fines issued and amounts. • Types of orders issued and categories. 		
R14	CPD Reports <ul style="list-style-type: none"> • Number of Property Practitioners completed PDPs. • Reports on payments for eLearning and contact sessions. • Number of Property Practitioners completed contact sessions. • Number of Property Practitioners Completion of eLearning. • Reports on accreditation. • Reports compliance to CPD. 		
R15	Finance Reports <ul style="list-style-type: none"> • Payment reconciliations • Outstanding payments • Refunds • Eligible property practitioners for FFC for each financial year • All agents invoiced for each financial year • Debtors database • Deregistered property practitioners or Entities - showing the deregistration date. • Property practitioners database • Revenue Completeness reports amongst others. 		

The bidder must respond to the feature list in the above table by indicating the extent to which their product meets each of the requirements listed. The evaluation points will be allocated as follows (**Weight = 70**):

Points	Criteria
0	NS = Not supported
1	3 rd - 3 rd Party Product
2	BD= Bespoke Development
5	FS - Fully Supported

Functional Criteria			
Feature List and Functionality: Demonstration			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
D1	Registration of multiple categories of Property Practitioners with unique sequential system-generated reference numbers on a secure online portal with business rules.		

Functional Criteria			
Feature List and Functionality: Demonstration			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
D2	Automated allocation of prefixes for different categories property practitioners (Natural Person and Juridic Person).		
D3	Registration of different categories of employee/employees to more than one Firm and or more than one industry with different business rules		
D4	Upload of documents		
D5	Payment of Registration fees		
D6	Automated routing to Registration officer for validation		
D7	Track the progress of each registration process step and automated notifications to the property practitioner using email and messaging to the registered property practitioner profile with business rules.		
D8	To pay all fees, penalties, fines etc due to the PPRA via the Payment Gateway when using the secure Online portal and mobile application.		
D9	To automate the notification on the progress of events to the property practitioners using SMS, email and messaging on their portal profile.		
D10	Adding a Branch to a Firm		

Functional Criteria			
Feature List and Functionality: Demonstration			
No	Criteria	Evaluation Criteria	Vendor/ Supplier Comments
		FS – Fully Supported (5); BD – Bespoke Development (2); 3P – 3rd Part Product (1); NS – Not Supported (0).	Criteria Reference Page in Annexure
D11	De-registration of different categories of Property Practitioners, firms and employees with business rules.		
D12	Removal of different categories of Property Practitioners and employees		
D13	Access rights management to all categories of Property Practitioners profile details		
D14	Property Practitioners profile must capture employment, FFC, fines, penalties, transactional history.		
D15	Escalation of registration applications to registration supervisor or management with business rules		
D16	To automate the generation of FFCs that must include an a unique QR code.		
D17	Change validity period of FCC (role based)		

The bidder must respond to the feature list in the above table by indicating the extent to which their product meets each of the requirements listed. The evaluation points will be allocated as follows (**Weight = 10**):

Points	Criteria
0	NS = Not supported
1	3 rd - 3 rd Party Product
2	BD= Bespoke Development
5	FS - Fully Supported

IMPLEMENTATION APPROACH AND SUPPORT METHODOLOGY			
The bidder must submit a detailed implementation approach and support methodology that at a minimum covers' components listed in the specifications			
Training			
No	Criteria	Compliance (Yes/No)	Service Provider Comments and criteria reference page in Annexure
IASM 1	Documented Manuals as per implementation for Users.		
IASM 2	Documented Manuals as per implementation for Administrators.		
IASM 3	All Manuals available electronically.		
IASM 4	All Manuals available electronically for on-line self-paced learning.		
IASM 5	Provision for Class-Room training.		
IASM 6	Provision for Train-The-Trainer Approach.		
IASM 7	Provide a Maintenance and Support agreement options for Cloud as well as SaaS implementation of the system.		
IASM 8	Describe your standard support procedures (discuss on-site and/or remote options) for the following (include the method of contact): 24X7X365 ; Normal and Emergency		
IASM 9	Skills transfer by Service Provider to PPRA team for Maintenance and Support.		
IASM 10	The system must be installed on both the Production site as well as the Disaster Recovery (DR) site.		

IMPLEMENTATION APPROACH AND SUPPORT METHODOLOGY			
The bidder must submit a detailed implementation approach and support methodology that at a minimum covers' components listed in the specifications			
IASM 11	The system shall be configurable to replicate all instances of the implementation between Production and DR site.		
IASM 12	The system shall be configurable to be available in 'Hot Standby' mode.		
IASM 13	The system shall have full and incremental backup capability for all instance of the implementation.		
IASM 14	The system shall provide pre-defined data warehouse schemas and extracts		
IASM 15	The system shall provide pre-defined master / configuration data management schemas, templates, and tools.		
IASM 16	The system shall provide data archiving capabilities.		
IASM 17	System will support automatic updates of signatures and regularly scheduled critical security patch updates for anti-virus and patch management clients installed where available and applicable for that platform.		
IASM 18	Must have documented , approved DR business continuity plan aligned to industry best practice		

Each potential vendor must describe in detail their design approach and strategy including a list of the key advantages of their methodology. The methodology description must cover all items detailed in the above table. The evaluation points will be allocated as follows (**Weight =20**):

Points	Criteria
0	No information was presented.
1	The methodology is poorly described or not relevant to the assignment
3	The methodology is clear and relevant but has not been adopted to the environment / requirements
5	The methodology is clear and relevant and has been adopted to the environment / requirements

3. PRICING SCHEDULE

No	Description	QTY	Price Year 1	Price Year 2	Price Year 3	Price Year 4	Price Year 5	Price Year 6	Price Year 7
1	All Applicable License subscription Costs for duration of contract (for 110 PPRA Users includes Administrators). External user licence (160 000 external users)	1							
2	Mobile App Develop as stated throughout the bid document	1							
3	Professional Services (which include Implementation, Project and Change Management Strategy and Implementation plan (Including Implementation for the duration of the contract).) as indicated throughout the bid document for the PPIMS	1							
4	Bespoke development as per Functionality (stated in Features List, Technical and Functionality) as indicated throughout the bid document	1							
5	Interfaces/Integration (stated Features List and Functionality) including as indicated throughout the bid document	1							
6	Training - Training Methodology and Approach Training of Users and Super Users # Please use the attached user numbers and their associated profiles to guide pricing.	1							
7	Data cleansing, Data Migration (including Plans, and migration schemas)	1							
8	Post Implementation Maintenance and Support as per SLA indicated throughout bid document	1							

No	Description	QTY	Price Year 1	Price Year 2	Price Year 3	Price Year 4	Price Year 5	Price Year 6	Price Year 7
9	Any third-party software products or tools required	1							
10	Chatbot stated throughout the bid document	1							
11	Other (Provide details in supporting schedule)	1							
12	Contingency Support 20% of total bid value inclusive of VAT	1							
TOTAL COSTED VALUE OF ABOVE (CEILING PRICE)					R				

4. OWNERSHIP OF DATA

4.1 All PPRA data stored on service provider's hosting platform or other equipment is owned by the PPRA and must be provided to the PPRA and/or a designated future service provider upon request by the IT Manager. The PPRA reserves the right to determine the format in which the data is transferred.

4.2 All data provided to the service provider remains the property of the PPRA. All data generated during the performance of the contract are the property of PPRA. All PPRA owned data must be used only for the purposes of administering the System. The data will not be utilized for any other purpose, commercial or otherwise, unless specifically authorized by the PPRA.

5. SECURITY

5.1 The Contractor will comply with the PPRA Standards of Security and Privacy: Primary objectives are:

- 5.1.1 To establish a secure environment for the processing of data.
- 5.1.2 To reduce information security risk.
- 5.1.3 To communicate the responsibilities for the protection of information.

5.2 All Contractor personnel is responsible for:

- 5.2.1 Being aware of their responsibilities for protecting IT assets of the PPRA.
- 5.2.2 Exercising due diligence in carrying out the PPRA's IT Security Policy.

- 5.2.3 Being accountable for their actions relating to their use of all PPRA IT Systems and Internet Access.
- 5.2.4 Using IT resources and Internet Access only for intended purposes as defined by policies, laws, and regulations of the PPRA.

6. OTHER IMPORTANT CONDITIONS

The closing date for submission of proposals is **16 October 2023** at 12h00.

Please note that no late quotations will be accepted

- Quotation must be VAT inclusive and include all total costs required for the assignment including disbursements.
- Bids must be submitted as one (1) original plus four (3) hard copies.
- Quotation must be VAT inclusive and include all total costs required for the assignment including disbursements.
- PPRA 's Preferential claim form must be completed and signed.
- Original tax clearance certificate (TCC) must be submitted (not to be faxed or e-mailed but delivered at PPRA).

No faxed or e-mailed tenders will be considered.

TENDER DOCUMENTS MAY BE DEPOSITED IN THE TENDER BOX SITUATED AT:
PROPERTY PRACTITIONERS' REGULATORY AUTHORITY
63 WIERDA ROAD EAST
SANDTON

- Tenders can be delivered between 08:00 and 16:30, Mondays to Fridays, prior to the closing date, and between 08:00 and 12:00 on the closing date.
- All tenders must be submitted on the official forms (not to be retyped).
- This tender is subject to the General Conditions of Contract (GCC) and terms of reference stipulated in this document Special Conditions of Contract.
- Tenders submitted that do not comply with the following may not be considered for evaluation:
 - ❖ A tender that is not in the format prescribed.
 - ❖ A tender without some or all of the required documents.

Bid No.: BID 23/24/01

Name of Bidder.....

- ❖ Pricing schedules not in the required format.
- ❖ Tenders without the required number of copies.

Any queries regarding tendering procedures and technical information may be directed to:

Technical enquiries

Loyiso Befile

Email: technicaltenders@theppra.org.za

For Bid administration enquiries contact:

Name: Mr. Vusani Tshivule (SCM)

Tel.: 011 731 5657

Email: infotenders@theppra.org.za

Please note that failure to comply with these conditions will invalidate your proposal (if all documents are not submitted then consider your proposal not accepted).

PPRA reserves the right not to appoint any bidder who has submitted his/her proposal. Note that in the event PPRA select a successful bidder the latter will be required to sign a service level agreement which is drafted by PPRA.

Successful bidders will be subjected to the PPRA 's terms and conditions.