



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 venture comp 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.

<b>DESCRIPTION</b>	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.
<b>TENDER DOCUMENTS DOWNLOADING</b>	Tender documents may be downloaded directly from the National Treasury's eTenders publication portal at <a href="http://www.etenders.gov.za">www.etenders.gov.za</a> or directly from the Property Practitioners Regulatory Authority's (PPRA's) website at theppra.org.za under TENDERS tab.
<b>CLOSING DATE</b>	12H00 noon on the 16 <sup>th</sup> of October 2023 Tenderers must ensure that bids are submitted timeously as late proposals will not be accepted for consideration and evaluation.
<b>Bidding enquiries</b>	Mr. Vusani Tshivule at <a href="mailto:infotenders@theppra.org.za">infotenders@theppra.org.za</a>
<b>Technical enquiries</b>	Mr. Loyiso Befile on <a href="mailto:technicaltenders@theppra.org.za">technicaltenders@theppra.org.za</a>

## 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: <b>23/24/01</b> )	BID	CLOSING DATE:	<b>16 October 2023</b>	CLOSING TIME:	<b>12:00</b>
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BID DESCRIPTION	<b>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.</b>
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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: TECHNICAL ENQUIRIES MAY BE DIRECTED TO:

CONTACT PERSON	Vusani Tshivule	CONTACT PERSON	Loyiso Befile
TELEPHONE NUMBER	<b>(011) 731-5657</b>	TELEPHONE NUMBER	<b>(011) 731-5712</b>
FACSIMILE NUMBER		FACSIMILE NUMBER	
E-MAIL ADDRESS	<a href="mailto:infotenders@theppra.org.za">infotenders@theppra.org.za</a>	E-MAIL ADDRESS	<a href="mailto:technicaltenders@theppra.org.za">technicaltenders@theppra.org.za</a>

#### 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 <b>GOODS /SERVICES /WORKS OFFERED?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW ]
-----------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------	---------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------

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)?  YES  NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?  YES  NO

DOES THE ENTITY HAVE PERMANENT ESTABLISHMENT IN THE RSA?  YES  NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?  YES  NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?  YES  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 FOR .....90.....DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
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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]

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## DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state<sup>1</sup>, 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, shareholder<sup>2</sup>): .....
- 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.

<sup>1</sup>"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.

<sup>2</sup>"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
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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  
the appropriate authority to undertake remunerative work  
outside employment in the public sector? **YES / NO**

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

(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 /  
trustees / shareholders / members or their spouses conduct business  
with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

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

2.9 Do you, or any person connected with the bidder, have  
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? **YES / NO**

2.9.1 If so, furnish particulars.

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

2.10 Are you, or any person connected with the bidder,  
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? **YES/NO**

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 *prorata* 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](mailto: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**.....

## **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**

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### **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:

	<b>POINTS</b>
<b>PRICE</b>	80
<b>SPECIFIC GOALS</b>	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

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.

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:

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

### 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:

**80/20**

**or**

**90/10**

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

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.

**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.)**

<b>The specific goals allocated points in terms of this tender</b>	<b>Number of points allocated (90/10 system) (To be completed by the organ of state)</b>	<b>Number of points allocated (80/20 system) (To be completed by the organ of state)</b>	<b>Number of points claimed (90/10 system) (To be completed by the tenderer)</b>	<b>Number of points claimed (80/20 system) (To be completed by the tenderer)</b>
<b>Ownership by or Management Control by:</b>				
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		
<b>TOTAL PREFERENCE POINTS</b>	<b>10</b>	<b>20</b>		

### **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 property
- 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.

**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

.....

.....

## **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) .....

**WITNESSES**

CAPACITY .....

1 .....

SIGNATURE .....

2 .....

NAME OF FIRM .....

DATE: .....

DATE .....

**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 number .....dated 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)

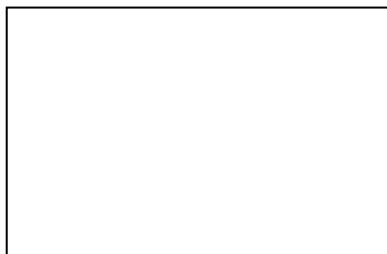
I confirm that I am duly authorised to sign this contract.

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

**NAME (PRINT)** .....

**SIGNATURE** .....

**OFFICIAL STAMP**



**WITNESSES**

1. .....

2. .....

DATE .....

## 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: .....

**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 number .....dated.....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.

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

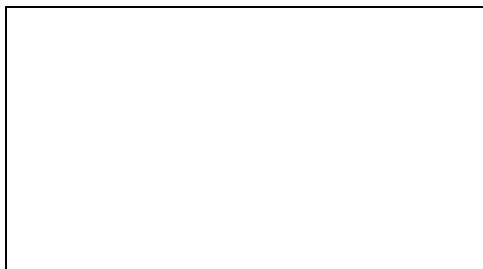
4. I confirm that I am duly authorised to sign this contract.

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

NAME (PRINT) .....

SIGNATURE .....

OFFICIAL STAMP



WITNESSES

1.....

2.....



**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	<p>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? <b>(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).</b></p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website(<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) and can be accessed by clicking on its link at the bottom of the home page.</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.1.1	If so, furnish particulars:		
4.2	<p>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)?</p> <p><b>The Register for Tender Defaulters can be accessed on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) by clicking on its link at the bottom of the home page.</b></p>	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:		

**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 bids<sup>1</sup> 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).<sup>2</sup> 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:

<sup>1</sup> Includes price quotations, advertised competitive bids, limited bids and proposals.

<sup>2</sup> 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 consortium<sup>3</sup> 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.

<sup>3</sup> **Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.**

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 Disciplinary reporting
- Disciplinary 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 PRRA 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
<b>Priority 1</b>	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
<b>Priority 2</b>	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	<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>
<b>Priority 3</b>	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
<b>Priority 4</b>	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"><li>• Bi-Weekly Project team meeting / conference call.</li><li>• Monthly Steering Committee meeting on request.</li></ul>
Reports.	<ul style="list-style-type: none"><li>• Monthly project status reports.</li></ul>
Correspondence.	<ul style="list-style-type: none"><li>• 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.</li><li>• All key items of communication should be backed up in writing and added to the Issue/Risk management Log where applicable.</li></ul>

## 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"><li>• Real-time failover in terms of:</li><li>• Infrastructure failure</li><li>• Application failure</li><li>• Database failure</li></ul>		
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"><li>• Full support provided by Service Provider locally (in SA).</li><li>• First-line, Second-line and Third-Line support are provided by the Service Provider locally.</li></ul> <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 <b>NOT ALLOW VENDOR LOCK-IN</b> , 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
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Party Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
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		

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

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

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Fidelity Fund Certificates Renewal and Licensing</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Party Product (1); <b>NS</b> – <b>Not Supported</b> (0).	<b>Criteria Reference Page in Annexure</b>
<b>RL24</b>	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.		
<b>RL25</b>	Automated reconciliation of payments.		
<b>RL26</b>	Automate surveys on the registration and licensing.		

<b>Technical Criteria</b>			
<b>Feature List and Functionality: Audit Management</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (3); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>AM1</b>	Uploading and integration with the Auditors Portal of the database of registered auditors.		
<b>AM2</b>	Registration and logging in by auditors.		
<b>AM3</b>	Customisable form for Audit Report submission.		
<b>AM4</b>	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.		
<b>AM5</b>	Verification and validation of trust accounts added by auditors		
<b>AM6</b>	Automated notification of staff and practitioners when audit reports are submitted.		
<b>AM7</b>	Reporting/Escalation of unclaimed trust monies as declared in submitted audit reports to the Finance Department for invoicing.		
<b>AM8</b>	Flagging of and reporting on audit reports submitted after prescribed timeframes		
<b>AM9</b>	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.		
<b>AM10</b>	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.		

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

<b>Technical Criteria</b>			
<b>Feature List and Functionality: Audit Management</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (3); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>AM19</b>	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.		
<b>AM20</b>	Saving submitted audit reports on Sharepoint/ PaperTrail accessible by internal staff.		
<b>AM21</b>	Automate surveys on the Audit Management.		

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

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Claims against the Fidelity Fund</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (3); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>CAFF2</b>	Claims should have unique case numbers auto-generated and sequential.		
<b>CAFF3</b>	Automated indexing of claims on SharePoint, PaperTrail.		
<b>CAFF3</b>	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.		
<b>CAFF4</b>	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.		
<b>CAFF5</b>	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.		
<b>CAFF6</b>	Automated routing of claim to the claimant for final comment.		
<b>CAFF7</b>	Automated assignment and notification of claims officers for claims and notices for claim meeting		
<b>CAFF8</b>	Approval and Rejection of Claims.		
<b>CAFF9</b>	Uploading documents and maintaining claim record history.		
<b>CAFF10</b>	Tracking of claims and User actions.		
<b>CAFF11</b>	automated closure of files after payment and sending of files to the recoveries department, with details of the case number, amount, and date.		

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

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

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

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Inspection Management</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (3); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>IM18</b>	Automated Inspection notice, which can be linked to inspections report and compliance notice with all required information.		
<b>IM19</b>	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.		
<b>IM20</b>	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).  •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.		

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

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

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

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

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

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

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

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Finance</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>F1</b>	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.		
<b>F2</b>	Payments made via the payment gateway must be credited and updated balances displayed.		
<b>F3</b>	Automate the request for refunds. Payment of refunds using the payment gateway.		
<b>F4</b>	Reconciliation of payments and invoices		
<b>F5</b>	Option to select invoices for payment and process payment via the payment gateway.		
<b>F6</b>	Integration into SAP Business One or a new Practitioners Information Management System platform.		

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

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

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

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

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Compliance and Enforcement</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>CE3</b>	The complainant submits the form and receives a unique sequential reference number with a letter explaining the complaint processes and timelines.		
<b>CE4</b>	Complaint forms are allocated to a legal officer. This should be an automated process and allocations should be equally spread among legal officers.		
<b>CE5</b>	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.		
<b>CE6</b>	Legal officer receives the complaint form and determines whether it falls within our jurisdiction. This must be automated against predefined criteria.		
<b>CE7</b>	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.		
<b>CE8</b>	If legal officer determines that a complaint falls within our jurisdiction, he/she does either of the following: ➤ Request further information from the complainant. ○ The system should have a standardised letter which will be sent to the complainant to register as a user and requesting further information.		

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Compliance and Enforcement</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
	The system should allow the legal officer to insert free text onto the letter to specify the information required.		
<b>CE9</b>	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.		
<b>CE10</b>	After a response is received the legal officer must determine the next step. i.e., either mediation or adjudication.		
<b>CE11</b>	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.		
<b>CE12</b>	If mediation is successful – matter is closed, standard letter sent to both parties closing the matter.		
<b>CE13</b>	If adjudication is chosen – adjudication hearing is held.		

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

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

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Customer Relations Management</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/ Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	
<b>CRM1</b>	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.		

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Customer Relations Management</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/ Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – 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	<b>REQUEST FOR ADDITIONAL INFORMATION</b>  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		

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Customer Relations Management</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/ Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	
	to avoid stale queries which affect turnaround times.		
<b>CRM7</b>	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.		
<b>CRM8</b>	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.		
<b>CRM9</b>	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.		
<b>CRM10</b>	An automated age analysis report of queries logged, pending, and resolved must be provided with the query type per province.		
<b>CRM11</b>	The online query management system must provide access for practitioners to attach documents relating to the query logged.		

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Customer Relations Management</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/ Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – 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.		

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

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

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Security and ICT</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>IT20</b>	The system will support removing the ability to access the system using clear-text protocols for administrative access.		
<b>IT21</b>	The system will support industry-standard database security practices for database creation and development.		
<b>IT22</b>	The system will consider services that are for "business partner" use vs those that are for "consumer or end-user" use.		
<b>IT23</b>	The system will use authentication for all internet-accessible services regardless of data.		
<b>IT24</b>	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.		
<b>IT25</b>	The system will support authentication and transport encryption to services that expose or update privacy data.		
<b>IT26</b>	Provide an ability to monitor, track, and report system passwords.		

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Security and ICT</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>IT27</b>	Provide parameter violation alerts and the parties to be notified for each alert.		
<b>IT28</b>	The system will support an audit trail of actions performed by system administrators and/or administrator accounts.		
<b>IT29</b>	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.		
<b>IT30</b>	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.		
<b>IT31</b>	System and application logs will be maintained in a form that cannot be readily viewed by unauthorised persons.		
<b>IT32</b>	The system will support firewall segmentation.		
<b>IT33</b>	The system must support firewall segmentation where system interfaces or data transport will be exposed to public networks.		
<b>IT34</b>	The system will support point-to-point firewall rules.		

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Security and ICT</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>IT35</b>	The system will support being placed behind a firewall.		
<b>IT36</b>	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.		
<b>IT37</b>	The system will support WPA2 or better security and encrypted transport, such as TLSv1.2 or greater, for any wireless components or access.		
<b>IT38</b>	The system must comply with industry standards for all operating systems, database servers, web servers, and other application server frameworks.		
<b>IT39</b>	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.		
<b>IT40</b>	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.		

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

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

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Security and ICT</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>IT62</b>	The system should have the ability to monitor PPRA staff user activity.		
<b>IT63</b>	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.		
<b>IT64</b>	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.		
<b>IT65</b>	The platform must have a visual UI designer available on the platform to help you construct aesthetically pleasing web and mobile applications.		

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Security and ICT</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
	The platform must be pre-loaded with screen templates and controls and do these allow for pixel-perfect customisation.		
<b>IT66</b>	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.		
<b>IT67</b>	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.		
<b>IT68</b>	The platform must support the design, implementation, monitoring, and management of business processes and support and accelerate the delivery of Case Management systems.		
<b>IT69</b>	The platform must enforce best practices and standards throughout the development lifecycle to promote greater code quality during the design		

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Security and ICT</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
	process. The platform must be capable of assisting the application quality assurance process using standard quality assurance practices.		
<b>IT70</b>	The platform must be capable of supporting the development of high-performance applications. The platform must support elasticity features to allow you to simply scale your infrastructure.		
<b>IT71</b>	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.		
<b>IT72</b>	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		
<b>IT73</b>	The platform must provide the capability to automatically stage applications between environments.		

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Security and ICT</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>IT74</b>	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		
<b>IT75</b>	The system should support validation of the applicant's identity document using facial recognition		
<b>IT76</b>	Automatic reply to functionality must be enabled when the system is offline or not functional to avoid queries being logged.		

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Reporting</b>			
<b>No</b>	<b>Criteria</b>	<b>Vendor Response</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Party Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>R1</b>	The system should have the capability to generate a standard line of business reports as per functional requirements stated in the Specifications and Scope		
<b>R2</b>	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.		
<b>R3</b>	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.		
<b>R4</b>	The reports should be printable in electronic format and emailed.		
<b>R5</b>	The system should have the functionality to automatically generate periodic reports based on a frequency schedule.		
<b>R6</b>	The system must generate reports on the registration process, <ul style="list-style-type: none"><li>• All applications received for FFC and or RC new registration re-registrations amendments of details.,</li><li>• All successful applications,</li><li>• All pending applications, and</li><li>• All rejected applications.</li></ul>		

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

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Reporting</b>			
<b>No</b>	<b>Criteria</b>	<b>Vendor Response</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Party Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
	<p>The system must have the capability to produce the following reports:</p> <ul style="list-style-type: none"><li>• Audit reports received per status.</li><li>• Audit reports received after the prescribed timeframe.</li><li>• Outstanding audit reports.</li><li>• Minor contraventions reported in submitted audit reports.</li><li>• Audit reports received from a specific auditor.</li><li>• Trust account exemptions received per type.</li><li>• Trust account exemptions granted per type.</li><li>• Active trust accounts per type.</li><li>• Inactive trust accounts per type.</li></ul>		
<b>R9</b>	<b>Claims against the Fidelity Fund</b> <ul style="list-style-type: none"><li>• Progress Reports on claims per stage.</li><li>• Statistical reporting and notification for compliance to legislative times.</li></ul>		
<b>R10</b>	<b>Inspection Reports</b> <ul style="list-style-type: none"><li>• Number of PPA inspections.</li><li>• Number of PPA investigations.</li><li>• Number of contraventions per inspection.</li><li>• Number of contraventions per investigation.</li></ul>		

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

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

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

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 <sup>rd</sup> - 3 <sup>rd</sup> 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.		

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

<b>Functional Criteria</b>			
<b>Feature List and Functionality: Demonstration</b>			
<b>No</b>	<b>Criteria</b>	<b>Evaluation Criteria</b>	<b>Vendor/Supplier Comments</b>
		<b>FS</b> – Fully Supported (5); <b>BD</b> – Bespoke Development (2); <b>3P</b> – 3rd Part Product (1); <b>NS</b> – Not Supported (0).	<b>Criteria Reference Page in Annexure</b>
<b>D11</b>	De-registration of different categories of Property Practitioners, firms and employees with business rules.		
<b>D12</b>	Removal of different categories of Property Practitioners and employees		
<b>D13</b>	Access rights management to all categories of Property Practitioners profile details		
<b>D14</b>	Property Practitioners profile must capture employment, FFC, fines, penalties, transactional history.		
<b>D15</b>	Escalation of registration applications to registration supervisor or management with business rules		
<b>D16</b>	To automate the generation of FFCs that must include an a unique QR code.		
<b>D17</b>	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 <sup>rd</sup> - 3 <sup>rd</sup> 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
<b>IASM 1</b>	Documented Manuals as per implementation for Users.		
<b>IASM 2</b>	Documented Manuals as per implementation for Administrators.		
<b>IASM 3</b>	All Manuals available electronically.		
<b>IASM 4</b>	All Manuals available electronically for on-line self-paced learning.		
<b>IASM 5</b>	Provision for Class-Room training.		
<b>IASM 6</b>	Provision for Train-The-Trainer Approach.		
<b>IASM 7</b>	Provide a Maintenance and Support agreement options for Cloud as well as SaaS implementation of the system.		
<b>IASM 8</b>	Describe your standard support procedures (discuss on-site and/or remote options) for the following (include the method of contact): 24X7X365 ; Normal and Emergency		
<b>IASM 9</b>	Skills transfer by Service Provider to PPRA team for Maintenance and Support.		
<b>IASM 10</b>	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

<b>IASM 11</b>	The system shall be configurable to replicate all instances of the implementation between Production and DR site.		
<b>IASM 12</b>	The system shall be configurable to be available in 'Hot Standby' mode.		
<b>IASM 13</b>	The system shall have full and incremental backup capability for all instance of the implementation.		
<b>IASM 14</b>	The system shall provide pre-defined data warehouse schemas and extracts		
<b>IASM 15</b>	The system shall provide pre-defined master / configuration data management schemas, templates, and tools.		
<b>IASM 16</b>	The system shall provide data archiving capabilities.		
<b>IASM 17</b>	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.		
<b>IASM 18</b>	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.

- ❖ 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](mailto:technicaltenders@theppra.org.za)

For Bid administration enquiries contact:

Name: Mr. Vusani Tshivule (SCM)

Tel.: 011 731 5657

Email: [infotenders@theppra.org.za](mailto: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.**