



OFFICE OF THE PREMIER: NORTHERN CAPE

**Request for proposal to appoint a service provider
to supply, install, customise, implement and
maintain a comprehensive system for automating
Memo Workflow and Leave Management Services
within Northern Cape Provincial Government**

PO 07/02/2024

Date Issued: 01 March 2024

Closing date and time: 12 March 2024 at 11h00

Bid Validity Period: 30 days

Acronyms

1. BAS - Basic Accounting System
2. CSD - Central Supplier Database
3. NCPG - Northern Cape Provincial Government Departments
4. PERSAL - Personnel and Salary System
5. RFB - Request for Bids
6. SARS - South African Revenue Services
7. SCOA - Standard Charter of Account
8. SITA - State Information Technology Agency
9. VAT - Value Added Tax

1 INTRODUCTION

This bid outlines the conditions, requirements and specifications by the Northern Cape Office of the Premier for the supply, install, customise, implement and maintain a comprehensive system for automating Memo Workflow and Leave Management Services four Northern Cape Provincial Government (NCPG) departments. These departments, are, (1). Office of the Premier, (2) Provincial Treasury, (3) Department of Economic Development and Tourism and (4) Department of Sports Arts and Culture.

The Office of the Premier is the custodian of the ICT function in NCPG departments and assumes the leadership role and is critical in the process of re-engineering NCPG's business processes, systems and the underpinning IT infrastructures to increase the productive, efficient and valuable use of information.

NCPG infrastructure and business tools are based on a various digital platforms. The required system must be able to integrate with the current infrastructure and productivity tools to enable instant technology adoption, provide user friendly and seamless experience to the users.

The overall objective of this bid is to assist Northern Cape Office of the Premier in the implementation of a system to automate priority processes as part of a broader initiative to automate and improve the administration and general functioning of NCPG departments wherever they are in the world.

1.1 AIM OF BID

The aim of this bid is to invite accredited service providers on the SITA transversal contract, RFB 1183/2022 to supply, install, customise, implement and maintain a comprehensive system for automating Memo Workflow and Leave Management Services within NCPG. The system must be able to electronically track actions that emanate from administrative processes between NCPG employees and stakeholders. It must be able to determine the status of tasks, referrals, requests and approvals within the relevant workflow area. The system must be implemented and rolled out within a period of 6 (month) months.

1.2 PROBLEM STATEMENT

The current mechanism to request approvals from and submit information to approving authorities is not digitised and automated but manual and paper based. Similarly, the process for assigning, tracking and approving memos is presently manual making it difficult to enforce proper accountability. The current system's is time-consuming, cumbersome and prone to errors and loss of documents.

It is against this background that Northern Cape Office of the Premier seeks comprehensive system for automating Memo Workflow and Leave Management Services within NCPG.

2 SCOPE AND EXENT OF WORK

The scope of the bid aims to supply, install, customise, implement and maintain a comprehensive system for automating Memo Workflow and Leave Management Services within NCPG.

2.1 BUSINESS OBJECTIVES

The system must achieve the following objectives:

- Must be web based and responsive;
- Automate submission of memos process flow, management of leave/eLeave;
- Facilitate easy decision making;
- Facilitate improved turnaround times;
- Improve accountability and transparency;
- Integrate with BAS to verify availability of budget;
- Ensure compliance with policy requirements;
- Eliminate common audit findings associated with the current paper processes.
- Enable easier referral and tracking reporting on submission of memos process flow, management of leave/eLeave;
- Improve communication with stakeholders;
- Ensure compliance with relevant legislation with regards to storage and backup;
- Ensure security, protection and access to information;
- Provide performance metrics of the system to address any possible inefficiencies;
- Ensure that processes are as paperless as possible.

2.2 PROJECT DELIVERABLES

2.2.1 SOLUTION

The service provider must supply, install, customise, implement and maintain a comprehensive system for automating Memo Workflow and Leave Management Services within NCPG.

2.2.2 TRAINING

- The service provider will provide training to all end-users of the system;
- The service provider will ensure the transfer of knowledge to NCPG IT staff in order to provide application support to end-users and enable the departments to perform day-to-day administration of the system;

2.2.3 SUPPORT AND MAINTENANCE

- Once the system is rolled out the service provider is expected to provide support and maintenance services for the duration of the contract period.
- The Service Provider must facilitate change management to ensure adoption of system.

2.2.4 REPORTS

The system must generate reports that will support management in decision making and assist them in measuring the health/efficiency of the automated processes and identify any inefficiencies.

2.3 Detailed Functional Requirements

The following detailed functional scope must be delivered. The service provider must indicate the level of compliance of its proposed solution in the last column and provide additional comments to substantiate the answer such as examples of where similar features or functionality has been implemented previously or additional technical or implementation details.

2.3.1 Memos

No	Requirement	Additional Information	Comply (Y/N/Partially) Substantiate
1	Creation and maintenance of memos	The creation of memos must allow users to create different kinds of memos as described below: - 1. GENERAL MEMO The users of the system must be able to create a general memo which seeks approval that has no financial implication. 2. PROCUREMENT RELATED MEMO The procurement related memo must be linked to the budget of the department to ensure that the Item that approval is required for is budgeted. The solution must allow the users to select multiple items according to the	

No	Requirement	Additional Information	Comply (Y/N/Partially) Substantiate
		Standard Charter of Account (SCOA). When drafting the memo, the system must enforce compliance and standardisation to the relevant departmental memo template (e.g. Purpose, Background, Discussion, Legal Implications, Recommendations, etc...)	
2.	Memo routing	When creating a memo, the user must be able to specify the route form or list of signatories the memo must automatically route the memo to for review and approval.	
3.	Memo review and approval	The selected officials must have an option to support / not support, or approve / decline the memo with supporting comments.	
4	Memo printing	A user must be able to download and print memos generated through the system in pdf or Word format that complies with the relevant departmental memo templates.	
5	One-Time-Password (NCPG departments)	The system must support the use of One-Time-Passwords (OTP) as	

No	Requirement	Additional Information	Comply (Y/N/Partially) Substantiate
		an additional authentication step prior to the approval of a memo to strengthen security.	
6	Uploading of documents	The solution must be able to allow uploading of documents which will be part of the supporting documentation for the approval process to continue. The documents must be easily described.	
7	Amendments to the memo and version control	The system must allow for amendments by certain signatories to the memo contents whilst en-route but any changes must be version tracked and auditable	
8	Memo rerouting and referrals	A user must be able to send back a memo to the initiator with supporting comments or alternatively refer the memo to additional users to solicit further input where necessary.	

2.3.2 Leave Management

No	Requirement	Additional Information	Comply – Provide examples
1	Leave application process	The system must automate the leave application process including application and approvals.	

No	Requirement	Additional Information	Comply – Provide examples
		The automated leave management process must comply with DPSA and departmental leave policies and support all relevant leave types.	
2	Leave balances	The system must not allow a leave application to be submitted when the user has insufficient leave credits for the selected type of leave.	
3	Support for all required DPSA Leave Forms	It must be possible to download and print all required DPSA Leave for all leave applications.	
4	Rescheduling of Leave	A user must be able to Reschedule leave applications that are still in progress.	
5	Cancellation of Leave	A user must be able to Cancel leave applications that are still in progress.	
6	Leave Management for non-computer users	The system must be able to support leave management processes for officials who do not have access to a computer as part of their normal job functions (e.g. drivers, messengers, cleaners, field staff, etc...)	
7	Capturing of Leave Applications	The system must automate the capturing of leave applications into PERSAL to eliminate the delays often experienced in the capturing of leave.	

2.3.3 Access control and security

No	Requirement	Additional Information	Comply – Provide examples
1	Authentication	The system must be integrated with access protocols (directory services) (e.g. Active Directory) for user authentication.	
2	Access to workflows	Access must be user and role-based. Full user access must be applied and maintained once a user becomes a participant within a workflow	
3	Permissions	Access must be user and role-based	
4	Advanced digital signatures	Use of advanced digital signatures must be possible for documents that require higher levels of security	
5	Administration application	An access control administration console is required to provide a user friendly manner to administrate user profiles, roles, and access to the above-mentioned functions.	

2.3.4 Search and Retrieval

No	Requirement	Additional Information	Comply – Provide examples
1	Search profile	The system must provide the ability for one to search across system for content and previous memos and documents according to the classification of documents.	
2	The system shall never allow a user to retrieve information during a search if the security and access		

No	Requirement	Additional Information	Comply – Provide examples
	protocols do not allow the user to see the records		

2.3.5 Reporting

No	Requirement	Additional Information	Comply – Provide examples
1	Standard document management reports and report generation	The following types of document management reports must be provided as a minimum: • Report of actions (audit trail) performed on documents and records	
2	Standard records management reports and report generation	The following types of records management reports are required as a minimum: • List of all memos placed on hold • Audit trail report per record/site	
3	System reports	The following types of system reports are required as a minimum: • Users, profiles and statuses	
4	Workflow reports	The following reports are required: • Workflows status • Details per workflow (process history)	
5	Performance Reports	Reports providing insight and analysis into the performance of the various workflows: • Number of workflows initiated by units or users	

No	Requirement	Additional Information	Comply – Provide examples
		• Average workflow completion time and historical trends • Average workflow activity completion time and historical trends • Units or users with slowest completion times • Units or users with largest backlogs	

2.3.6 General Workflow

No	Requirement	Additional Information	Comply – Provide examples
1	Rerouting	All workflow processes must provide for rerouting in case where the person is absent e.g. on leave or a vacancy	
2	Return to previous participant	All workflow processes must allow a user to return the flow to the previous participant, or to the originator	
3	Delegation	The system must provide for controlled delegation of duties	
4	Escalation	The system must provide for pre-setting escalations when tasks are not performed in time.	
5	Email Notifications	e-mail notifications are required for all tasks to notify users that action is required by them.	
6	SMS Notifications	The solution must provide an option for notification by SMS when action is required by a user.	
7	Attachment of documents to workflow	Workflows must provide for attaching files	

No	Requirement	Additional Information	Comply – Provide examples
8	Audit trail	An audit trail must be available for all workflows.	
9	Electronic Signatures	The system must automatically 'sign' the relevant document (e.g. Memo or Leave form) by attaching a scanned version of the user's signature upon approval.	
1	Advanced Electronic Signatures	For strengthened integrity and authenticity the system must also support signing of memos using Advanced Electronic Signatures as defined in the Electronic Communications and Transactions Act, 2002 for senior officials	
1	A native Windows 8 tablet application capable of operating off line must be provided.	The application must allow the Minister, the DG and senior managers who are regularly travelling and often in meetings to process memos/submissions even where there is poor connectivity. All processed memos/submissions must be uploaded once connectivity is re-established.	

2.3.7 Administration

No	Requirement	Additional Information	Comply – Provide examples
1	Administration	The system must allow administrators to easily update the following: - Organisational structures - System users - Allow "SLA" response times based on level of official	

No	Requirement	Additional Information	Comply – Provide examples
		- Financial delegation levels - Out of office and administrative delegations	

2.3.8 Integration with other applications

No	Requirement	Additional Information	Comply – Provide examples
1	Single-Sign-On / User Directory Service	The system must integrate with the relevant departmental user directory services for authentication i.e. system users must be able to use their existing network/e-mail logon credentials to log into the system. Both Microsoft Active Directory and Novell's eDirectory must be supported.	
2	BAS	Through integration with BAS the system must provide an up to date view of available budget when drafting or approving submissions with financial implications.	
3	PERSAL	The system must be able to automatically download/synchronise officials' leave balances from PERSAL to enable validation during the leave application process.	

No	Requirement	Additional Information	Comply – Provide examples
		Similarly, the system must also be able to automatically upload approved leave applications into PERSAL to replace the current manual leave capturing process.	
4	CSD	Ability to integrate with the government Central Supplier Database (CSD) to access and validate supplier compliance with broader government compliance requirements such as BEE, Tax, etc.	
5	MS teams	The solution must be integrated to Microsoft Teams to enhance team collaboration. This must include. 1) Ability to launch the solution and workflows from within MS Teams. 2) Send notifications to MS Teams	

2.4 DURATION OF THE CONTRACT

The successful bidder will be appointed for a period of six months

3. EVALUATION AND SELECTION CRITERIA

Office of the Premier: Northern Cape has set minimum standards (stages) that a bidder needs to meet in order to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Stage 1: Documents that must be submitted for Pre-qualification

Without limiting the generality of Office of the Premier: Northern Cape's other critical requirements for this Bid, bidder(s) must submit the documents listed in **Table 1** below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal may be disqualified for non-submission of any of the documents.

Table 1

Document that must be submitted	Non-submission may result in disqualification?	
Invitation to Bid – SBD 1	YES	Complete and sign the supplied pro forma document
Tax Status Tax Clearance Certificate – SBD 2	YES	i. Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. (Refer Section 2) ii. Bidder to submit proof of CSD registration reflecting tax compliant status. In the event where the Bidder submits a hard copy of the Tax Clearance Certificate, the CSD verification outcome will take precedence.
Bidders' disclosure – SBD 4	YES	Complete and sign the supplied pro forma document
Preference Point Claim Form – SBD 6.1	NO	Non-submission will lead to a zero (0) score on Specific goals
Registration on Central Supplier Database (CSD)	NO	The prospective bidder must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number (MAAA.....) Submit proof of registration.
Registration for UIF	YES	Proof of registration should be submitted
Registration for Compensation for Occupational Injuries and Diseases (COIDA)	YES	Proof of valid registration should be submitted

Stage 2: Technical Evaluation Criteria (functionality) = 100 points

Only Bidders that have met the Pre-Qualification Criteria in (stage 1) will be evaluated in for functionality. Functionality will be evaluated as follows:

- i. Functionality evaluation points will be 100
- ii. Bidders are expected to achieve a minimum of **80** for functionality for the bid to be considered for further evaluation stage

As part of due diligence, Office of the Premier: Northern Cape may conduct a site visit at a client of the Bidder (reference) for validation of the services rendered. The choice of site will be at Office of the Premier: Northern Cape's sole discretion.

The Bidder's information will be scored according to the following functionality criteria weights:

CRITERIA	WEIGHT
Capability (Firm's experience, track record and competency) Service providers must provide contactable references including at least one National department, where such assignments were implemented in its Provincial or Regional Offices and successfully completed within the last 3 years. Signed letters from the mentioned references confirming previous successful implementations should be provided. • 1 point - inadequate, inappropriate experience and skills • 2 points – provide 1 traceable reference of similar projects • 3 points - provide 2 traceable references of similar projects • 4 points – provide 3 traceable references of similar projects • 5 points - provide 4 and more traceable references of similar projects	20
System Functionality Overall quality and Functionality of the proposed system and ability to meet the requirements specified in the Detailed Functional Requirements section. The functional compliance matrix should be completed and included in the response. Scores will consider extent of the compliance to requirements and the quality of the substantiating comments.	35
Methodology Implementation approach including: • Project Plan with timeframes • Project Management methodology • Change Management approach	25
Locality: Indicate and provide proof if your company has a local office within the Northern Cape.	20

• Head Office in Northern Cape = 5 points • Head Office in another province with representation in Northern Cape: = 3 points • No representation in the Northern Cape = 1 point	
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Stage 3: Price and specific goals (80 + 20) = 100 points

Only Bidders that have met the **80** point threshold in Gate 1 will be evaluated in Gate 2 for price and Specific goals. Price and Specific goals will be evaluated as follows:

In terms of regulation 4 of the Preferential Procurement Regulations, 2022 pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points)
- Specific goals (maximum 20 points)

1. **Stage 1 – Price Evaluation (80 Points)**

Criteria	Points
Price Evaluation $P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

The following formula will be used to calculate the points for price:

Where

- P_s = Points scored for comparative price of bid under consideration
 P_t = Comparative price of bid under consideration
 $P_{\min}$ = Comparative price of lowest acceptable bid

2. Stage 2 – Specific goals (20 Points)

a. Specific goals Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their Specific goals in accordance with the table below:

Specific goals	Percentage	Number of Points
Youth	100% Youth owned company	8
	76% - 99% Youth owned company	6
	50% - 75% Youth owned company	4
	Less than 50% Youth owned company	0
Gender	100% Female owned company	5
	76% - 99% Female owned company	3
	50% - 75% Female owned company	2
	Less than 50% Female owned company	0
Race	100% Black owned company	4
	76% - 99% Black owned company	3
	50% - 75% Black owned company	2
	Less than 50% Black owned company	0
Persons living with disability	100% Disability owned company	3
	76% - 99% Disability owned company	2
	50% - 75% Disability owned company	1
	Less than 50% Disability owned company	0

4. PRICING MODEL

Grand total pricing should be firm and VAT inclusive. VAT should only be charged by service providers who are registered as a VAT Vendor with SARS. Detailed price schedule must be attached.

5. CONTACT AND COMMUNICATION

Any enquiries should be reduced in writing and should be directed as follows:

Technical enquiries : **Mr. Mario Segrys**
Tel : **076 772 4749**
e-mail : **msegrys@ncpg.gov.za**

Bid related enquiries : **Ms Alfreda Meyers**
Tel : **053 030 03826**
e-mail : **meyersa@ncpg.gov.za**

6. CLOSING OF BID

Completed quotation proposals must be submitted in a sealed envelope and must be handed in at the Assistant Manager: SCM. Closing details are as follows:

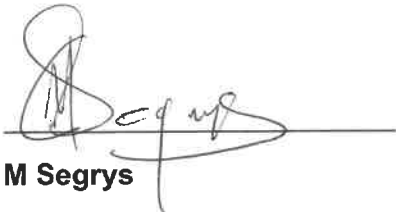
Date: **Tuesday, 12 March 2024**
Time: **11h00**
Venue: Office of the Premier
DSC building
69 Memorial Road
Monument Heights
Kimberley

Delivered to:
Room number: 13
First Floor
Block B

7. LATE BIDS

Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s).

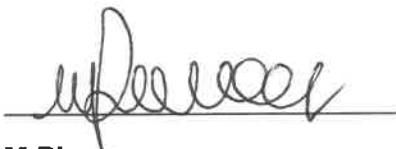
Compiled by:



M Segrys

Senior Manager: Information Technology

Recommended by:



M Pienaar

Chairperson: Specifications Committee

Date: 1/3/24

APPROVED/NOT APPROVED

Comments:

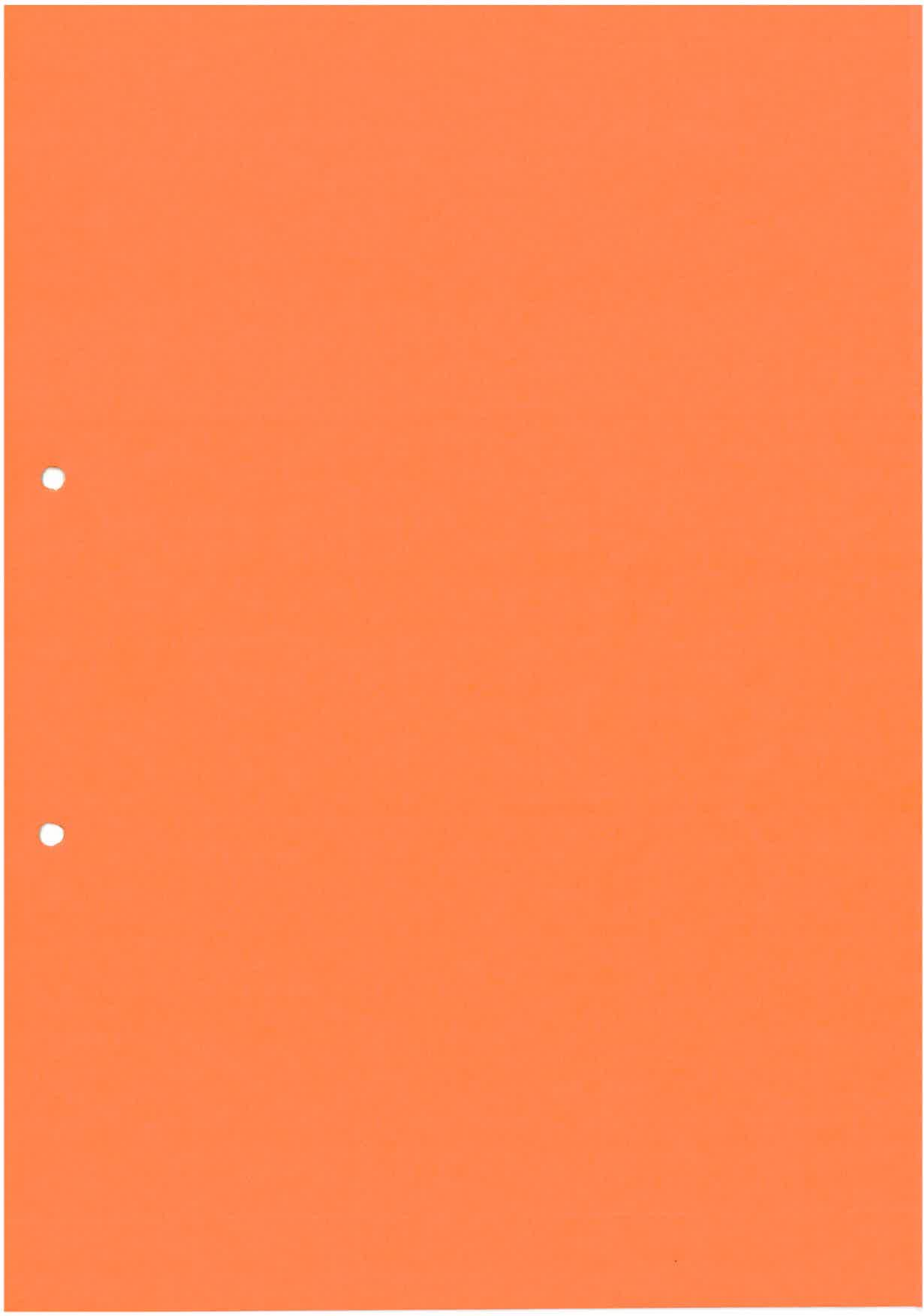
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J Bekebeke

Director General

Date: 01/03/2023





OFFICE OF THE PREMIER: NORTHERN CAPE

**Request for proposal to appoint a service provider
to supply, install, customise, implement and
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PO 07/02/2024

**Addendum to Bid PO 07/02/2024
Request for Proposal**

Addendum to Bid PO 07/02/2024 - Request for Proposal

SUBJECT: License Requirements and Contract Term

Dear Bidder/Service Providers,

We hope this addendum finds you well. In response to inquiries and to ensure clarity in the bidding process for Bid PO 07/02/2024, we would like to provide updated information regarding the number of licenses required for the Memo Workflow and Leave Management Services, as well as the contract term.

1. License Requirements:

The revised number of licenses required for the automation of Memo Workflow and Leave Management Services are as follows:

- Automating Memo Workflow: 1000 licenses
- Leave Management Services: 1800 licenses

All bidders are kindly requested to consider this updated information when preparing their proposals.

2. Contract Term:

- The contract term for the implementation of both platforms will be 12 months. This includes the duration for supply, installation, customization, implementation, and maintenance of the comprehensive system.

3. Important Notes:

- Bidders are encouraged to thoroughly review and incorporate these updated figures into their proposals.
- This addendum is an integral part of the original Request for Proposal (RFP). All other terms and conditions of the RFP remain unchanged.

4. Submission of Proposals:

- All proposals must be submitted by 12 March 2024. Late submissions will not be considered.

5. Contact Information:

Any enquiries should be reduced in writing and should be directed as follows:

- | | | |
|-----------------------|---|----------------------------|
| ▪ Technical enquiries | : | Mr. Mario Segrys |
| Tel | : | 076 772 4749 |
| e-mail | : | msegrys@ncpg.gov.za |

- **Bid related enquiries :** **Ms Alfreda Meyers**
- Tel :** **066 301 4434**
- e-mail :** **meyersa@ncpg.gov.za**

We appreciate your attention to this matter and look forward to receiving your comprehensive proposals.

Yours sincerely,

Northern Cape Office of the Premier