

Finance and Procurement Department Supply Chain Management

Request for Bids (RFB)

Appointment of Service Provider to Supply and Install Loan Origination System for a Period of Three (03) Years

Bid Information

Bid Number	Sefa:58/DL/2021
Bid Proposal Submission Date	20 August 2021 at 11:00am
Bid Duration	Three (3) years
Bid Validity Period from Date of Publication	120 days
Bid Non-Compulsory Briefing Session	13 August 2021
Address for Non-Compulsory Briefing Session	Microsoft Teams
Deadline to submit details for non-Compulsory Briefing Session	12 August 2021
Bid Contact Person	Tamsanqa Mgudlwa on (012) 747-2540 tamsanqam@sefa.org.za procurement@sefa.org.za Sebotse Mokgabudi on (012) 748 2568 sebotsem@sefa.org.za procurement@sefa.org.za
Evaluation Method: Points System	80/20
Required Bidder B-BBEE Level	Level 1 to Level 4
Deadline for Responding to Clarifications for this bid	18/08/2020
Fraud Hotline <i>to report any wrongful or criminal deception or coercion intended to result in financial or personal gain by any sefa employee or person involved in this bidding process</i>	0800 000 663 (For anonymous reporting)
Internal Use Only: File Ref No	7/2/2/1

Special Conditions and Requirement of Contract

Loan Origination System

1. Introduction and Background

- 1.1 Following a Cabinet decision and the State of the Nation address of 2011, the Small Enterprise Finance Agency (SOC) Limited (**sefa**), was established on 01 April 2012 in terms of section 3 (d) of the Industrial Development Corporation Act, No. 22 of 1940 (IDC Act). **sefa** is a wholly owned subsidiary of the Industrial Development Corporation (IDC) and brings together the activities of the three previous structures (Khula, **samaf** and the IDC small business activities).
- 1.2 **sefa** operates as a Development Finance Institution (DFI) to foster the establishment, development and growth of Small, Micro and Medium Enterprises (SMMEs) and contributes towards poverty alleviation, job creation and economic growth. **sefa** provides products and services to qualifying SMMEs as defined in the National Small Business Act of 1996, as amended in 2004, through a hybrid of wholesale and direct lending channels.

2. Bid Submission Requirements

- 2.1 Bids must be submitted in a **sealed envelope and marked** as follows:

ATTENTION: sefa SUPPLY CHAIN MANAGEMENT

Description of the Bid

Bid Number

Name of the Bidder

2.2 **General Bid requirements**

- a. Bid documents **must** be initialled on every page.
- b. Number of sealed envelopes/files must compose of one (1) **ORIGINAL** and one (1) electronic PDF **copy** of the original bid proposal document on a CD or flash drive.
- c. Submissions of the Bid responses **MUST** be made by depositing the Bid proposal into the Tender Box situated at **sefa** Head Office at the physical address below on or before the closing date as stated on page 1 of this Request for Bid document under Bid Information.

- d. The bidder will bear all expenses associated with the preparation and submission of this Bid.

2.3 sefa Physical Address

11 Byls Bridge Boulevard, Doringkloof, Centurion, 0157

For more information, please visit the **sefa** website: www.sefa.org.za

2.4 Bid Responses

2.4.1 Bid Format

- 2.4.2 Bidders shall submit their bid response in accordance with the requirements as outlined in the Bid Response Template provided in Appendix 1.

- 2.4.3 Each section must be clearly marked and the documents must be bound.

- 2.4.4 The RFB comprises a number of sections and the bidder's proposal must include all the required information and documentation as outlined in this RFB.

2.4.5 General Conditions of Contract

- 2.4.5.1 Completion of all Standard Bidding Documents (SBD by hand, attached in Annexures A, and adhering to all other requirements as outlined on each form. The following SBD and other forms must be duly completed and signed, and returned as part of the Bid Proposal:

- a. **SBD 1:** Invitation to Bid.
- b. **SBD 4:** Declaration of Interest.
- c. **SBD 6.1:** Preference Points Claim Form.
- d. **SBD 8:** Declaration of Bidder's Past Supply Chain Management Practices.
- e. **SBD 7:** Not required. Refer to Item 7: Service Level Agreement.
- f. **SBD 9:** Certificate of Independent Bid Determination.
- g. Original and valid **Tax Clearance Certificate(s)** (TCC) or *PIN* issued by SARS.
- h. In bids where Consortium; Joint Ventures and Sub-Contractors are involved, it is required that each party must submit separate proof of Tax Clearance Certificate(s) or *PIN* issued by SARS
- i. Submission of a certified copy of a **valid B-BBEE certificate** issued through a SANAS Accredited Agency, with the exception of Exempted Micro Enterprises (EMEs) and Qualifying Small Enterprises (QSEs). These enterprises need to submit B-BBEE **sworn affidavits** as per the requirements of the Department of Trade and Industry (DTI) for qualifying enterprises except those who fall under the Construction Sector Charter Council (CSCC). Other sworn affidavits

will not be accepted. The DTI and CSCC affidavit templates are available under Annexure C.

- j. National Treasury **Central Supplier Database (CSD) registration** (attached proof of registration).
- k. Submission of bidder's **Companies & Intellectual Property Commission (CIPC) registration documents**, listing all Directors or Shareholders and certified copies of the Identify Documents (ID) of Directors or Shareholders.

2.4.5.2 The successful bidder and its staff shall comply with all the laws of the Republic of South Africa and as it relates to this bid.

2.4.5.3 The bidder's staff must be South African citizens and **sefa** reserves the right to validate citizenship.

2.4.5.4 **Pre-Target Requirements**

- a. The Pre-Qualification criteria set is according to the Standard for Implementation of Regulation 8(4) of the Preferential Procurement Policy Framework Act, 2000: Preferential Procurement Regulations 2017 and **sefa's** developmental impact plan to provide support to targeted groups (black owned, youth, women, disability, rural priority province; and township).
- b. In line with the above commitment, preference will be given to bidders complying with the following:
 - i. Bidders having a stipulated minimum B-BBEE status level contribution from level 1 to level 4, **unless** otherwise stated on page 1 under Bid Information. This level will be determined by the SMC department depending on industry requirements.
 - ii. Targeted groups that are black owned; women and youth and persons with disabilities

2.4.6 **Price Proposal**

- a. Bidders are required to complete and sign their pricing proposals.
- b. **NB:** Failure to complete and submit a pricing proposal, will lead to disqualification of the bid.

2.5 **Late Bids**

Bids submitted at the stated bid address, after the closing date & time, shall not be considered under any circumstances. Please note that **sefa** is situated inside a secure office park complex and entrance requires registration at the gate before access will be granted.

2.6 Counter Conditions

Bidder's attention is drawn to the fact that amendments to any of the bid conditions or setting of counter conditions by the bidder shall render the bid invalid.

2.7 Bid Distribution

2.7.1 The distribution of this RFB outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFB are advised to familiarise themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither **sefa**, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person or company for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.

2.7.2 Recipients of this RFB document may only distributed it to other parties whom they wish to involve as part of their bidder consortium in submitting a bid.

2.8 Presentations

sefa reserves the right to require that any bidder provides a formal presentation of its bid proposal, at a date and time to be determined by **sefa**. All instructions and clarification regarding the purpose and scope of the presentation/demonstration shall be provided by **sefa**. The bidder shall bear all expenses associated with the preparation of such presentations/demonstrations.

2.9 Evaluation Process

Bids shall be evaluated in terms of the process outlined below.

2.9.1 Stage 1: Initial Screening Process & Pre-Target Requirements

During this stage, bid responses will be reviewed for purposes of assessing compliance with the RFB requirements including the General Conditions of Contract as outlined in this RFB, stated Special Conditions of Contract; and pre-target requirements.

2.9.2 Stage 2: Functional Evaluation and Scoring of Proposal

- a. All bids will be evaluated independently by the evaluation panel members in terms of the defined evaluation criteria for functionality out of a **100 points**.
- b. All bids that score less than **60 out of 100 points** on functionality shall not be considered further and shall be regarded as having submitted a non-responsive bid; and shall be disqualified.

- c. Bids will be evaluated on Functionality as outlined in Annexure C.

NB: Failure to comply with the requirements in Stage 2 shall lead to disqualification of the bid proposal.

2.9.2 Stage 3: Presentation Evaluation and Scoring

- c. Only bidders who scored 60 points or more out of a 100 on the functional evaluation may be evaluated during stage 3 on price and preference All bids will be evaluated independently by the evaluation panel members in terms of the defined evaluation criteria for functionality out of a **100 points**.
- d. All bids that score less than **60 out of 100 points** on functionality shall not be considered further and shall be regarded as having submitted a non-responsive bid; and shall be disqualified.
- d. Bids will be evaluated on Functionality as outlined in Annexure D.

NB: Failure to comply with the requirements in Stage 2 shall lead to disqualification of the bid proposal.

2.9.3 Stage 4: Evaluation of Proposal on Applicable Points System

- 2.9.3.1 Only bidders who scored 80 points or more out of a 100 on the functional evaluation will be evaluated during stage 3 on price and preference.
- 2.9.3.2 In terms of Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and the amended regulations, responsive bids will be adjudicated by the State on the applicable point system.
- 2.9.3.3 In terms of **80/20 points system**, points are awarded to bidders on the basis of:

The bid price (maximum 80 points)

Following formula will be used to calculate the points for price:

$$1 - \frac{Pt - P_{\min}}{P_s - P_{\min}}$$

$P_s = 80$ $P_{\min}$

Where

P_s = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

- 2.9.3.4 The points scored by a bidder in respect of the level of B-BBEE contribution will be added to the points scored for price.
- 2.9.3.5 Only bidders who have completed and signed the declaration part of the preference claim form and who have submitted a B-BBEE status level certificate issued by a SANAS accredited verification agency will be considered for preference points. See requirements as outlined under item 2.4.5.
- 2.9.3.6 **sefa** may, before a bid is adjudicated or at any time, require a bidder to substantiate claims it has made with regard to preference.
- 2.9.3.7 The points scored will be rounded off to the nearest 2 decimals.
- 2.9.3.8 In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of preference points for B-BBEE.
- 2.9.3.9 However, when functionality is part of the evaluation process and two or more bidders have scored equal points including equal preference points for B-BBEE, the contract will be awarded to the bidder scoring the highest for functionality.
- 2.9.3.10 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.
- 2.9.3.11 A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.
- 2.9.3.12 **sefa** reserves the right to enter into negotiations with the preferred bidder.

3. Post Award Conditions

- 3.1 Services will be rendered during working hours from Mondays to Fridays, unless otherwise stated in the Scope of Work / Terms of Reference.

- 3.2 Equipment and/or productivity tools brought onto or used on site must comply with the Occupational Health & Safety Act and any regulations promulgated in terms of this Act.
- 3.3 The bidder shall be liable for insuring his/her staff members against any injury or death.
- 3.4 The successful bidder shall submit a monthly statement of all outstanding payments, credit notes issued, and payments made. Such statements shall also contain the order number, the details of the date of the transaction, the invoice number, remittance number and credit note details.
- 3.3 **sefa** shall not be held responsible in any way for any damages, losses, theft of equipment or any valuables of the successful bidder or injury of his/her employees whilst on site or in the execution of their duties.
- 3.4 All procurement related to this service, as outlined in this RFB, shall be conducted by **sefa's** Supply Chain Management department only.

4 Staff Requirements

- 4.1 Where applicable for this specific contract, the successful bidder must ensure that:
- Staff working under this contract are in good health and will adhere to **sefa's** COVID-19 regulations
 - Staff are adequately trained prior to commencement of the contract.
 - Replacement staff is available should the need arise. The bidder is obligated to inform **sefa** of any removal and replacement of staff, which can only be done with the formal approval of **sefa**.
 - Staff members are dressed appropriately and where required, staff uniforms must be in good condition.
 - Staff members are South African citizens and **sefa** reserves the right to validate citizenship.

5 Resource Requirements

The successful bidder must provide the following equipment, if required by the bidder's staff, in the execution of their duties:

- Laptop or similar device.
- Internet connectivity.
- Transportation and/or vehicle (if required) to deliver the service outlined in this bid.
- Cellphone and/or landline.

6 Service Level Agreement

6.1 The successful bidder will be required to enter into a Service Level Agreement with **sefa**.

6.2 A performance measurement processes will form an integral part of the Service Level Agreement, to be signed after the successful bidder has been appointed.

7 **Supplier Due Diligence**

7.1 **sefa** shall be entitled at all times to conduct bidder due diligence for short listed bidders prior to final award or at any time during the contract period. This may include site visits if applicable.

7.2 **sefa** reserves the right to request the successful bidder and its staff to undergo a security vetting and/or credit vetting processes via external services providers such as Credit Bureaus and the South African Police Services. By submitting a bid proposal, the bidder gives explicit approval for **sefa** to conduct such vetting requirements, if and when required.

8 **Bid Cancellation**

In the case of the cancellation of this RFB, **sefa** shall endeavour to inform all bidders, through the same medium used for the communication of the RFB

9 **Material Changes**

9.1 Any material change in the control and/or composition of any bidder or any core member of a bidder after submission of a Bid, shall require the prior written approval of **sefa**, and any failure to seek such approval from **sefa** shall result in **sefa** being entitled, in its sole discretion, to exclude the relevant bidder from any further participation in the bid process or to cancel the engagement. This shall be interpreted to include post appointment and subcontracting of work arising out of this bid to complete certain work.

9.2 **sefa** shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any bidder”, and as to what constitutes a “core member of a bidder” for purposes of such approval. Any request for such approval shall be made to **sefa’s** Supply Chain Management in writing and shall provide sufficient reasons and information to allow **sefa** to make such a decision. **sefa** reserves the right to accept or reject any such request for approval.

10 **Communication**

10.1 **sefa** may communicate with bidders where clarity is sought after the closing date of the bid and prior to the award of the contract, or to extend the validity period of the bid, if necessary. Such communications will be done via the Supply Chain officials listed as the contact persons for this bid process.

- 10.2 All communication (enquiries/clarifications) relating to this bid shall take place between the bidder and the Supply Chain Management officials listed as the contact persons for this bid process. Such communication shall be done in writing only.
- 10.3 Communication between the closing date and the award of the bid, between the bidder and other **sefa** officials or persons acting in an advisory capacity for the State, in respect of this bid, is prohibited.

11 Contact Details

11.1 Main Contact

Name : Tamsanqa Mgudlwa

Tel : (012) 747 2540

Email : tamsanqam@sefa.org.za/procurement@sefa.org.za

11.2 Alternative Contact

Name : Sebotse Mokgabudi

Tel : (012) 748 9725

Email : sebotsem@sefa.org.za/procurement@sefa.org.za

NB: Communication outside this platform is **strictly prohibited** and should bidders be found to be in contact with any of **sefa's** staff members on matters relating to this bid, such bidders shall automatically be disqualified from this bid process.

12 Scope of Work / Terms of Reference

The Scope of Work / Term of Reference is attached as Annexure D.

13 Annexures

Annexure A: Standard Bidding Documents: SBD1 to SBD9 Forms and other applicable legislation, instruction notes and guidelines

Annexure B: Sworn Affidavit Templates for EMEs and QSEs

Annexure C: Functional Evaluation Criteria

Annexure D: Scope of Work / Terms of Reference

Appendix 1: Bid Proposal Template

Annexure A

Standard Bidding Documents: SBD1 to SBD9 Forms

Document Name	Template
SBD 1	 SBD 1.pdf
SBD 4	 SCM-Bid documents SBD 4.pd
SBD 6.1 - Preference	 SBD 6.1 2017 Preference.pdf
SBD 6.2 Local Content & Production – Complete ONLY if applicable	 SBD 6.2 Local Content and Produc
SBD 7	Not applicable
SBD 8	 SCM-Bid documents SBD 8.pd
SBD 9	 SCM-Bid documents SBD 9.pd
OTHER REGULATIONS, INSTRUCTION NOTES OR GUIDELINES	
National Treasury “ <i>Guide on Hourly Fee Rates for Consultants, published January 2003</i> ”.	 NT GUIDE_CONSULTAN

Annexure B

Sworn Affidavits for EMEs and QSEs

Department of Trade and Industry (DTI) Templates

Applicable to all sectors except Construction



DTI Sworn Affidavit
EME Gen.pdf



DTI Sworn Affidavit
QSE.pdf

Also available from the DTI:

https://www.thedti.gov.za/economic_empowerment/docs/Affidavit-QSE-Gen.pdf

https://www.thedti.gov.za/economic_empowerment/docs/Affidavit-EME-Gen.pdf

Construction Sector Charter Council (CSCC) Templates

Applicable for EMEs and QSEs in the construction industry, residing under the CSCC.



Final CSC EME
Affidavit - March 2018

Also available from the CSCC:

<http://www.cscconline.org.za/documents/Final%20CSC%20EME%20Affidavit%20-%20March%202018.pdf>

Annexure C

Mandatory and Functional Evaluation Criteria

Mandatory Evaluation Criteria

INTERFACE ABILITY AS STANDARD AND IMPLEMENTED CURRENTLY	Comply / Not Comply
The bidder's system should have the ability to interface to the required external systems for validation and importing of information. The bidder must provide confirmation that their system will be able to integrate to each of the required interfaces and list similar integrations done in the past. • Automated validation of information through integration ○ TransUnion credit validation ○ KYC – Risk and compliance check • ID validation • Marital status/type of marriage integration • CIPC integration • Integration to the DSBD e-services portal for applications (API will be provided) • Ability to interface to REST API (for sefa's Loan Administration and other systems)	
BIDDERS EXPERIENCE	Comply / Not Comply
The bidder must have at least three (3) years of experience in the provision of a Loan Origination System with interfaces implemented as per the requirements. The bidder must also have implemented a Loan Origination System in at least three (3) financial institutions.	
EXISTING SOFTWARE SOLUTION	Comply / Not Comply
Only Commercial off-the-shelf (COTS) proposals are accepted. The solution must be implemented in production environments with only configuration and customisation changes required. Bidder must provide an overview of configuration requirements.	

Bidder (s) failed to comply with above Mandatory requirements will not be considered for further evaluation

Functional Evaluation Criteria

Score	Definition
1	Does not meet the requirements
2	Partially meet the requirements
3	Fully meets the requirements
4	Exceeds the requirements
5	Significantly exceeds the requirements

Stage 2: Functional Evaluation and Scoring of Proposal

BIDDERS EXPERIENCE		20												
Submit reference letters from previous and current clients on the client’s letterhead, and the letter should contain the following: • Name of department/organization; • Description of the contract; • Duration of the contract and • Contact person, contact details and email address Points allocation: <table><tr><td>No experience in the provision of Loan Origination System and no reference or appointment letters.</td><td>0</td></tr><tr><td>One (01) year experience in the provision of Loan Origination System and implementation with one reference letter or appointment letter</td><td>1</td></tr><tr><td>Two (02) years’ experience in the provision of Loan Origination System and implementation with two reference letters or appointment letters.</td><td>2</td></tr><tr><td>Three (03) years’ experience in the provision of Loan Origination System and implementation with three reference letters or appointment letters from financial institution.</td><td>3</td></tr><tr><td>Four (04) years’ experience in the provision of Loan Origination System and implementation with four reference letters or appointment letters from financial institution.</td><td>4</td></tr><tr><td>Five (05) years or more experience in the provision of Loan Origination System and implementation with five or more reference letters or appointment letters from financial institution.</td><td>5</td></tr></table>		No experience in the provision of Loan Origination System and no reference or appointment letters.	0	One (01) year experience in the provision of Loan Origination System and implementation with one reference letter or appointment letter	1	Two (02) years’ experience in the provision of Loan Origination System and implementation with two reference letters or appointment letters.	2	Three (03) years’ experience in the provision of Loan Origination System and implementation with three reference letters or appointment letters from financial institution.	3	Four (04) years’ experience in the provision of Loan Origination System and implementation with four reference letters or appointment letters from financial institution.	4	Five (05) years or more experience in the provision of Loan Origination System and implementation with five or more reference letters or appointment letters from financial institution.	5	
No experience in the provision of Loan Origination System and no reference or appointment letters.	0													
One (01) year experience in the provision of Loan Origination System and implementation with one reference letter or appointment letter	1													
Two (02) years’ experience in the provision of Loan Origination System and implementation with two reference letters or appointment letters.	2													
Three (03) years’ experience in the provision of Loan Origination System and implementation with three reference letters or appointment letters from financial institution.	3													
Four (04) years’ experience in the provision of Loan Origination System and implementation with four reference letters or appointment letters from financial institution.	4													
Five (05) years or more experience in the provision of Loan Origination System and implementation with five or more reference letters or appointment letters from financial institution.	5													
EASE OF USE FOR PROPOSED USER INTERFACE		30												

The bidder's system should be easy and intuitive to use for non-technical customers as well as backend staff. The System should guide the applicant with information and documentation required per product type application. The bidder must provide detailed screenshots of the functionality described below, or preferably access to a demo system that the evaluators can access to evaluate the proposed functionality. Points allocation: Qualitative rating based on the following: • Accessible through web and mobile platforms (design and functionality) • Ease and security of registration process • Intuitive capturing of information and restriction of non-valid applications • Backoffice User Interface ease of use Future customisability of User Interface	
BACKOFFICE FUNCTIONALITY	30
The bidder's system should have automated decision making capabilities that reduce the manual tasks performed in the loan process. The solution should assist the Investment officers in performing their tasks more effectively and manage efficient handover of documentation between customer, Investment Officer, Legal, Compliance and Finance. The bidder must provide screenshots with the functionality described below or detailed descriptions of how their system performs the functionality. Points allocation: Qualitative rating based on the following: • Automation and Machine Learning capabilities • Secure customisable central document repository • Fully automated workflow process with customisable SLA times per product with escalation and delegation capabilities • System automated generated documentation per application (Credit and Legal documents from information captured by applicant) • Automation of Legal – Agreement distribution, signature and validation of information	
REPORTING CAPABILITIES	20
The bidder's system should have analytics and customisable reporting on all activities and applications. The bidder must provide screenshots with the functionality described	

below, examples of reports and analytics, or detailed descriptions of how their system performs the functionality. Points allocation: Qualitative rating based on the following: • Standard lending/process analytics proposed • Design/User Interface of reports (Look and Feel) • Quick data output/exporting functionality • Reporting to aligned to developmental targets of sefa • Customisability of reports by sefa	
TOTAL	100

Bidder (s) failing to meet the minimum score will not move to Stage 3

Stage 3: Evaluation of Proposal on Applicable Points System

EASE OF USE FOR PROPOSED USER INTERFACE	20
The bidder's system should be easy and intuitive to use for non-technical customers as well as backend staff. The System should guide the applicant with information and documentation required per product type application. The bidder must provide a presentation of the functionality described below for the customer and back-end users. Points allocation: • Accessible through web and mobile platforms (design and functionality) • Ease and security of registration process • Intuitive capturing of information and restriction of non-valid applications • Backoffice User Interface ease of use • Future customisability of User Interface	
BACKOFFICE FUNCTIONALITY	20
The bidder's system should have automated decision making capabilities that reduce the manual tasks performed in the loan process. The solution should assist the Investment officers in performing their tasks more effectively and manage efficient handover of documentation between customer, Investment Officer, Legal, Compliance and Finance. The bidder must show how their system performs the functionality.	

Points allocation: Qualitative rating based on the following: • Automation and Machine Learning capabilities • Secure customisable central document repository • Fully automated workflow process with customisable SLA times per product with escalation and delegation capabilities • System automated generated documentation per application (Credit and Legal documents from information captured by applicant) • Automation of Legal – Agreement distribution, signature and validation of information	
REPORTING CAPABILITIES	20
The bidder's system should have analytics and customisable reporting on all activities and applications. Points allocation: • Ease of use • Design look and feel • Accessibility • Automated reporting functionality • MIS and dashboard • Customisability	
CUSTOMISABILITY OF FINAL SOLUTION	10
The bidder's system should be customisable by sefa by administrators to limit the reliance on external service providers for day-to-day tasks and minor maintenance. The bidder must show functionality relating to the customisability of the system as well as the complexity of changes. Points allocation: • Integration to Active Directory for backoffice staff • Administration capabilities - o User Interface changes - o Process/Workflow/Automated decision changes - o Standard setting changes (Interest rate, limits etc) • Product setup and discontinuation of product types	
INTERFACE CAPABILITY	20

The bidder's system include functionality to interface with the required data sources to pre-populate information and validate customer data during onboarding. Points allocation: - Automated validation of information through integration - Credit validation - CIPC - KYC – Risk and compliance check - ID validation and marital status/type of marriage - Bank Account verification - Full integration required to sefa's Loan Administration System - Enable applicant to pre-populate existing DSBD information loaded on e-services/smmesa.gov.za portal	
TOTAL	100

Bidder (s) failing to meet the minimum score will not move to Stage 4

Annexure D

Scope of Work / Terms of Reference

1. Services Required

The following services are required, with a high-level outline of what each service/deliverables may entail, but not limited to:

Loan origination & process automation

Website portal to facilitate loan applications for sefa with automated customer onboarding

- Facilitate electronic applications of the products offered by Direct Lending, Wholesale Lending, Micro Finance & KCG.
- Information required for applications attached as table below
- Scalability/high concurrent customers to be catered for
- Secure environment that ensures customer data is kept private and confidential
- Email address and mobile number is verified on registration
- Password complexity should be enforced
- Functionality to ensure that the terms and conditions are read and accepted prior to registration
- Information required per product type should be configurable and adaptive
- Existing DSBD e-services/smmesa.gov.za applicants information must be uploaded via an interface that will be provided
- System should guide the applicant with documentation required per product type application should be uploaded to the portal. Applications without all required documentation should not be allowed:
 - CIPC documents
 - ID documents of shareholders
 - Proof of address
 - Bank statements
 - Robotic validation of uploaded documents would be advantageous
- Capturing of the information to be wizard driven
 - Save information per step completed and ability to resume an application later
 - Show progress visually as information is captured
 - Validation of fields to ensure correctness
 - ID number validation
 - Telephone numbers
 - Email address confirmation
 - Required fields will be provided
- Unique reference number to be provided and send to applicant on completion of application via automated acknowledgement letter (email) and sms.
- Customer should view the progress of application on the portal
- Call centre staff should have access to search all applications for telephonic enquiries

- Automatic email notifications on progress of application
- Ability to “Opt-out” of SMS and email notifications

Integration:

- Automated validation of information through integration
 - Credit validation
 - CIPC
 - KYC – Risk and compliance check
 - ID validation and marital status/type of marriage
 - Bank Account verification
- Full integration required to sefa’s Loan Administration System
- Enable applicant to pre-populate existing DSBD information loaded on e-services/smmsa.gov.za portal

Backoffice functionality:

- System validated applications should follow multi-level approval processes dependant on product, value or risk parameterised to where an application could be automatically approved, declined or recommended for manual processing
- Automated allocation to investment officers dependant on region, programme type, transaction type, transaction size, or any other criteria sefa may determine from town to time
- Investment officer should be able to request additional information/documents from the customer through the portal.
- Customisable central document repository allowing large volumes of documentation, allowing instant access to authorised viewers only
- Fully automated workflow process with customisable SLA times per product with escalation and delegation capabilities
- System generated decision record for approval
- Ability to account for multiple interest rates and methods of individual products or specific categories of customers
- Automated generation of legal agreements, debit order authorisation, resolution (and other) documentation automated per product, generated from the application.
- Agreements loaded to the portal for distribution, signature and agreement tracking
- The ability for customer to request disbursements on approved applications with workflow and status updates on progress of disbursement.
- Credit rating tool, to rate the riskiness of potential clients:
 - Used to Calculate PDs (“probability of default”) calibrated for the lifetime of the loan; compliance with IFRS9 requirements for impairments.
 - Account for both quantitative and qualitative factors; capability to support spreading and capturing of relevant financials (AFS + management accounts) on the system.
 - Tool to be relevant to sefa’s Loan portfolio (e.g. default sample to be derived from sefa or other relevant portfolios for comparative purposes and benchmarking)
- Pricing tool, used in conjunction with the credit rating tool for its loans and other assets used in the loan origination process:
 - Work in cooperation with the credit rating tool (i.e. use PD’s (“probability of default”) as an input.

- Be able to facilitate at least the standard repayment terms; ability to map all transaction features that are significant for the sefa's portfolio
- Calculate LGD (loss given default) and EAD (exposure at default) values for the lifetime of the loan.
- Automatically generate relevant reports (for individual loan transactions as well as for portfolios) for ratings, loan origination, pricing and facility/exposure information
- Credit rating tool and pricing tool must allow for Robust IT implementation, *including data base with all transactions analysed using the tool, workflow support in processing loans at origination stage and provide audit trail*

Compliance:

- The system should fulfil regulatory and compliance policies of sefa

Reporting requirements:

- Lending analytics & customisable reporting system
- End-to-end business reporting for loan origination
- Quick data output/exporting functionality
- Reporting to aligned to developmental targets of sefa and/or demographical criteria of sefa

System environment:

- 100- 150 end users – pricing options to be provided for additional users
- Integration to Active Directory preferred
- System functionality to be restricted based on roles
- Administration function to be supplied to sefa
- Auditing on actions must be implemented and accessible to system administrators & auditors
- Backup and BCP environment should be catered for

EXAMPLE APPLICATION INFORMATION NEEDED
Please refer to the sefa application form that should be automated
1. Contact Person
First name(s) Surname ID Number Telephone number (landline) Cell phone number Email address
2. Company Information

Organisation Type Company registered name CIPC registration number Trading name Date registered Date started operating Full Member/Shareholder information – Full names, Race, Gender, ID numbers, Disability and % shareholding Financial Year-end CSD Registration Number Physical address Postal address Business location, Municipality and District
3. Industry Analysis
Applicable sector for your main income (selection from standard SIC)
4. Target Market
Who is your target market
5. List of Products and Services
6. Marketing Strategy
Who will buy this specific product?
How will the business' products/services reach its target market
7. Funding Requirements
Outline total funding requirements as well as application/usage of funds
Owners' Contribution (Unencumbered) Other (external) funders

Total funding required for:

Initial expenses

Equipment

Motor vehicles

Inventory

Working capital requirements

Other expenses

8. Existing Credit Information

9. Supplier Information (List)

10. Staffing

Type:	# Existing jobs	# New jobs expected to be created	Monthly CTC
Permanent staff			
Part-time staff			

11. Compliance Environment

Outline compliance in terms of the applicable standards, such as:

Health and safety

Municipal by-laws

SARS

Labour laws

Applicable industry laws

Membership of industry bodies

12. List of Additional Documents to be uploaded

- Complete the simplified online application platform
- Company Statutory Documents
- FICA documents
- Certified ID Copies of Directors
- 6 months Bank Statements
- Latest Annual Financial Statements or Latest Management Accounts (Statement of Financial

Performance and Statement of Financial Position) – where applicable

- Business Profile
- Project Execution Plan
- 12 months Cash Flow Projections (with clear assumptions) – where applicable
- Copy of Lease Agreement or Proof ownership
- Relevant Industry Certification – where applicable
- Copy of Contract or Order
- Facility Statements of Other Funders - where applicable
- Quotations for applied funding

1. Reference Checks

The bidder must provide at least 3 client references relating to their Loan Origination System that they are bidding for. Please refer to the requirements for references as outlined in the functional evaluation criteria (Refer to [Annexure C](#)).

2. Time Scale

The contract will be valid for a three (3) year period and the system must be operational within two (2) months from signing of agreement.

3. Bid Proposal Format

All bidders must return their proposals categorised and indexed under the following sections:

Section 1: Legislative Requirements

The bidder must supply the required documentation for this Request for Bid document as outlined in item 2.4.5.

Section 2: Company Profile, References & CVs

- The bidder must attach a copy of the **company's profile**, clearly outlining the number of years involved in the provision of the required professional services.
- **Reference letters**, as outline in the evaluation criteria, must be submitted as part of this section.
- Submit **Curriculum Vitae** to substantiate staff experience and submit **proof of qualifications**.

Section 3: Pricing Proposal

The bidder must submit a pricing proposals as outlined in the Bid Proposal Template (Appendix 1).

Section 4: Additional Information

Any additional information pertinent to the proposal can be attached under this Section.

4.1. Bid Proposal Template

- A template has been developed to assist both the bidder and the evaluation committee and is outlined in Appendix 1.
- An electronic editable copy of the Bid Proposal Template will be available on the **sefa** website: <http://www.sefa.org.za/publications/tenders>

Cover Page

Bid Proposal

Information Technology: Loan Origination System

Bid Number	
Company name	
Contact Person	
Telephone Number	
e-mail address	

Section 1: Legislative Requirements

Attach all documentation relating to the general conditions of contract as outlined in section 2.4.5 behind this section.

Section 2: Company Profile, References, CVs & Proof of Qualifications

Attach company profile, reference letters, CVs & proof of qualifications behind this section.

References for successful implementation should include:

- Company name
- Date of implementation
- List of interfaces included
- Period of service delivery
- Number of system users

Section 3: Pricing Proposals

1. Pricing should be provided for the time scale in Annexure D.
2. All prices must be listed **inclusive** of VAT
3. Pricing should include all implementation, integration, training, hosting and maintenance fees.
4. User licencing must be provided for 100-150 users with the option for sefa to increase this number if needed. Bidder must include the additional per user licence cost.

NOTE:

1. **Pricing must include all increases/escalations that will be incurred for the duration of the contract.**
2. Please check the correctness of ALL Calculations/Total Price/Rate per Hour stated for pricing purposes.
3. Remuneration will be subject to negotiations, not exceeding the applicable rates as contained in the cost containment instruction note 03 of 2017/2018.

Section 4: Additional Information

Any additional information that is considered pertinent to the proposal can be attached under this section.

RECOMMENDED BY:

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