



Request for Quotation

Review of AARTO Standard Operating Procedures

14 September 2021

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1. Purpose

The Road Traffic Infringement Agency (RTIA) herewith invites quotes from selected service providers to provide the Agency with the general review of Administrative Adjudication of Road Traffic Offences (AARTO) Standard Operating Procedures (SOPs) against the functionality created on the National Contravention Register and requirements outlined in the AARTO Act and its Regulations.

2. Requirements

Please provide a quote that satisfies the following requirements (quote should be valid for 30 days):

<i>Product code</i>	<i>Product Description</i>
	SOPs
	1 General Procedures
SOP 1.1	General Issuing Authority Procedures and Requirements
SOP 1.2	Procedures for registering authorities and driving licence testing centre
SOP 1.3	The duties and responsibilities of Supervisors, Data capture clerks and Cashiers
SOP 1.4	Procedures for Vehicle Rental Companies and Transport Operators
SOP 1.5	Uploading procedures for AARTO 02 and camera infringements AARTO 03
SOP 1.6	Procedures for User Administration
	2 Financial Management
SOP 2.1	AARTO Business Process and Financial Management Model
SOP 2.2	Standard Operating Procedures for Cashiers
	3 AARTO Books and Forms
SOP 3.1	Specifications for the printing, binding and packaging of AARTO books and forms
SOP 3.2	Procedures for ordering AARTO Books and Forms
	4 Procedures for Traffic Officers and SAPS
SOP 4.1	Standard Operating Procedures for Traffic Officers and SAPS Members

SOP 5.1 SOP 5.2 SOP 5.3 SOP 5.4 SOP 6.1	5 Document Management Procedures General document management procedures Procedure for handling handwritten infringements and parking notices AARTO transactions capturing procedures Management of court cases SAPS 6 Procedures for Call Centres and Help Desks Public Enquiry Procedures - Call Centres
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3. Commitment Period

The commitment period will be for a period of two (2) months from the date of engagement, including the delivery of such revised and aligned SOPs as per the deliverable requirements.

4. Deliverables

- The service provider is required to deliver updated and aligned AARTO SOPs in relation to the functionality created on the National Contravention Register and requirements outlined in the AARTO Act and its Regulations.
- Provide the Agency with a written report on matters found not to be in line with system requirements as developed and also not aligned with the AARTO Act and Regulations.

5. Required expertise and skills

The Service Provider should:

- Have a comprehensive track record in the review of SOPs
- Provide evidence of past SOP's review within government or private sector
- At least 3-5 years' experience in the review of SOP's or similar projects
- Have at least three (3) contactable references with details of similar projects being successfully completed

6. Evaluation Criteria

- Service Providers will be evaluated on delivery expertise, approach and methodology, price as well as equity ownership in accordance with the RTIA's supply chain management policies which are in line with the Preferential Procurement Policy Framework Act 5 of 2000 (80/20) PPPFA scoring principles); and
- The contract will be awarded to the service provider obtaining the highest number of points as per the 80/20 preference points system.

- The values between 1 and 5 will be allocated to each criterion for functionality, representing 1-poor and 5- excellent respectively.
- An assessment of Functionality will be based on the evaluation criteria noted in the table below. Each of the evaluation criteria in the table will carry a weighting as indicated, and the service provider will be required to score a minimum of 60 points (out of the 100 points).

Functionality criteria	Points
1. Demonstrate working knowledge and experience in reviewing and alignment of SOPs 1 year= 5 2 years = 8 3 years=10 4 years=15 5 years=20	20
2. Methodology and Project Approach: The bidder must provide a clear, detailed and defined methodology how the project will be executed: 20 points Project plan outlining activities, milestone and timelines: 15 points Provide approach and project management plan from the start to the finalisation stage: 15 points	50
3. Project Team CV's of proposed team members/consultants which should highlight the relevant experience in similar project and qualifications = 10	10
4. References Have at least three contactable (3) references with details of similar projects being successfully completed; 3 references = 20 2 references =15 1 reference = 10	20
TOTAL	100 points
Minimum required score	60 points

7. Submission of quotes

- Quotation must be submitted electronically by e-mail to Kwena.Moloko@rtia.co.za or Quotes@rtia.co.za.
- By close of business Tuesday 28 September 2021 before 16:00pm.

8. Enquiries and more information

All enquiries and requests for more information should be directed to the sender by email as indicated in paragraph 3 above. The response will be distributed to all the prospective bidders by email so that every bidder has the same information.