REQUEST FOR INFORMATION (RFI)

Gauteng CET College is hereby inviting service providers to respond on the following RFI

BID Number	Description	Contact Person	Closing Date
RFI/1/2023/H_0	**REQUEST FOR INFORMATION (RFI) ON THE PROVISION ON APPOINTMENT OF FINANCIAL MANAGEMENT SYSTEM SOLUTION, RELATED IMPLEMENTATION AND SUPPORT SERVICES**	Ms R Diale 010 900 1166/ 1155/1178	28 November 2023 Time: 13H00

Online Submission

Interested parties are kindly requested to submit detailed feedback in response to the above RFI. Providers are kindly requested to provide links and /or documentation related to and supporting their responses. Providers are also encouraged to provide information that is over and above the GCETC's provided information.   .

Please submit your documents via email to TenderSubmission@GP.CETC.edu.za, Only electronic submission will be considered.

-REQUEST FOR INFORMATION

TERMS OF REFERENCE FOR THE REQUEST FOR INFORMATION (RFI) ON THE PROVISION ON APPOINTMENT OF FINANCIAL MANAGEMENT SYSTEM SOLUTION, RELATED IMPLEMENTATION AND SUPPORT SERVICES.

RFI NUMBER: RFI/1/2023/H_0

Date Issued: 14 NOVEMBER 2023

Closing date and time: 28 NOVEMBER 2023 @ 13h00

Electronic Submission (ONLINE SUBMISSIONS)

1. Background

1.1 The CET came into existence on 1 April 2015 when the Public Adult Learning Centres (PALCs) migrated from the Provincial Education Department (PEDs) to the CET Colleges, resorting under the Department of Higher Education and Training (DHET). The mandate of the College is to provide quality and relevant education and training programmes for youth and adults to improve their livelihoods. The College, through the Community Learning Centres, offer programmes that will ensure that learners attain skills that will enable them to either find employment or establish their own enterprises.

1.2 The College is situated in 100 Northern Parkway, Ormonde: Gauteng province, South Africa. Governance of the College rests with the Council subject to the relevant statutes and policies. Management of the College consists of the Principal and Deputy principals. The CET College operates in accordance with the requirements, rules and regulations laid down in the following:

- The Continuity Education and Training Act, Act 16 of 2006 and
- National Norms and Standards for Funding Community Education and training Colleges

1.3 The supply Chain management unit is tasked with the responsibility to assist in the process of acquiring an integrated Financial Management system for the nine (9) colleges in different Provinces,

1.4 According to National Treasury, establishment of contracts is one of the sourcing strategies for the procurement of goods and services that are required on repetitive basis.

2. The Gauteng Community Education Training College is in the process of acquiring an integrated financial management system (FMS) for the nine (9) colleges. The objective is to source a credible and sustainable financial information systems that is effective and efficient.

To successfully achieve this, the GCETC's requires the use of robust and innovative Financial Management System (FMS) solutions that will enable seamless business processes and related digital business changes.

The GCETC's are currently in need of a financial management system (FMS) that will resolve several challenges **including but not limited to the following:**

- Difficulties in making timely and consistent data-driven decisions.
- Disparate processes leading to inefficiencies and inconsistencies.
- Existence of manual and often paper-based processes leading to human error and data integrity issues.
- Difficulties in streamlining processes that rely on systems.
- Steep amounts of money spent on various software licenses.
- Integration complexities and costs;
- Prolonged reporting, and managing different third parties where processes could be integrated.
- Aged and fragmented application architecture, which is inflexible, prone to security vulnerabilities and is difficult to maintain without reliance on multiple service providers.

3. OBJECTIVES AND SCOPE

Considering the above challenges, the GCETC's Request For Information is to:

- Identify appropriate suppliers who can respond to an FMS solution RFP should the GCETC send out an RFP at a later stage.
- Gather current market information for future implementation of a cloud based.
- FMS to serve as the vertical business capabilities' solution within the nine (9) Colleges.
- Gather information on the suppliers available in the South African market.
- Consider the degree to which commercially available FMS solutions are likely to meet the CETC's business requirements.
- Obtain representative cost estimates for cloud-based FMS solutions, including licensing/subscription fees, implementation and relates services fees, annual maintenance and support costs, hosting fees, and other recurring costs that can be used for budgetary and planning purposes.

  o *NB: Bidder must include different representative costs indicating costs differences for an FMS solution hosted on GCETC private cloud versus hosting the solution on the bidder's cloud*
  - Determine the critical success factors for implementation of a cloud-based FMS solution for the nine (9) CETC's;
  - Obtain planning estimates appropriate for the implementation, management, and maintenance of a cloud-based FMS solutions, as well as recommended FMS programme approach inclusive of:

  - Readiness assessment.
  - Management of overall Programme and related projects.
  - Business Process Redesign (including performance metrics);
  - Requirements gathering and analysis.

- End-to-end Design (including Interfaces);
- Software Configuration and Development;
- Implementation (pilots and rollouts);
- Solution Testing;
- Data Migration (including data cleansing)
- Change Management; and
- Operationalisation (incl. Maintenance and Support).

4. DESIRED CETC FINANCIAL MANAGEMENT SYSTEM

4.1 CAPABILITIES

Industry based suppliers are requested to provide RFI responses detailing the capabilities and functionalities of Financial Management System (FMS) solutions that are able to meet the following:

- Budgeting and Planning.
- Supply Chain Management
- Asset Management (GRAP Compliant Fixed Asset Register)
- Financial Accounting / Reporting
- Management Accounting
- Payroll
- Business Intelligence and Analytics; and
- Governance, Risk and Compliance management.
- Contract management

NB: Providers are encouraged to include capabilities/functionalities that are over and above capabilities desired by the CETC.

4.2 QUESTIONAIRE

Interested parties are kindly requested to **submit** detailed feedback in response to the following questions. Providers are kindly requested to provide links and/or documentation related to and supporting their replies. Providers are encouraged to provide information that is **over and above** the CETC's provided questionnaires.

No	Questionnaire	Please provide detailed response in this column
4.2.1	Please describe the Financial Management System solution's core features and functionality. **NB**: Over and above the FMS solutions features and functionality, the solution must cover the CETC's desired capabilities.	
4.2.2	Please provide a technical description of the solution.	
4.2.3	What pricing models can providers offer for the solution?	
4.2.4	What are the main cost drivers for cloud service implementations?	
4.2.5	What is the indicative cost for the procurement, implementation and support of the solution for a 10 year period? If possible, indicative capital, implementation and recurring costs should be provided.	
4.2.6	What are the typical or expected implementation, integration and change management approaches and timeframes for the FMS solution?	
4.2.7	What are the typical available service levels that are recommended for the maintenance and support of the solution?	
4.2.8	It is envisioned that the implementation of the FMS solution will require a Business Process reengineering exercise. Does the solution provider have both technical and business knowledge and expertise?.	
4.2.9	Does the service provider offer data migration services as part of the implementation of the FMS solution? **NB**: Respondents must submit their data migration strategy/service details as part of their RFI response.	
4.2.10	What is the estimated migration cost and what informs the estimate? *The Colleges are currently using Microsoft Dynamics 365*	
4.2.11	What challenges do you foresee in migrating existing data from the current systems and manual processes?	
4.2.12	Please describe the solutions products and technology roadmap?	
4.2.13	Kindly indicate which components and/or modules are incorporated in the proposed core solution and which components and/or modules will be sourced from third parties and would therefore require integration.	

No	Questionnaire	Please provide detailed response in this column
4.2.14	Is the Solution Cloud based? If yes, in which country are the datacentres and company offices? *If not in South Africa, is the service provider willing to have the data Centre within the Republic of South Africa*	
4.2.15	Please provide a detailed description of the type of service models offered(PaaS or SaaS) for the solution.	
4.2.16	Does the solution allow for processes that handle passwords that are entered by users and/or generated by the solution to be managed entirely on premise or by the CETC (e.g. on a private cloud solution)?	
4.2.17	In view of cybersecurity, how does the service provider keep the security posture of the solution up to date?	
4.2.18	Does the solution support federated authentication through industry standard protocols?	
4.2.19	How responsive is the solution to adapt interface to any device?	
4.2.20	What aspects or features of the solution allow for customisation?	
4.2.21	How are customisations managed during implementation and once in production?	
4.2.22	Does the solution allow third party API consumption to be able to integrate with external solutions?	
4.2.23	What tools does the solution provide for auditing and archiving of data?	
4.2.24	What database(s) is required for the solution and what are associated costs?	
4.2.25	What Operating Systems are required for the solution and what are the associated costs?	
4.2.26	What support options are available?	
4.2.27	What is the typical number of staff required to support the solution?	
4.2.28	What is the level of training that will be provided for the solution and what are the associated costs?	
4.2.29	What is typical implementation period for the entire solution?	
4.2.30	Does the solution provider have a footprint? In Post school education and Training Institutions	
4.2.31	Does the solution enable the setting up of any type of workflow for each process and is it able to integrate with other systems?	
4.2.32	Describe briefly the Business Intelligence (BI) functionality available within the solution.	
	Does it support KPI dashboards, the modelling of what-if scenarios, KPI reports based on saved templates, enable dynamic as well as on-demand reporting, and predictions based on historical data trends?	
4.2.33	How does the solution enable self-service BI?	
4.2.34	What technologies have been used to build the Solution?	

No	Questionnaire	Please provide detailed response in this column
4.2.35	Does the solution offer standard and customisable reports with the facility to export all reports to CSV, XLSX, and PDF or other formats?	
4.2.36	How easy is it for the non-technical user to generate, customise and parameterize reports according to the specific user's needs?	
4.2.37	Does the solution provide flexibility to customize the standard application functionality to suit the specific CETC business needs?	

4.3 SPECIFIC USER EXPECTAIONS

Service Providers are required to take into consideration the following user specification in providing the required information that will assist the CETC to draft and send a complete and informed RFP.

Section	User expectations
Financial Management Incl: Chart of Accounts Budgeting Module Recording and Report	The system must be able to do all accounting transactions i.e. (accounting for invoices, credit note, debit note, etc.)
	Control Accounts must always agree to sub-ledgers; exception reports on deviations
	Updatable SCOAs, 1. Income, Expenditure, Asset, Liabilities, etc.
	Uploading/ processing journal Entries
	upload journals on CSV
	Posting of journal entries
	System should be able to process bank feeds
	The system should have at minimum the following modules for Financial Accounting and Cost and Management Accounting
	System should be able to send remittance advices directly to supplier's/service providers
	General Graphs and other illustrations for users using PowerBI or Tablue
	Financial reports per centre and operating unit
	Budget vs Actual Reports with accompaniing visualisations
	Interpret final trial balance to financial statement format
	Capture budgets and forecasts
	Reports of all transactions such as (Budget variances, Reconciliations, Trial Balance, Age Analysis, General Ledger per business unit)
	Produce consolidated management accounts as well as for each business units and functions
	Management accounts should entail comparison of actual expenditure to budgeted/project expenditure for current period (one month only), year to date period and also forecast period

Section	User expectations
	Produce variances in values and percentage form
	Option to upload Excel or CSV files for journal entries, budgets and forecasts.
	Export financial reports (general ledger (GL) dump, trail balance, etc.) in excel or CSV file
	Drill down trial balance items to GL, to sub GL and to journal entries
	System should disallow processing of transactions (budgets, journal entries, etc.) in a closed off period
	Closed off period should only be opened upon special request by a relevant person
	System to only allow processing of balancing transactions
	Trial balance should balance
	Exception reports on unbalancing transactions
	General Ledger, All sub-ledgers, Accounts Payable, Accounts Receivable, Purchase Orders, Vendor relationship/Workflow and
	Cashbook and Bank reconciliation win the system
	Provide for SQL
Payroll Management	**System must be able Provide Reports sush as:-**
	Monthly Declaration (EMP201) & PAYE
	Reconciliation (EMP501)
	Declaration to Department of Labour (UIF)
	Leave days Management
	Multiple pay cycles
	Load Detailed Personnel Information
	IRP5 / IT3(a)
	Payslip Generation
	Employment History /Audit Trail

Section	User expectations
	Financial Journals and Payments
	SARS to be integrated with the system.
	The system to be integrated with the bank.
	Update tax tables (rates) or as when SARS updates the tax tables
Asset Management	Procurement of an assets and update asset register immediately after procurement.
	Generate asset barcode, location, and update assets information such as conditions, useful life, location, custodian and etc)
	GRAP compliant asset register as required by the relevant standards
	Grouping of assets as per the asset management policy of colleges
	Upload of historical assets of the institution
	Upload multiple (bulk) donated assets via format such as CSV and other format.
	Load asset useful life and updated useful life in line with GRAP Standards
	Generate many assets report as required by relevant standards.
	Be able to generate inventory register as required by relevant standards
	Be able to run depreciation at any time (e.g daily, Monthly and yearly)
	Be able to process asset journals
	Accommodate the use of different depreciation methods, ability to apportion the depreciation using days, months, years and consumptions
	Assets reconciliation with the general ledger
	Assets reconciliation to agree to the general ledger (integration of the fixed asset and GL)
	Asset tracking report, this report will be used to do asset verification. This is the report without transactions
	Assets Tracking report by user
	Asset register report outlining the following: location, user, barcode/serial number, depreciation amount, useful life remaining and carrying value

Section	User expectations
	Disposal of assets and types of disposals (Scrap, sold, donation, auctioned and etc)
	System which will be easily integrated with other system and user-friendly system customised to CETC sector
Supply Chain Management	Add new vendors and updating information as and when required linked to the website
	Accommodate compliance requirements: BBBEE and Tax
	Automation of SCM processes (vendor registration)
	Verify vendor banking details via CSD or SARS
	Supplier database which meets the minimum standards of a database
	The users must be able to query data on the database
	Contract management
	Specify service types for each vendor
	Produce database reports (service types, ownership, BBBEE, etc.)
	Assign user rights for segregation of duties
	Upload supplier catalogues for goods and services
	Procurement
	Tender Bid Management – Log RFP request, update them after every milestone, upload tender documents and extract reports of open and closed tenders
	Log RFQ requests
	Closed open calls once quotations have been received
	Attach documents/quotes received (system to have enough space to accommodate documents/quotes received)
	Log; approve requisitions and orders as per delegation of authority
	Track and escalate open RFQ calls as per turnaround time provided
	The system to have sufficient space for the specification to be fully captured
	Import and export documents in PDF, CSV, Excel, JPG, etc.

Section	User expectations
	Extract reports on CSV
	Capture purchase requisitions
	Capture approvals as per delegations of authority
	System controls of approval from 1st approver at all times
	System to send alerts once approvals have been made
	System to generate professional purchase orders on PDF
	System to send alerts on purchase order approved
	Functionality to send PO to service providers
	System to provide open orders reports and other procurement reports which support decision making as and when needed.
	Contract Management
	Capture and Maintain SLA
	Scan an document imagining functionality
	Send out alerts on contract expiry dates
	Generate reports in excel format
	Link the module to the supplier database
Other Requirements	Integrated reports understandable reports
	Integrate payments with bank system for direct EFT
	Develop automated reports and dashboards per module
	The solution must be web based
	All modules to integrate with each other
	System should integrate with other systems through API (Application programming interface)
	System processes should be automated through the use of workflows
	A training plan and training to be conducted for super users and system administrators

Section	User expectations
	End user training plan and training for all modules Import and Export to excel, CSV, PDF etc.
	Segregation of duties/delegation of authority
	The system should be hosted as software as a service (SAAS) (within the borders of South Africa
	Maintenance and Support Service
	System to comply with POPIA (Protection of Personal Information Act)
	Implementation lead time of 1 months
	Accurate and complete data migration
	Human resources analytics
	Must ensure the confidentiality, integrity and availability of information during processing, at rest and during transmission.
	Must provide audit logs recording critical employee activities, exceptions and information security events
	Access must be managed via the active directory single sign on.
	Must provide role-based access to reduce the risk of unauthorised, unintentional or intentional view of information assets
	Must provide and implement software patches or updates for the software to protect against malicious codes.
	The system should provide disaster recovery capabilities.
	Regular maintenance which includes the necessary software patches.
	The solution must display appropriate error alerts.
	Extract data from various sources including excel, pdf, etc.;
	Develop automated reports and dashboards per module;
	A skill transfer plan and skill transfer for the system administrators and super users A training plan and training to be conducted for super users and system administrators
	End user training plan and training for all modules

Providers are encouraged to consider the CETC's size in their responses. The CETC consists of nine (9) Colleges which have satellites throughout the country.

The nine (9) Colleges are as indicated below:

1. Eastern Cape CET College

2. Free State CET College

3. Gauteng CET College

4. KZN CET College

5. Limpopo CET College

6. Northern Cape CET College

7. Northwest CET College

8. Western Cape CET College

5 ADMINISTRATIVE REQUIREMENTS

5.1 CLARIFICATIONS

Any clarification required by a bidder regarding the meaning or interpretation of the document, or any other aspect concerning the submission, is to be requested in writing e-mail to TenderSubmission@GP.CETC.edu.za,

Clarifications questions must be provided by no later than 20 November 2023 and responses will be provided after the 28 November 2023

5.2 RFI RECEIPT

No late responses will be accepted.

5.3 PRESENTATIONS

The GCETC may require presentations and/or site visits at a stipulated date and time from short-listed RFI as part of the bid process.

5.4 IMPORTANT NOTES

Please note that this enquiry is not a Request for Quotation / Proposal but a Request for Information only and therefore non-committal and does not guarantee business, or an agreement to negotiate a binding agreement.

- This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform the CETC's further decisions. No respondent, through submission of information will gain any right to participate in any future process and participates herein on the basis that it is providing information voluntarily to strengthen a potentially beneficial process for all stakeholders. In addition, no participant shall be prevented or excluded from participation in the bidding process due to submission of information in response to this RFI.

- Through making a submission, a respondent accepts the terms and conditions which govern this process.

- All participants responding to this RFI process need to ensure that they have received all information and remain solely responsible for satisfying themselves as to the information required in responding hereto.

- The GCETC reserves the right not to proceed with any further engagements on the requirements presented.

- Responses may be used to support the business justification and funding requirements for implementing an FMS.