



**independent police
investigative directorate**

Department
Independent Police Investigative Directorate
REPUBLIC OF SOUTH AFRICA

Private Bag X941, PRETORIA, 0001. Benstra Building, 473 B Stanza Bopape Street,
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All bid documents shall be marked bid IPID01/2024/25 and delivered to:

**Independent Police Investigative Directorate
Reception: Ground Floor
473 Stanza Bopape Street
Arcadia
Pretoria**

Compulsory Briefing session will be held as follows:

OFFICE	DATE	ADDRESS	TIME
IPID 3 rd Floor Boardroom	12 July 2024	473 Stanza Bopape Street Arcadia Pretoria 0001	10:00 to 13:00

Please note: Bid documents must be properly binded.



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Private Bag X941, PRETORIA, 0001. Benstra Building, 473 B Stanza Bopape Street,
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User Requirements Specification: Case Management System

Tender Description

Specification for the appointment of a Service Provider to develop, test, migrate data, integrate with external systems and implementation of a Case Management System for IPID

TENDER NUMBER: IPID01/2024/25

VALIDITY PERIOD: 120 DAYS FROM THE CLOSING DATE OF BID.

DOCUMENT CONTROL

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1 Glossary

Abbreviation	Description
AFIS	Automated Fingerprint Identification System
APP	Annual Performance Plan
BFs	Brought Forwards
BRM	Benefits Realization Management
BRS	Business Requirements Specification
CAS	Crime Administration System
CCN	Case Control Number
CIC	Case Intake Committee
CJS	Criminal Justice System
CMO	Compliance Monitoring Office
CMS	Case Management System
CSC	Community Service Centre
CSD	Central Supply Database
CV	Curriculum Vitae
CW	Case Worker
DDPP	Deputy Directors of Public Prosecutions
DNA	Deoxyribonucleic Acid
DoJ&CD	Department of Justice and Constitutional Development
DPCI	Directorate for Priority Crime Investigation
DPP	Director of Public Prosecutions
DRP	Disaster Recovery Plan
ECT	Electronic Communications and Transactions
ED	Executive Director
FCS	Family Violence, Child Protection and Sexual Offences
FRC	Firearms Registration Centre
FSL	Forensic Science Laboratory
FY	Financial Year
GBH	GBH - Grievous Bodily Harm
GBV	GBV - Gender-Based Violence
GBVF	Gender-Based Violence and Femicide
HDI	Historical Disadvantaged Individuals
HO	Head Office
IBIS	Integrated Ballistic Identification System
ICDMS	Integrated Case Docket Management System
ICT	Information and Communication Technology
ID	Identity Document
ID Parade	Identity Parade
IJS	IJS - Integrated Justice Systems
IO	Investigating Officer
IPID	Independent Police Investigative Directorate
IPM	Integrated Person Management

IT	Information Technology
JCPS	Justice, Crime Prevention and Security
KPIs	Key Performance Indicators
LAN	Local Area Network
MEC	Member of the Executive Committee
MISS	Minimum Information Security Standard
MoU	Memorandum of Understanding
MPS	Metro Police Service
MPS	Municipal Police Service
MS	Microsoft
NACH	National Anti-Corruption Hotline
NHLS	National Health Laboratory Service
NOK	Next Of Kin
NPA	National Prosecuting Authority
NSIT	National Special Investigative Team
OPSC	Office of the Public Service Commission
PAIA	Promotion of Access to Information Act
PM	Provincial Management
PMG	Provincial Management Group
POPI	Protection of Personal Information
PPP	Public Private Partnership
Prelim	Preliminary
PSC	Public Service Commission
SAPS	South African Police Service
SAPS\MPS	South African Police Service\Municipal Police Service
SBD	Standard Bidding Document
SCM	Supply Chain Management
SDLC	Software Development Life Cycle
SITA	State Information Technology Agency
SLA	Service Level Agreement
SMS	Short Message Service
SOPs	Standard Operating Procedures
SPP	Senior Public Prosecutor
SQL	Structured Query Language
STLC	System Testing Life Cycle
URS	User Requirements Specification
WAN	Wide Area Network

2 Introduction

2.1 Purpose

This document contains the USER REQUIREMENTS SPECIFICATION for Case Management System (CMS). The Independent Police Investigative Directorate (IPID) intends procuring the services of a Service Provider to develop, test, migrate data, integrate with external systems and implementation of a CMS within IPID for cases.

The proposed CMS will be used for the registration, management, allocation, investigation, recommendation, approval and referral of cases to external stakeholders for decision making.

This document intends to communicate the understanding of the relevant requirements recorded in the User Requirements that is contained within this document for IPID and the Information and Communication Technology (ICT) technical community. It includes the following:

- Reference and traceability to the User Requirement Statement;
- The Key Performance Indicators as defined in the Performance Reference Model;
- The Business Process Model and related information as defined in the Business Reference Model;
- The generic organisational functions as defined in the Function Reference Model;
- The generic organisational units as defined in the Organisation Reference Model;
- The information and data requirements as defined in the Information Reference Model;
- The application services as defined in the Service Reference Model; and
- The business rules encapsulated in the Rules Reference Model.

2.2 Terms and Conditions

2.2.1 Intellectual Property

All rights of intellectual property including but not limited to copy rights, drawings, data derived and used in this tender, created and stored in any way, the source code rights, and written information supplied to the tenderer or any person or body for or on behalf of IPID, shall at all times remain the property of IPID.

2.2.2 Disclaimer

This document was drafted and compiled internally by the Department's ICT unit in the absence of any Service Provider's engagement, hence it is important to note that upon the awarding of the contract to the successful bidder, the service provider will be required to confirm the contents of the requirements specification, processes, diagrams and plans with relevant stakeholders before commencing with any work on the project.

2.3 Document Positioning

This document addresses the following views, namely: Organizational Structure; Business Rules; Processes; Functions; Performance and Information Views. It supports the different stages of the Project Management Life Cycle Phases, the Software Development Life Cycle (SDLC) and the System Testing Life Cycle (STLC). It will inform the CMS Application Specifications and Data Architectures as well as structure the specific Standard Operating Procedures (SOPs) components and requirements that will be the basis for development contracting in terms of application features requirements.

2.4 Audience

The audience of this document includes the CMS functional and technical teams and all stakeholders representing the IPID. The following list provides a guideline on who forms part of the stakeholders but not limited to the list below:

- Executive Sponsor;
- Project Owner/Sponsor;
- Project Manager;
- People Manager;
- Delivery Manager;
- Process Consultant;
- Client/Customer;
- Change Control Manager;
- Steering Committee;
- Vendors;
- Project Management Office;
- Team Lead;
- Team Members;
- Testing/Quality Assurance/Quality Control Team; and
- Project Coordinator/Project Facilitator.

2.5 Objectives

The CMS Specification includes, amongst others, functionalities for the following:

- This system must be able to assist in the registration of new cases/complaints received by IPID;
- As soon as a case is registered on the IPID CMS, a permanent Case Control Number (CCN) must be generated that is unique and to be used to identify every case, then the case becomes active on the system;
- Enable the Case Intake Committee (CIC) to confirm if this case is within the Department's mandate for investigation;
- Allocate these cases, set out directive, update case journals and also set the brought forward dates;
- Print out the registration forms that are composed of all the registration part (1 to 4) and compose acknowledgment letter(s) to send out to complainants. These documents must be generated from templates that are already on the system;
- Enable case works to Capture Incident Information as to what really happened and sourcing out any information that might come as evidence and storing these records;
- Allows Investigating Officers (I/Os) to suggest or recommend how cases can be completed and leave the final decision to the Provincial Management;
- As soon as the above activity is approved, the system must generate a report that must be completed by the case worker, reviewed by the supervisor and approved by Provincial Management;
- The approval of the above report will change the status of the case from being active to being decision ready;
- Capture information pertaining to the Sent Reports to external stakeholders;
- Record the Feedback and Decision taken by these stakeholders;
- Capture the court proceedings for DPP;
- Capture the Progress or outcomes for SAPS\MPS;

- Initiate Closure for cases that are ready to be closed; and
- Allow for Provincial Management to close cases.

3 User Requirement Statement

3.1 User Requirements

The CMS User requirements are defined in the user requirements documentation.

3.2 Legislative Requirements

Processes are governed by the following regulations or legislation:

- Independent Police Investigative Directorate (IPID) Act No. 1 of 2011;
- Protection of Personal Information (POPI) Act No. 4 of 2013;
- Electronic Communications and Transactions (ECT) Act No. 25 of 2002;
- Promotion of Access to Information (PAIA) No. 1 of 2000;
- Minimum Information Security Standard (MISS) Act No. 39 of 1994; and
- Protection of State Information Bill.

4 Performance Reference Model

The aim of this system is to assist the Department to realise its vision of being an effective independent investigative oversight body that ensures policing that is committed to promoting respect for the rule of law and human dignity and its mission of conducting independent, impartial and quality investigations of identified criminal offences; which will be used to measure the performance and outputs of the Department through a set of Key Performance Indicators (KPIs) from the CMS.

4.1 Performance Indicators to be addressed by the system

The Key Performance Indicators that would support a common performance model and which are specifically applicable to this functional requirement are as follows:

Table 1: Key Performance Indicators

No.	Key Performance Indicators
1.	Total Case Intake. Total number of registrations completed - Intake.
2.	Total Cases Completed. Case that are decision ready - Completions.
3.	Total Cases Closed. Total number of closed cases.
4.	New Registrations. Provincial Intake cases.
5.	Allocations within 72 Hours. Number of cases received, registered and allocated within 72 hours.
6.	Completion within 90 Days. Number of cases received, registered and completed within 90 days.
7.	Cases per Classification. Total number per classification.
8.	Cases per Recommendation. Total number per recommendation.

No.	Key Performance Indicators
9.	Cases per Province. Total number of cases per province.
10.	Cases per Investigator. Total number of case per investigator (Workload).

5 Business Reference Model

The Business Reference Model (BRS) depicts the enterprise business architecture perspective. It consists of two domain models, namely: **Business Domain Model** and **Process Domain Model**. The business domain model describes all business domains common to IPID as defined by the BRS. The process domain model describes all processes (clusters of common “coherent” business functions) deduced from the IPID’s business domain and process model.

These domains provide a common implementation perspective of government based business processes. The Benefits Realization Management (BRM) Framework is represented as the business process domain model. The BRM framework is defined by the following hierarchy:

- Domain: Defines the highest level of business. This will be Environmental Management;
- Process level 1: Defines the various 1st level process models that are related to a domain;
- Process level 2: Defines the 2nd level process models for the relevant processes. The 2nd level processes include business functions, organization grouping and information flow. The high-level business rules and legislative alignment is included that will lead to accomplishing a specific IPID goals and functions; and
- Activity: An activity is a task or action, conducted by both people and equipment that will lead to accomplishing a specific organizational business process, goal and function.

6 Non-Functional Requirements: Server Environment

The following non-functional requirements on server environment are applicable to this tender:

Non-Functional Requirements	
Conditions	Requirement Description
Operating system	Window server 2022 or above.
Application Type	Web-based application.
Data Storage	MS SQL Server 2022 or above.
Physical File Storage	Web server.
Application Access	SQL Authentication login.
Functions Access	Role-based functions (To refer to the specification requirements).
Network	System availability and accessibility over a Wide Area Network (WAN).

7 Mandatory Requirements

- The bidder must attach proof of Microsoft Partnership for Certification & Accreditation in the area of software\systems\applications development and database designing;
- Audited financial statements of the company and/or letter of financial good standing issued by the accountant of the company not older than three (3) years;
- A fully completed table of past and current experience (**Annexure A: Page 12**);
- A fully completed table of the pricing schedule (**Annexure B: Page 18**);
- Proof of registration on the Central Supply Database (CSD); and
- Compulsory briefing session (proposal for the bidder who did not attend the briefing session will not be subjected for evaluation.
- The bidder must be part of the appointed panel of service provider for the **provision of IT services and skills for SITA and government Department (RFB1183/2022)**.

NB: Any bidder who fails to comply with the above-mentioned mandatory requirements will be eliminated from the evaluation process and will not be considered for further evaluation.

8 Evaluation Criteria

This bid will be evaluated in three (3) phases, i.e.

- Administrative requirements;
- Functionality; and
- Price and HDI scoring.

8.1 Phase 1: Administrative Requirements

- Preferred bidder must be registered on CSD;
- Proof of CSD full report must be attached;
- Compliant Tax Status;
- In order to advance the designated groups on the basis of Historically Disadvantaged Individuals (HDI), priority will be given to the following of which 51% are owned by: Blacks, Black Youth; Black Women; Black people with disabilities; Black People living in rural or underdeveloped areas; or townships; cooperatives owned by Black people; Black people who are Military Veterans;
- Company profile;
- SBD Forms fully completed and signed:
 - SBD 1 (Invitation to Bid);
 - SBD 3.1 Pricing schedule);
 - SBD 4 (Declaration of Interest); and
 - SBD 6.1 (Preferential Procurement Regulations 2022).
- Original certified ID copies of all Directors not older than 6 months (A certified copy of a copy will not be accepted); and
- Signatures and initialization on each page of the bid document.

NB: Failure to comply with the above Administrative Requirements may result in disqualification

8.2 ANNEXURE A (TABLE OF EXPERIENCE)

ANNEXURE A (TABLE OF EXPERIENCE)

NB: IPID has the right to confirm the details captured in this table. Any misrepresentation of information shall result in disqualifying the bid proposal.

TABLE OF EXPERIENCE CURRENT AND RECENT CONTRACTS (CLIENT BASE) A list of current and recent contracts of application/system development, testing, data migration, third party systems integration and project management provided to public or private institutions and otherwise, which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.						
- Reference letters from the bidder's recent and current clients confirming the work conducted must be attached; and - Reference letters must be signed by the referee with a date not older than three (3) months. Indicate all the current and recent contracts in the table below executed by the company. ONLY those relevant to the application/system development, testing, data migration, third party systems integration and overall project management services required in the bid specifications. Only the relevant experience shall be considered for bid evaluation purposes.						
Name of client / organization where contract is being executed/was executed	Current / previous Contract period (indicate start and end dates) e.g. 1 April 2022 to 31 March 2023	Type of services rendered or work conducted.	Previous/Current Contract?	Contact persons and telephone numbers of your client	Total Cost of the Contract	

8.3 Phase 2: Functional Criteria

Experience

Bidders to submit proof of experience for the successful completed similar projects on the following:

- Information system development and deployment;
- Testing;
- Data migration; and
- Third party system integration.

Bidders must submit reference letters for their proof of experience in a referee's letter head and must specify: details of service(s) rendered, value of the contract, duration of the project, contactable details of the referee, reference must be signed by the referee with a date not older than three (3) months.

Scoring Criteria	Points	Total Weight
Five (5) projects successfully completed (30 Points)		30
(a) Information system development and deployment	12	
(b) Testing	5	
(c) Data migration	7	
(d) Third party system integration	6	
Four (4) projects successfully completed (25 Points)		
(a) Information system development and deployment	10	
(b) Testing	4	
(c) Data migration	6	
(d) Third party system integration	5	
Three (3) projects successfully completed (20 Points)		
(a) Information system development and deployment	8	
(b) Testing	3	
(c) Data migration	5	
(d) Third party system integration	4	
Two (2) projects successfully completed (15 Points)		

(a)	Information system development and deployment	6
(b)	Testing	2
(c)	Data migration	4
(d)	Third party system integration	3
One (1) project successfully completed (10 Points)		
(a)	Information system development and deployment	4
(b)	Testing	1
(c)	Data migration	3
(d)	Third party system integration	2

Capacity to deliver services

Bidders to submit proof of contract value for similar once off projects successfully completed on the following:

- Information system development and deployment;
- Testing;
- Data migration; and
- Third party system integration.

Bidders must submit proof of awarded and signed contract and reference letters of successfully completed projects. Reference letters must be in a referee's letter head and must specify: details of service(s) rendered, value of the contract, duration of the project, contactable details of the referee, reference must be signed by the referee with a date not older than three (3) months.

Scoring Criteria		Points	Total Weight
Once off Project value of R15 Million and above (30 Points)			
(a)	Information system development and deployment	12	
(b)	Testing	5	
(c)	Data migration	7	
(d)	Third party system integration	6	
Once off Project value of R12 Million and below R15 Million (25 Points)			
(a)	Information system development and deployment	10	
(b)	Testing	4	

(c)	Data migration	6	30
(d)	Third party system integration	5	
Once off Project value of R9 Million and below R12 Million (20 Points)			
(a)	Information system development and deployment	8	
(b)	Testing	3	
(c)	Data migration	5	
(d)	Third party system integration	4	
Once off Project value of R6 Million and below R9 Million (15 Points)			
(a)	Information system development and deployment	6	
(b)	Testing	2	
(c)	Data migration	4	
(d)	Third party system integration	3	
Once off Project value of R3 Million and below R6 Million (10 Points)			
(a)	Information system development and deployment	4	
(b)	Testing	1	
(c)	Data migration	3	
(d)	Third party system integration	2	

Scoring Criteria	Points	Total Weight
Methodology (15 Points)		
(a) Project Implementation Plan Bidders to submit a detailed Project Implementation Plan that demonstrates the initiation stage, planning stage, execution stage, monitoring & controlling stage and closing stage. In addition, the project plan should include the three (3) major sections of the project but not limited to: the project life cycle, the system development life cycle (SDLC), the system testing life cycle (STLC) and conducting periodic	7	

	stakeholder feedback (Management and Provinces).		
(b)	Training Plan The bidder must attach a training plan of the system detailing the type of training, how such training will be conducted and the audience targeted. The bidder must also provide training manuals for different user roles\levels (Investigators, Supervisors, Provincial Management, Statistics, Auditors, Monitors and Administrators).	4	
(c)	Contingency Plan The bidder must attach a contingency plan detailing all the possible risks, the mitigation strategies to ensure project continuity and completion within the stipulated or agreed time frames.	4	15

Scoring Criteria	Points	Total Score
Requisite skills set and expertise (Points 25)		
Bidders to submit the detailed CVs with contactable references, relevant qualification and/or certification of specialization in the required technologies or areas of learning for the execution of similar projects for the following team members: (a) Senior roles must have a minimum of 10 years or more experience in the area of specialty of which 3 years must be on a senior level position in applications\systems development and project management. (5 Points) (b) All other role players other than the senior roles players must have a minimum of 3 years' experience in the following areas: • ICT Software Development and Database Designing using Microsoft technologies; • Testing; • Data Migration; • Systems Integration; and • Project Management. (5 Points)	10	

The bidder must attach certified copies of all role players' qualification or accreditation certificates in the following areas: • Software\systems\applications development • Testing • Data Migration • Systems Integration • Project Management. (10 Points) Certified copies of qualifications must not be older than six (6) months. NB: Number of all copies of CVs and qualifications or accreditation to be aligned with the organogram of the role players).	10	25
The bidder must submit the company's profile, amongst others, indicating the company's clients and the organogram of the key role players relevant to this bid. The organogram must clearly detail the names, roles and responsibilities of each role player in terms of software\systems\applications development, testing, data migration and project management. (5 Points)	5	

N.B The Bidder who score less than 70 points out of 100 points on functional criteria will not be subjected for further evaluation.

8.4 Phase 3: Pricing and HDI Scoring

A detailed and complete cost break down must be provided by completing the pricing schedule (Annexure B), and the total bid price must be indicated on the Pricing Schedule (SBD 3.1).

Bids will be evaluated in terms of the Preferential Procurement Points system where the 80/20 Preference point system will be used. The preferential procurement points will account for 80 points on pricing and the Historical Disadvantaged Individuals (HDI) points will be added to points for pricing.

ANNEXURE B (TABLE OF PRICING SCHEDULE (COSTS BREAKDOWN))

TABLE OF PRICING SCHEDULE (COMPULSORY) (COSTS BREAKDOWN)			
The following template must be used for the pricing schedule and must be completed in full.			
• The bidder must provide a breakdown of costs for the entire project detailing all the project' specifics.			
The table below must be completed in full to illustrate all the costs to be incurred for the entire duration of the project but not limited to the following list:			
Project Area	Price (Excl.)	Price (Incl.)	Total
Development			
Database Design			
Testing			
Data Migration			
Third Party Systems Integration			
Application Deployment			
User Training			
Maintenance			
Comments			

8.5.1 Preferential Points

This bid is anticipated not to exceed R50 million and therefore, the 80/20 preferential point system for acquisition of goods and services with Rand value above R30 000.00 and up to R50 million will apply.

The following formula must be used to calculate the points out of 80 for price in respect of an invitation for tender with a Rand value above R30 000.00 and up to R50 million, inclusive of all applicable taxes.

The points obtained will then be converted to 80% of the total points as follows:

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

Where

P_s = Points scored for price of the bid under consideration

P_t = Rand value of the bid under consideration

P_{min} = Rand value of lowest responsive bid

A maximum of 20 points may be awarded to a tender for specific goals specified for the tender as follows:

Historically Disadvantaged Individuals (HDI)	
Specific goals	Points
Enterprises with ownership of 51% or more by person/s who are black	8
Enterprises with ownership of 51% or more by person/s who are women	8
Enterprises with ownership of 51% or more by person/s who are youth	2
Enterprises with ownership of 51% or more by person/s with disability	2
Total	20

The points scored for specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

The contract/ order must be awarded to the tenderer scoring the highest points.

If two or more tenders score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals, and if two or more tenders score total equal points in all respects, the award must be decided by drawing of lots.

The bidder who scored the highest points will be recommended for the bid.

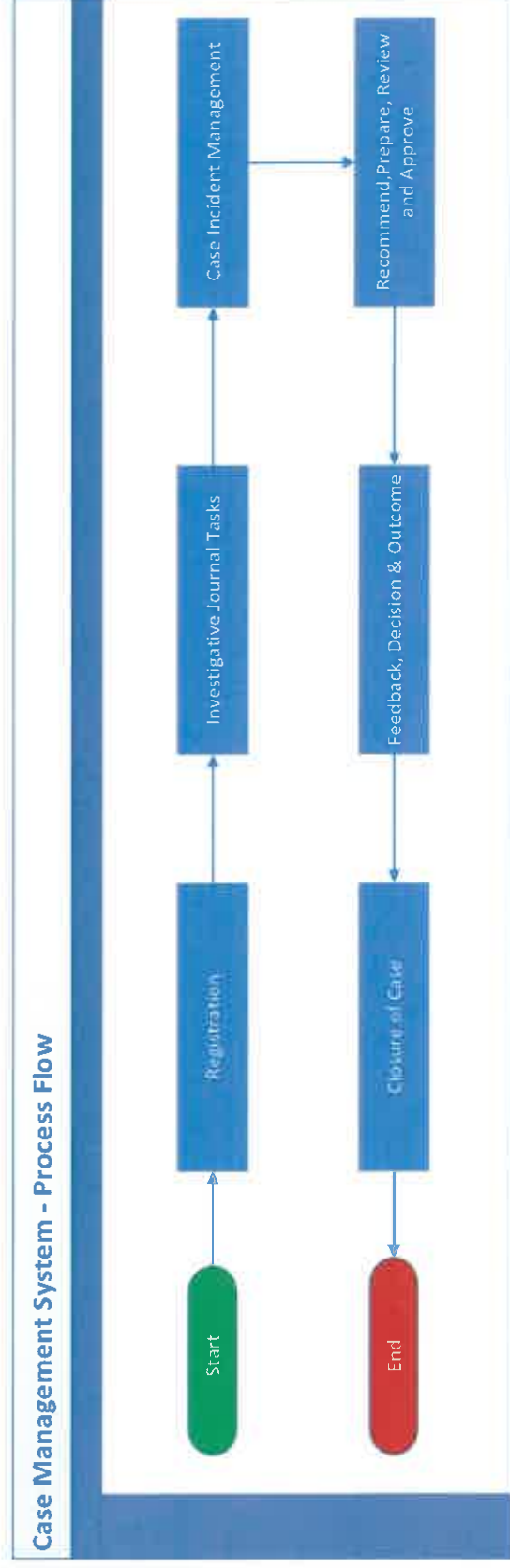
Failure to capture the required status and to submit the required HDI.

- The points scored by a bidder in respect of points indicated above will be added to the points scored for price;
- Bidders are requested to complete the various preference claim forms in order to claim preference points;
- Only a bidder who has completed and signed the declaration part of the preference claim form will be considered for HDI status;
- Points scored will be rounded off to the nearest 2 decimals;
- 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 points for HDI status. Should two or more bids be equal in all respects, the award shall be decided by drawing of lots; and
- A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

NB: IPID reserves the right to call for a presentation from short-listed bidders at their own cost before the final selection. Service Providers will be re-evaluated on individual score cards in terms of the functional criteria.

8.6 Business Process Model: Case Management System (Specifications)

Figure 1: Case Management System Flow



8.7 Functional Requirement Specification

Figure 2: Case Registration Process

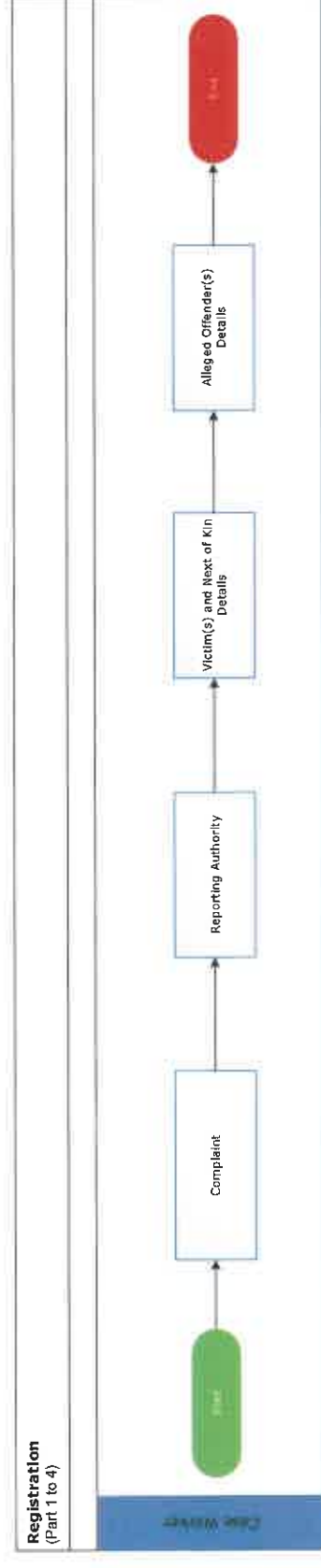
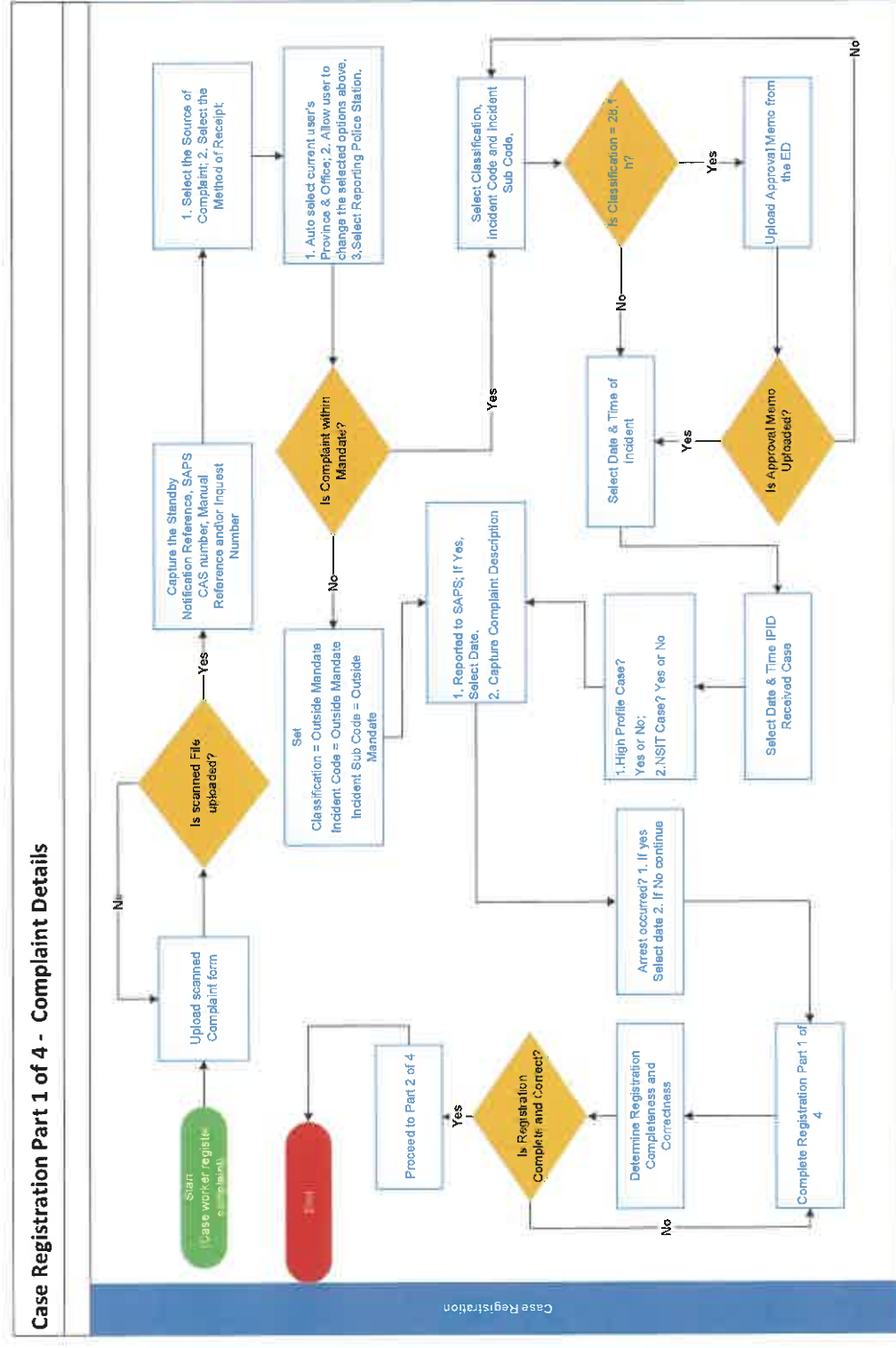


Figure 3: Case Registration Part 1 of 4 – Complaint Details



1. Use Case - Case Registration Part 1 of 4 – Complaint Details			
Narrative	A complainant lodges a complaint via a complaints form, telephone or email. The complaint will then be captured and a valid case is registered in the Case Management System(CMS).		
Diagram Link	Case Registration Part 1 of 4 - Complaint Details		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Complaints form	Completed by the complainant or victim.	
Results	Outputs	Description	State
	Collection of Complaints details	Complaints form is submitted to the relevant office in the province at which the incident occurred.	
Role	Case Worker\Complaint Registrar\Investigator\Supervisor\DDI, DI & PH.		
Procedure			
Procedure			
Dashboard	Auto populate the current date, time and the current user.		
Upload Complaints Form	The Case Worker\Complaint Registrar\Investigator receives, scans and uploads the complaints form received from the victim or complainant. The upload must form part of the Registration Part 1 of 4.		
1.Capture the Standby Notification Reference, 2. SAPS CAS number, 3. Manual Reference and/or 4. Inquest Number	The case worker captures all the details while making reference to the complaints form and selecting all the options from all dropdowns as per the case details.		
1. Select the Source of Complaint and 2. Select the Method of Receipt;	The case worker will select the reporting Authority from where the complaint is emanating from, on the list of options provided and the method in which the case was received.		

1. Use Case - Case Registration Part 1 of 4 – Complaint Details

Within Mandate?

Select whether the complaint is within or outside IPID Mandate of Investigation.

If complaint is within mandate, the case must go through all registration processes until the Investigative Journal Task list where the CIC must still confirm if the case is within mandate and the case must be allocated for further investigation.

If complaint is outside the IPID mandate, the case must still go through all stages of registration until the Investigative Journal Task list where the Case Intake Committee(CIC) will confirm if indeed it is an outside mandate case and it will be closed.

The CIC can, before finalization of the case, change or reclassify with the correct classification and the case investigation must proceed normally.

1. Auto select current user's Province & Office; 2. Allow user to change the selected options above. 3. Select Reporting Police Station.

On form\page load, the province and the office currently assigned to the case worker would be pre populated into the two (2) dropdowns by default. The selection is also not disabled so that the case worker can change the selections of the dropdowns respectively. The capturer will select the police station where the matter was reported.

1.Select the Metropolitan Municipality or District Municipality 2. Local Municipality

Selects the Metropolitan Municipality or District Municipality and the Local Municipality where complaint happened based on the user province, a case is being reported at.

Select Classification, Incident Code and Incident Sub Code.

After reading and understanding the complaint description, the case worker must select the classification of the case, then the incident codes will be filtered according to the selected classification and the incident sub codes must also be filtered according to the incident code selected.

Section #	Classification
28(1)(a)	Death in Police Custody
28(1)(b)	Death as a Result of Police Action
28(1)(c)	Discharge of an Official Firearm
28(1)(d)	Rape by a Police Officer
28(1)(e)	Rape in Police Custody
28(1)(f)	Torture
28(1)(f)	Assault
28(1)(g)	Corruption Matters within the Police
28(1)(h)	Any Other Matter Referred

1. Use Case - Case Registration Part 1 of 4 – Complaint Details

Section 28(2)	Systemic Corruption
Section 33(1)	Any person or private entity, who interferes, hinders or obstructs the Executive Director or a member of the Directorate in the exercise or performance of his or her powers or functions.
33(3)	Any police officer who fails to comply with section 29.
33(5)	Any person who pretends to be an investigator in terms of this Act.

If the selected classification is outside mandate, the outside mandate should be populated in all the dropdowns (Classification, Incident code, Incident sub code). If the selected classification is **28.1 h - Any other referred matter, then there should be a popup field to allow the user to upload a signed memo from the ED that serves as permission for registration of such cases.**

Select Date & Time of Incident

The case worker must select the date and time of the incident from the date time picker.

Select Date & Time IPID Received Case

The case worker must select the date and time on which IPID received the case\complaint from the date time picker.

Arrest Occurred? Yes or No.

The case worker only has two options to choose from, a Yes or a No. If Yes, then populate the date, number of suspects arrested:

- Date of Arrest;
- Number of suspects arrested; and
- Police Station.

If No, then proceed to the next field.

Reported to SAPS?

Select Yes or No to indicate that the complaint was reported to SAPS. If Yes, then a pop up field to select date on which the matter was reported to SAPS.

1.Top Priority Case? 2. NSIT Case? Yes or No.

The case worker must select from the dropdown or similar field containing a Yes or a No to say if the case is of a Top Priority nature or not. If the option is Yes, then select the reason for Top Priority case. Reasons (Media Related, OPSC, MEC, Secretary of Police, Minister of Police).

The same applies for the National Special Investigative Team(NSIT) Case field, an option must be selected to state if the case is an NSIT case which should only be Top Priority cases.

If the answer is Yes for NSIT Case, the province and the office dropdown selections must also change to Province: **NSIT**, IPID Office: **National**

1. Use Case - Case Registration Part 1 of 4 – Complaint Details

1. Reported to SAPS; If Yes, Select Date. 2. Capture Complaint Description

The case worker only has two (2) options to select from, a Yes or a No. If Yes, then a pop up field for the date on which the matter was reported to SAPS.

Duplicate Case Detection

After the completion of all the fields in this form, the system must be able to pick up and detect whether this case is a duplicate of another case that is already registered with IPID. Points to note:

- Incident Date;
- Incident Location;
- Reported Police Station;
- SAPS CAS Number;
- Complaint Description(Statement);
- Victim's Details; and
- Suspect's Details.

Complete Registration Part 1 of 4

The Case Worker\Complaint Registrar\Investigator completes registration part 1 of 4 form. When completing this form, the following information is required:

- Scanned Complaints Form;
- Standby Notification Reference;
- SAPS CAS Number;
- Manual Reference Number;
- Inquest Number;
- Source of Complaint;
- Method of Receipt;
- Complaint within Mandate?
- Province and IPID Office;
- Metro or District Municipality
- Local Municipality
- Metropolitan or District Municipality and Local Municipality
- (e.g. Gauteng, City of Tshwane, Tshwane North)
- (e.g. Limpopo, Mopani District, Ba-Phalaborwa Local Municipality)
- Police Station;
- Case Classification, Incident Code & Incident Sub-Code;
- Upload Approval Memo from the ED
- Date & Time of Incident;
- Date & Time of IPID Receipt;
- Reported to SAPS Yes/No?;
- Date Reported to SAPS?;
- Arrest Yes/No?;
- Top Priority Case Yes/No;
- Reason;
- Is it NSIT Case? Yes/No?; and
- Complaint Description.

1. Use Case - Case Registration Part 1 of 4 – Complaint Details

Determine Registration Completeness and Correctness

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Part 2 of 4.

Proceed to Part 2 of 4

The Case Worker\Complaint Registrar\Investigator submits the Registration Part 1 of 4 Form to proceed to part 2 of 4 once all the information is correctly captured.

Triggers

Set Classification = Outside Mandate, Incident Code = Outside Mandate, Incident Sub Code = Outside Mandate

This is triggered by the Within Mandate dropdown when a case worker selects No to state that the case is NOT Within the mandate of the Department. Then, the selected classification is set to outside mandate, in all the dropdowns (Classification, Incident code, Incident sub code).

Upload Approval Memo from the ED

This is triggered by the selection of the **28.1 h - Any other referred matter** classification. A user will get a pop out section to upload the signed approval memo from the ED which is a requirement for this type of cases.

Source of Complaint

This is the source from which the complaint is coming from, it can be, but not limited to the following sources: Complainant, Victim, Member of Public, The ED of IPID, The Minister or Institutions of government.

Method of Receipt

This is the method in which a complaint is received. it can be, but not limited to the following ways: Complaints Form, Telephonic or SAPS\MPs.

Reported to SAPS?

There are two (2) options provided for the field, a YES and a NO. If the answer YES, then another field should pop up requesting a date on which the case was reported to SAPS\MPs. If NO, then, proceed to capture the information on the next field.

Top Priority Case?

There are two (2) options provided for the field, a YES and a NO. If the answer YES, then another field should pop up requesting a reason for high profile. If NO, then, proceed to capture the information on the next field.

Is it NSIT Case?

There are two (2) options provided for the field, a YES and a NO. If the answer YES, then populate the province field with the value **NSIT** and populate the office field with the value

1. Use Case - Case Registration Part 1 of 4 – Complaint Details

National. Also disable the selections on the province and the office until the value on **Is it NSIT Case?** changes to NO, otherwise If the value is NO, then, proceed to capture the information on the next field.

Written Complaint Attached?

The system must not allow the user to proceed to Registration Part 2 of 4 without the attached complaint form/email.

Procedure, Validation Rules and Business Rules

Procedure:

- Upload the scanned complaints form;
- The Case Worker\Complaint Registrar\Investigator will capture the Standby Notification Reference, SAPS CAS Number, Manual Reference Number and Inquest Number if available;
- Source of complaint and select the method of receipt;
- Select the option on whether the complaint is within or outside the mandate of IPID;
- The system should populate the province and the IPID office by default depending on who is logged in;
- Select Province, Metropolitan Municipality or Districts Municipality and Local Municipality (*Note: there are 8 Metropolitan Municipality and 44 available districts in South Africa in 9 provinces*) where complaint occurred;
- Select the reporting police station;
- Select the Metropolitan Municipality or District Municipality;
- Local Municipality;
- Select the Case Classification, Incident Code & Incident Sub-Code;
- Select the date and time of the incident;
- Select the date and time when IPID received the complaint;
- Arrest? =No;
- Has the complaint been reported to SAPS?;
- If Yes, select the date;
- Is this a Top Priority Case?;
- If Yes, capture the reason for Top Priority;
- Is this an NSIT Case?;
- If Yes, populate NSIT and National as values on the province and the office respectively;
- Capture the complaint description as it appears on the complaints form;
- There must be no space within the mask format; and
- The Standby Notification Reference, SAPS CAS Number, Manual Reference Number and Inquest Number must be validated using the following format:
 - {0000/00/0000};
 - 0000 - Represents a sequential number that starts with 0001 until 9999;
 - 00 - Represents a month that must be a double (2) digit at all times. E.g. Jan = 01; and
 - 0000 - Represents the year that must be a four (4) digit number at all times. E.g. 2022.

Validation rules:

- All fields in the form should be filled before proceeding to next form.

1. Use Case - Case Registration Part 1 of 4 – Complaint Details

Business Rules:

Is Scanned File Uploaded?

No registration can be completed without the scanned complaints form. It must be completed by the complainant and submitted to an official representing the Department so that it can be scanned and uploaded into the system during registration of a case.

Is Complaint within Mandate?

This has a very huge impact of the route that any case could take. It affects, the Classification, Incident code, Incident sub code. The case will become active upon registration and remain active up until the Investigation Journal Task List where the Case Intake Committee (CIC) confirms that indeed the case is outside mandate and the case is closed as outside mandate and will not form part of the provincial or national stats.

Is Classification = 28.1 h?

This helps to make a decision on whether to bring up the pop out section for the 28.1 h or not to show the section if it's any other type of classification.

Is the Registration Complete and Correct?

When the registration information does not conform to the business rules, the case worker corrects / completes the information or ends the process. When the Registration information conforms to the business rules, the case worker proceeds to Registration Part 2 of 4.

Is Approval Memo Uploaded? – do we still need this?

This is dependent on the decision that comes from the "Is Classification = 28.1 h?", If the answer from "Is Classification = 28.1 h?" is Yes, then the system will also check if the memo was uploaded during validation of submission of this activity.

Supporting Documents

Supporting Documents

- Scanned Complaints Form; and
- Scanned Upload only for 28.1 h - Any other referred matters.

Information and Data

Information

Information Group:

- Person with type: Case Worker; and
- Registration of the complaint detail section.

Business Scenarios

Scenarios

Scenario 1: Register Complaint and proceed to Registration Part 2 of 4

Input process: None

1. Use Case - Case Registration Part 1 of 4 – Complaint Details

Pre-condition: None

Business Scenarios Sequence:

- Upload Complaints Form;
- Is Scanned File Uploaded? = Yes;
- Capture the Standby Notification Reference, SAPS CAS number, Manual Reference and/or Inquest Number:
 - 1. Select the Source of Complaint; 2. Select the Method of Receipt;
- 1. Auto select current user's Province & Office; 2. Allow user to change the selected options above. 3. Select Reporting Police Station;
- Is Complaint within Mandate? = Yes;
- Select Classification, Incident Code and Incident Sub Code;
- Is Classification = 28.1 h? = No;
- Select Date & Time of Incident;
- Select Date & Time IPID Received Case;
- 1. High Profile Case? = No; 2. NSIT Case? = No;
- Arrest? = Yes;
- Date of Arrest;
- Number of suspects arrested;
- Police Station;
- Reported to SAPS = Yes, 1. Select Date. 2. Capture Complaint Description;
- 1. Select Province, 2. Metropolitan Municipality or District Local Municipality and 3. Local Municipality;
- Complete Registration Part 1 of 4;
- Determine Registration Completeness and Correctness;
- Is Registration Complete and Correct? = Yes; and
- Proceed to Part 2 of 4.

Output: User's pending tasks is updated with an additional task 'Registration Part 2 of 4'.

Scenario 2: Register Complaint, make corrections, and proceed to Registration Part 2 of 4

Input process: None

Pre-condition: None

Business Scenarios Sequence:

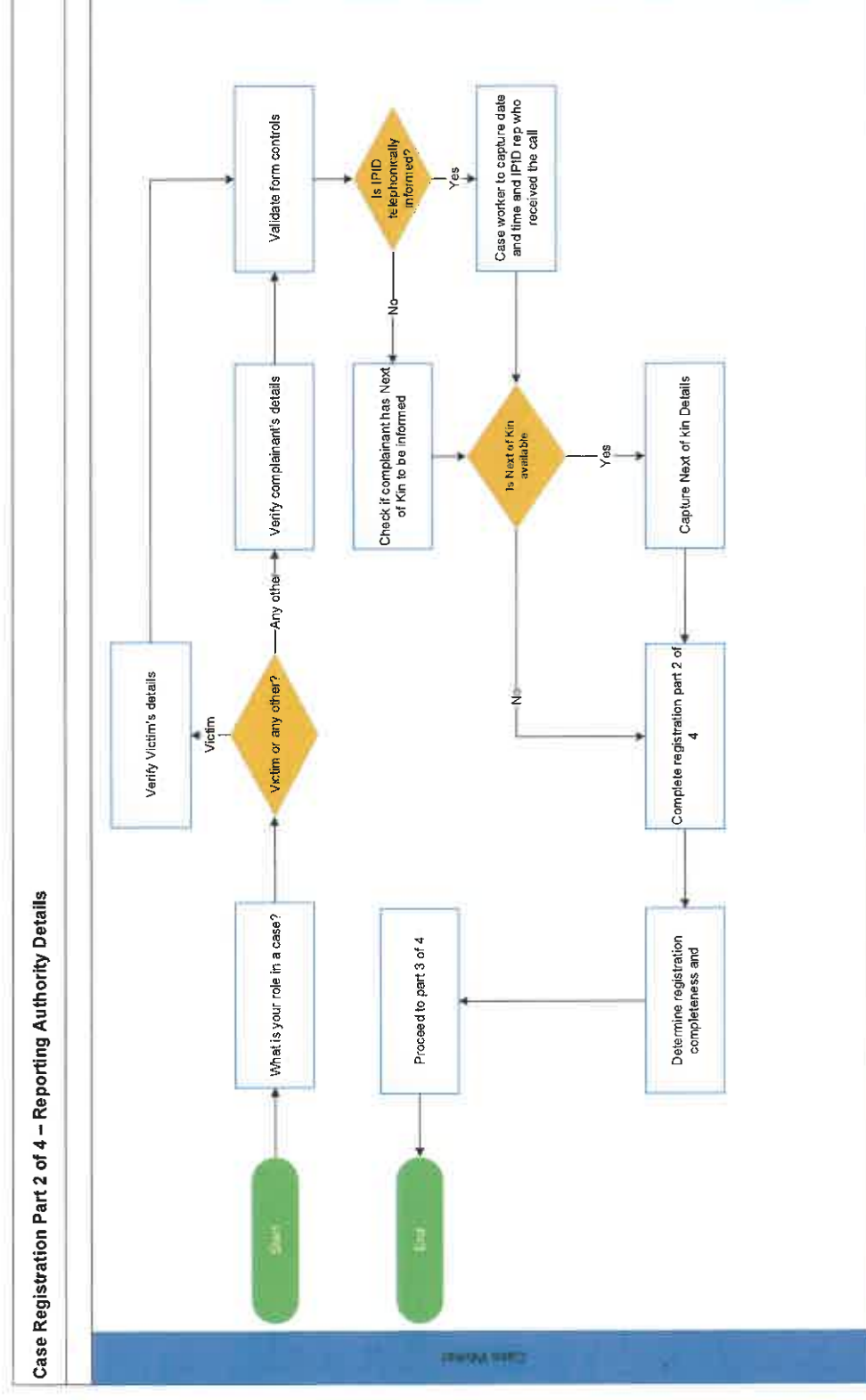
- Upload Complaints Form;
- Is Scanned File Uploaded? = Yes;
- Capture the Standby Notification Reference, SAPS CAS number, Manual Reference and/or Inquest Number:
 - 1. Select the Source of Complaint; 2. Select the Method of Receipt;
- 1. Auto select current user's Province & Office; 2. Allow user to change the selected options above. 3. Select Reporting Police Station;
- 1. Auto select current user's Province & Office; 2. Allow user to change the selected options above. 3. Select Reporting Police Station;
- Is Complaint within Mandate? = No;
- Select Classification, Incident Code and Incident Sub Code;
- Is Classification = 28.1 h? = No;
- Select Date & Time of Incident; _____

1. Use Case - Case Registration Part 1 of 4 – Complaint Details

- Select Date & Time IPID Received Case;
- 1.High Profile Case? = No; 2. NSIT Case? = No;
- Reported to SAPS = Yes, 1. Select Date. 2. Capture Complaint Description;
- 1.Select Province, 2. Metropolitan Municipality or District Local Municipality and 3. Local Municipality;
- Complete Registration Part 1 of 4;
- Determine Registration Completeness and Correctness;
- Is Registration Complete and Correct? = Yes; and
- Proceed to Part 2 of 4.

Output: User's pending tasks is updated with an additional task '**Registration Part 2 of 4**'.

Figure 4: Case Registration Part 2 of 4 – Reporting Authority Details



2. Case Registration Part 2 of 4 – Reporting Authority Details

Narrative	This form is part of registration and a continuation from the previous form. As the heading should say, “Case Registration Part 2 of 4 – Complainant details/Reporting Authority”, the form expects the details of complainant, their role in the case, personal information, contact details and addresses, country of origin, city.		
Diagram Link	Case Registration Part 2 of 4 – Complainant Details		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Reporting Authority Information	Information on the person or entity lodging a complaint.	
Results	Outputs	Description	State
	Collection of Reporting Authority details	Complainant details or person reporting case details are captured and submitted.	
Role	Case Worker\Complaint Registrar\Investigator		
Procedure			
Procedure			
Business Rules and Decisions			
Validation Rules:			
• What is the Roles; • Verify Victim’s details; • Validate Form Controls; • Complete Registration Part 2 of 4; and • Determine Registration Completeness and Correctness.			
Business Rules:			
What is your Role in Case?			
The population of the Reporting Authority details in the current form will assist us in all information required to capture complainant information/reporting authority. If the complainant /reporting authority information in this form is the same in next form, part 3 of 4 then auto populate the victim’s information.			

2. Case Registration Part 2 of 4 – Reporting Authority Details

Is the Registration Complete and Correct?

When the Registration information does not conform to the business rules, the case worker corrects / completes the information or ends the process. When the Registration information conforms to the business rules, the case worker proceeds to Registration Part 3 of 4.

Supporting Documents

Supporting Documents

Not Applicable.

Information and Data

Information

Information Group:

- Person with type: Case Worker
- Registration

Business Scenarios

Scenarios

Scenario 1: Register Reporting Authority details and proceed to Registration Part 3 of 4

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- What is your Role in this Case?;
- Victim or Any Other? = Victim;
- Validate Form Controls;
- Complete Registration Part 2 of 4;
- Determine Registration Completeness and Correctness;
- Is Registration Complete and Correct? = Yes; and
- Proceed to Part 3 of 4.

Output: User's pending tasks is updated with an additional task 'Registration Part 3 of 4'.

Scenario 2: Register Reporting Authority information, make corrections, and proceed to Registration Part 3 of 4

Input process: None

Pre-condition: None

Business Scenarios Sequence:

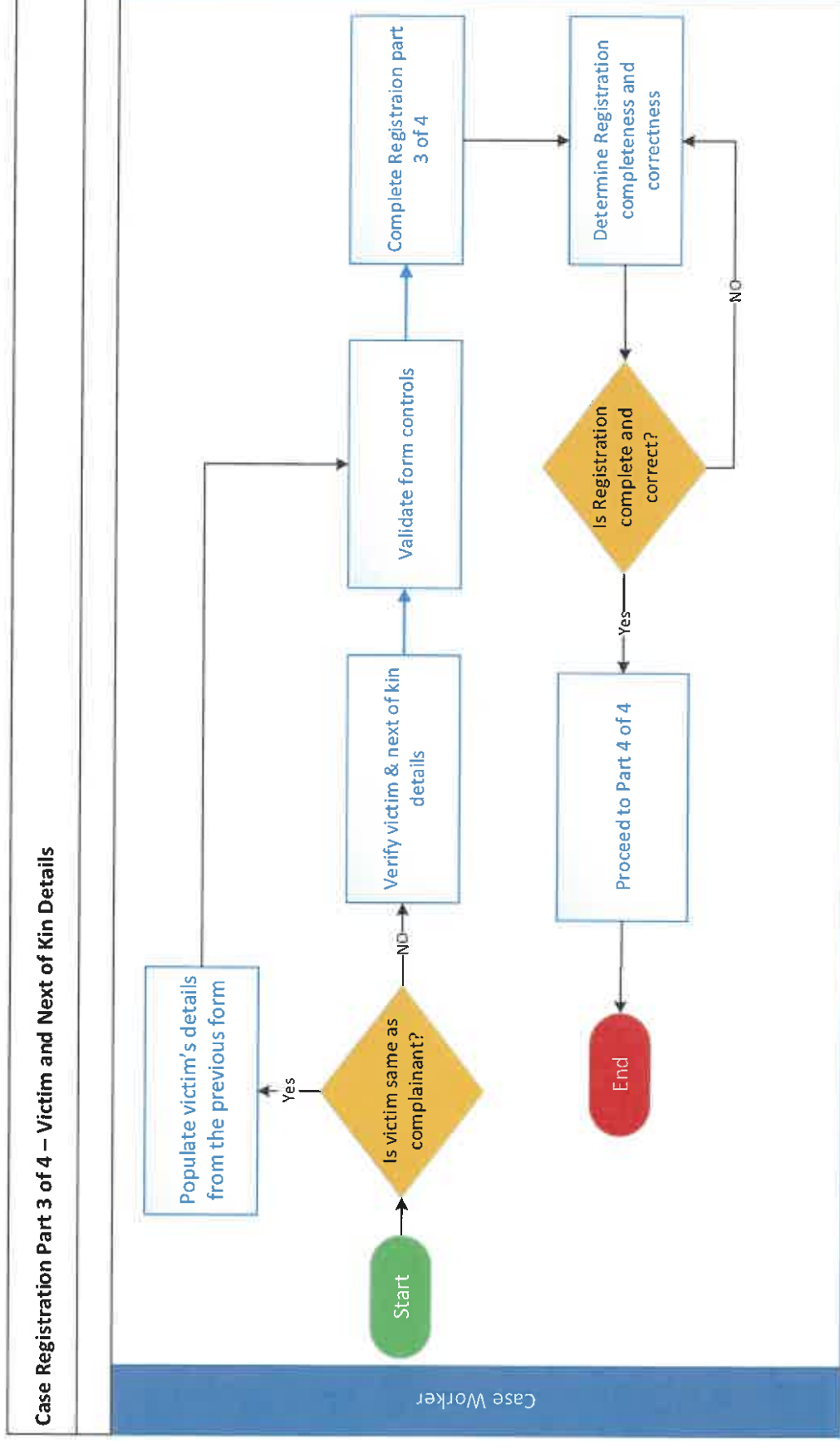
- What is your Role in this Case?;
- Victim or Any Other? = Victim;
- Validate Form Controls;
- Complete Registration Part 2 of 4;
- Determine Registration Completeness and Correctness;
- Is Registration Complete and Correct? = No;
- Determine Registration Completeness and Correctness;

2. Case Registration Part 2 of 4 – Reporting Authority Details

- Is Registration Complete and Correct? = Yes; and
- Proceed to Part 3 of 4.

Output: User's pending tasks is updated with an additional task '**Registration Part 3 of 4**'.

Figure 5: Case Registration Part 3 of 4 – Victim and Next of Kin (NOK) Details



3. Case Registration Part 3 of 4 – Victim and Next of Kin (NOK)

Narrative	This form is part of registration and a continuation from the previous form. As the heading should say, "Case Registration Part 3 of 4 – Victim and Next Of Kin Details", the form expects the details of Victim and Next of Kin, their personal information, contact details and addresses, the state of wellbeing.		
Diagram Link	Case Registration Part 3 of 4 – Victim and Next Of Kin Details		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Victim details.		
Results	Outputs	Description	State
	Collection of Victim and Next of kin details.	Victim and Next of kin's details are captured and submitted.	
Role	Case Worker\Complaint Registrar\Investigator.		
Procedure			
Procedure			
Populate Victim's details from the previous form			
If the victim was selected on the Role in Case in the previous form, it means that the complainant and the victim is one and the same person, therefore, the system must auto populate the same details captured on Registration Part 2 of 4 otherwise the form must be loaded with all the default values in place and allow the capturer to capture all the required details.			
Validate Form Controls			
The case worker captures all the details while making reference to the complaints form and selecting all the options from all dropdowns as per the case details.			
Complete Registration Part 3 of 4			
The Case Worker\Complaint Registrar\Investigator completes registration part 3 of 4 form. When completing this form, the following information is fields must be completed to ensure that part 3 of 4 information is captured correctly in form:			
• Number of victims • Details of Victim (s) Part 1 ○ Nationality; ○ ID Number;			

3. Case Registration Part 3 of 4 – Victim and Next of Kin (NOK)

- Passport Number;
 - First Name;
 - Middle Name;
 - Gender;
 - Race;
 - Age;
 - Disability Status (Yes/No);
 - Is victim sound? (Yes/No);
 - Is Victim Alive(Yes/No); and
 - Next of Kin Notified(Yes/No).
- Details of Victim (s) Part 2
 - Name;
 - Address;
 - Country, Specify Country;
 - City;
 - Suburb;
 - Postal Code;
 - Mobile;
 - Email; and
 - Preferred Method (Post/Email/SMS).
- Details of Victim (s) Part 3
 - Name;
 - Nick Name; and
 - Detainee (Yes/No):
 - Reason for Detention.

Determine Registration Completeness and Correctness

The recorded information is validated according to the business rules, as defined in the section 'Validation Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Part 4 of 4.

Proceed to Part 4 of 4

The Case Worker\Complaint Registrar\Investigator submits the Registration Part 3 of 4 Form to proceed to part 4 of 4 once all the information is correctly captured.

Business Rules and Decisions

Validation Rules:

- Populate Victim's details from the previous form;
- Validate Form Controls;
- Determine Registration Completeness and Correctness;
- Complete Registration Part 3 of 4; and
- Proceed to Part 4 of 4.

Business Decision:

Is Victim same as Complaint?

The population of the victim's information in the next form is dependent on this decision. If the complainant and the victim are one and the same person, the system must populate

3. Case Registration Part 3 of 4 – Victim and Next of Kin (NOK)

the captured information in the next form instead of the case worker capturing the same information again.

When the Registration information does not conform to the business rules, the case worker corrects / completes the information or ends the process. When the Registration information conforms to the business rules, the case worker proceeds to Registration Part 3 of 4.

Is Registration Complete and Correct?

The population of all necessary fields in the form will assist in making this decision. If the all the necessary information is captured on a form, then continue to Part 4 of 4 and if not then reconfirm the form again and proceed to part 4 of 4.

Trigger:

Number of victims

This field/ drop down list allows up to a number 100 victims to be added on this form. e.g. if there are two (2) victims on a complaint, then a case worker\Investigator \Registrar will be allowed to populate the First victim's information and after capture the Second victim's personal information separately on a form in part 3 of 4 on the system.

Supporting Documents

Supporting Documents	Not Applicable
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Information and Data

Information	Information Group: • Person with type: Case Worker • Registrar
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Business Scenarios

Scenarios

Scenario 1: Register Victim & Next of Kin and proceed to Registration Part 4 of 4

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Populate Victim's details from the previous form;
- Validate Form Controls;
- Determine Registration Completeness and Correctness=Yes;
- Complete Registration Part 3 of 4; and
- Proceed to Part 4 of 4.

3. Case Registration Part 3 of 4 – Victim and Next of Kin (NOK)

Output: User's pending tasks is updated with an additional task '**Registration Part 4 of 4**'.

Scenario 2: Register Victim & Next of Kin, make corrections, and proceed to Registration Part 4 of 4

Input process: None

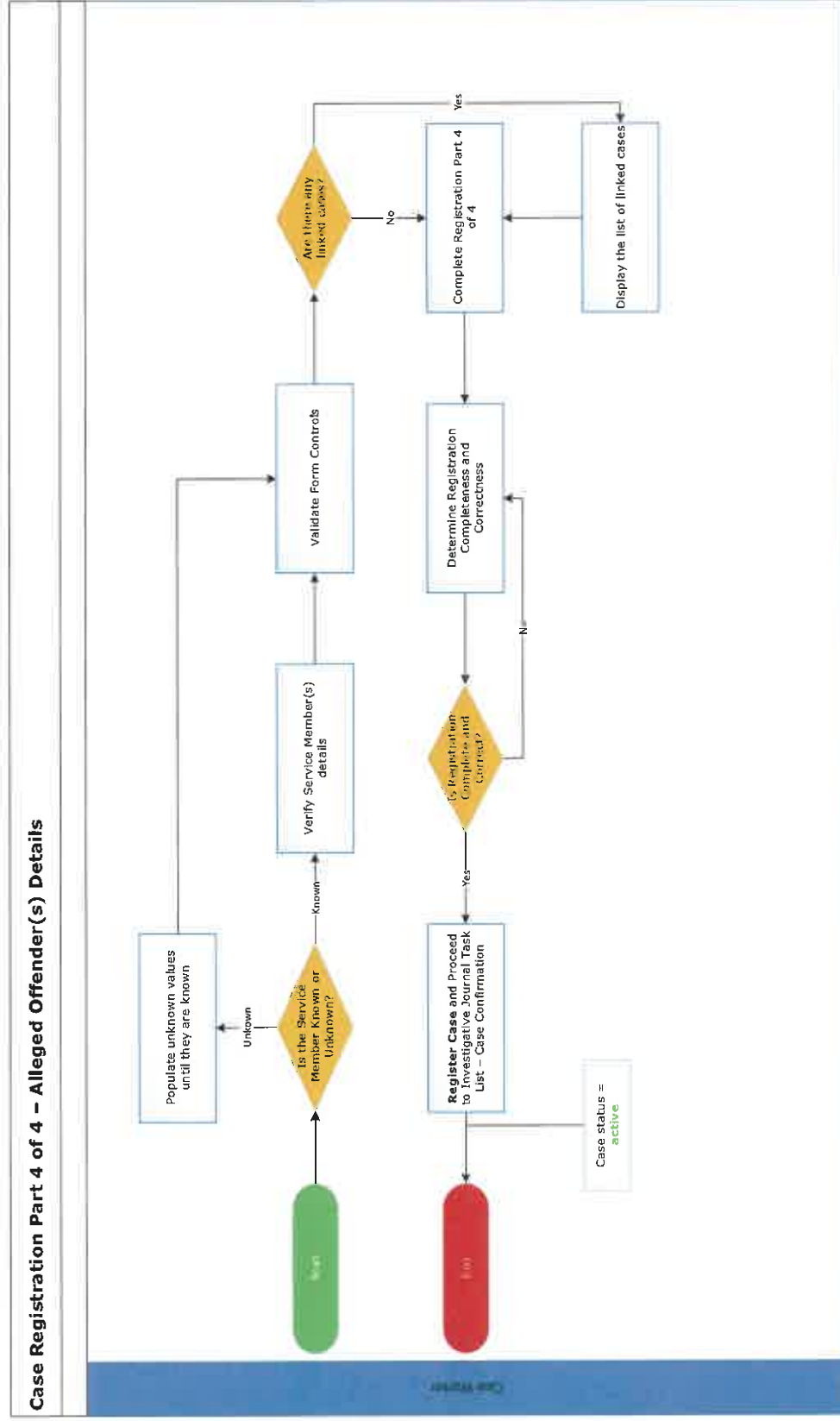
Pre-condition: None

Business Scenarios Sequence:

- Populate Victim's details from the previous form;
- Validate Form Controls;
- Determine Registration Completeness and Correctness=No;
- Validate Form Controls;
- Determine Registration Completeness and Correctness=Yes;
- Complete Registration Part 3 of 4; and
- Proceed to Part 4 of 4.

Output: User's pending tasks is updated with an additional task '**Registration Part 4 of 4**'.

Figure 6: Case Registration Part 4 of 4 – Alleged Offender(s) Details



4. Case Registration Part 4 of 4 – Alleged Offender(s) Details

Narrative	This form is part of registration and a continuation from the previous form. As the heading should say, “Case Registration Part 4 of 4 – Alleged Offender Details”, the form expects the details of Alleged Offender(s), information, Police Entity, unit, Police station Alleged Offender stationed at.		
Diagram Link	Case Registration Part 3 of 4 – Victim and Next Of Kin Details		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Collection of Victim and Next of kin details	Alleged Offender(s) information that is alleged to have committed the complaint.	Temporary Registration
Results	Outputs	Description	State
	Alleged Offender(s) details	Victim and Next of kin’s details are captured and submitted.	Active
Role	Case Worker\Complaint Registrar\Investigator		
Procedure			
Procedure			
Populate unknown values until they are known			
The case worker/Registrar /Investigator populate Alleged Offender information as captured in the form.			
The form should have a capability to allow adding of more than one (1) Alleged Offender information on the form.			
Verify Alleged Offender(s) details			
The recorded information is validated according to the business rules, as defined in the section 'business rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Case registration and generating Case Control Number.			

4. Case Registration Part 4 of 4 – Alleged Offender(s) Details

Validate Form Controls

The case worker/Registrar/Investigator should check and validate information is captured as per form completed by the reporting authority and correct all information as required for system to process.

Complete Registration Part 4 of 4

The Case Worker/Complaint Registrar/Investigator completes registration part 4 of 4 form. When completing this form, the following information is fields must be completed to ensure that part 4 of 4 information is captured correctly in form:

- Details of Alleged Offender(s) Involved Part 1:
 - Identified (Yes/No);
 - Rank;
 - Persal Number;
 - ID Number;
 - No of Previous Cases;
 - Initials;
 - First Name;
 - Middle Name;
 - Last Name;
 - Gender (Male/Female);
 - Race;
 - Contact Number; and
 - On Duty (Yes/No).
- Details of Alleged Offender(s) Involved Part 2:
 - Persal Number;
 - ID Number;
 - Alleged Offender Name;
 - Policing Entity;
 - Police Station the Member/Suspect Assigned to;
 - Other Police Station;
 - Policing unit;
 - Vehicle Registration Number; and
 - Description.
- Linked Cases:
 - Case Control Number;
 - Case Section;
 - Case Status; and
 - Responsible Investigator.

Display the list of linked cases

This option will display all cases held by IPID where the Alleged Offender(s) might be linked to. This feature must also allow Investigator to identify and link cases to Alleged Offender(s) on the system when they have their information.

4. Case Registration Part 4 of 4 – Alleged Offender(s) Details

Determine Registration Completeness and Correctness

The recorded information is validated according to the business rules, as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to proceed to register a case.

Register Case and Proceed to Investigative Journal Task List – Case Confirmation

The recorded information is validated according to the business rules, as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to produce a Case Control Number.

Business Rules and Decisions

Business Rules:

- Populate unknown values until they are known;
- Validate Form Controls;
- Display the list of linked cases;
- Complete Registration Part 4 of 4;
- Determine Registration Completeness and Correctness; and
- Register Case and Proceed to Investigative Journal Task List – Case Confirmation.

Business Decision:

Is the Alleged Offender Known or Unknown?

The population of Alleged Offender(s) information is a decision that must be made here. Alleged Offender(s) information must be populated if known when capturing information in this form, otherwise if unknown a case can be registered without them but as soon as Alleged Offender(s) information is known this can be updated later on.

Are there any linked cases?

In this field a system should auto-populate IPID's Cases that are linking to Alleged Offender(s) based on the Alleged Offender(s) personal information given on the form. This will only populate when there is information linked and this feature should also allow investigator to link cases on the system.

Is Registration Complete and Correct?

The population of all necessary fields in the form will assist in making this decision. If the all the necessary information is captured on a form then continue to Part 4 of 4 and if not then reconfirm the form again and proceed to part 4 of 4.

Supporting Documents

Supporting Documents

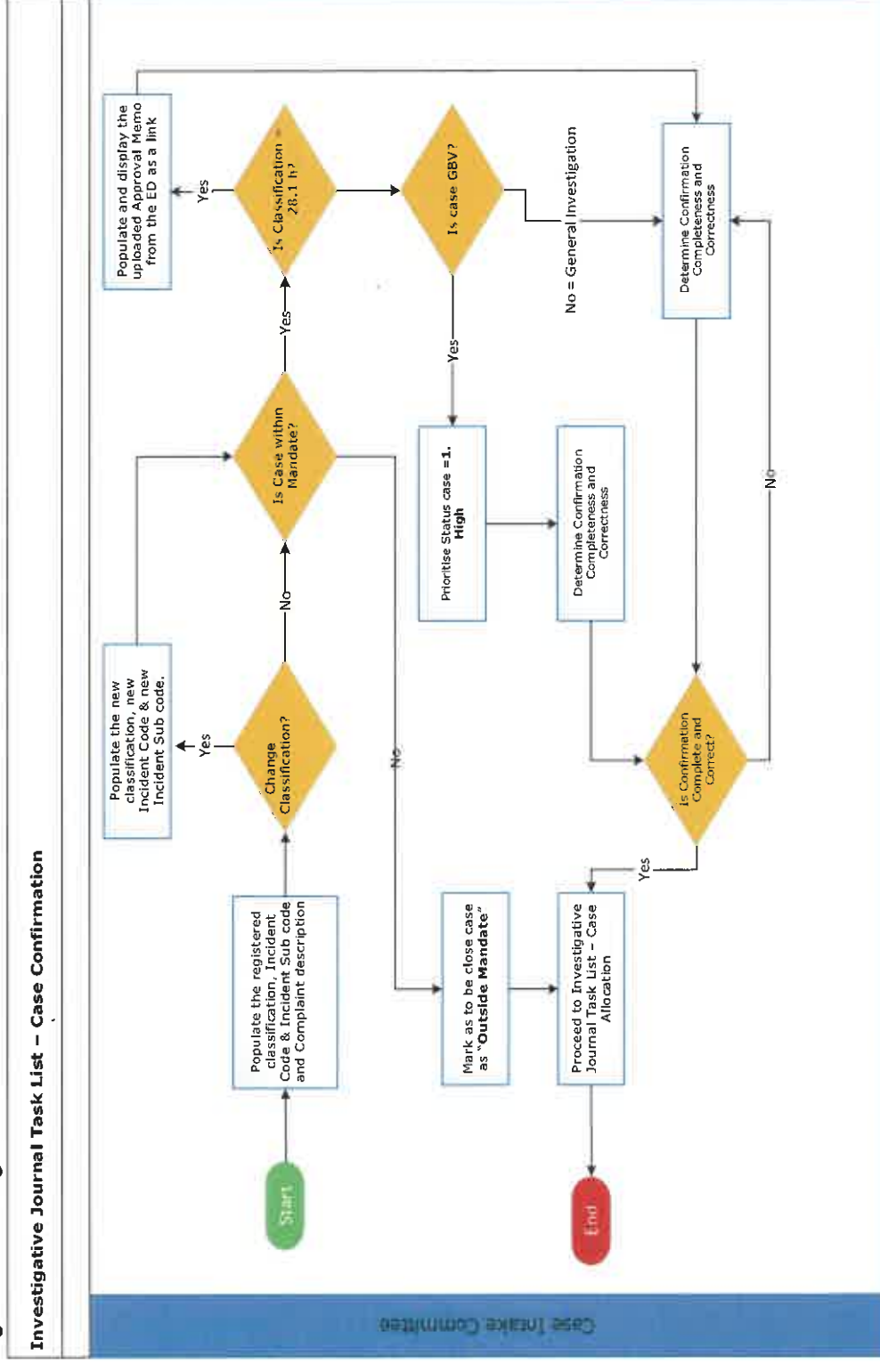
Not Applicable

Information and Data

4. Case Registration Part 4 of 4 – Alleged Offender(s) Details

Information	Information Group: • Person with type: Case Worker • Registrar
Business Scenarios	
Scenarios	
<u>Scenario 1: Register Alleged Offender(s) Details and proceed to Investigative Journal List – Case Classification</u>	
Input process: None	
Pre-condition: None	
Business Scenarios Sequence:	
• Populate unknown values until they are known = Known; • Validate Form Controls; • Display the list of linked cases; • Complete Registration Part 4 of 4; • Determine Registration Completeness and Correctness= Yes; and • Register Case and Proceed to Investigative Journal Task List – Case Confirmation.	
Output: User's pending tasks is updated with an additional task 'Investigative Journal List – Case Classification'.	
<u>Scenario 2: Register Alleged Offender(s) Details, make corrections, and proceed to Investigative Journal List – Case Classification</u>	
Input process: None	
Pre-condition: None	
Business Scenarios Sequence:	
• Populate unknown values until they are known = Known; • Validate Form Controls; • Display the list of linked cases; • Complete Registration Part 4 of 4; • Determine Registration Completeness and Correctness= No; • Complete Registration Part 4 of 4; • Determine Registration Completeness and Correctness= Yes; and • Register Case and Proceed to Investigative Journal Task List – Case Confirmation.	
Output: User's pending tasks is updated with an additional task 'Investigative Journal List – Case Classification'.	

Figure 7: Investigative Journal Task List - Case Confirmation



5. Investigative Journal Task List – Case Confirmation

Narrative	This form is part of the investigative Journal Task List. In this section, a provincial group called the Case Intake Committee or the CIC, confirms the case classification before allocating it to an investigator, assigning a supervisor and the provincial management group that consists of the PH, DI and the DDI. The CIC can change the section of a case, confirms if the case is indeed within or outside the mandate of IPID.		
Diagram Link	Investigative Journal Task List – Case Confirmation		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Case confirmation details		
Results	Outputs	Description	State
	Collection of case confirmation details	The case section is confirmed, captured and submitted.	
Role	Case Intake Committee(CIC), Supervisors or assigned group		
Procedure			
Procedure	Populate the registered classification, Incident Code & Incident Sub code and Complaint description As the page loads, the Case Control Number, Case Status, Case Section, Incident Code, Incident Sub Code and the Complaint Description must be displayed as it was captured on Registration Part 1 of 4. Change Classification? The CIC will be asked if it wants to change the case section or not in form of a dropdown with YES or NO provided. If the answer is NO, then options that were selected during the registration process and displayed for the CIC would remain for the lifespan of the case or		

5. Investigative Journal Task List – Case Confirmation

until changed. If the answer is YES, then new case section, new incident code and new incident sub code fields must be provided for the new information to be captured.

Populate the new classification, new Incident Code & new Incident Sub code.

New Case Section

This is a hidden field and must only be visible and be required ONLY when the answer selected on the change section is YES.

- If the answer is YES on the change section field and the selected answer is “Outside Mandate” on the new case section field, automatically the incident code and incident sub code must also be auto populated with “Outside Mandate” and a Reason must also be provided.

New Incident Code

This is a hidden field and must only be visible and be required ONLY when the answer selected on the change section is YES.

- New Incident Sub Code
This is a hidden field and must only be visible and be required ONLY when the answer selected on the change section is YES.

Is Classification = 28.1 h?

This only applies when the selected option from the case section field is “28.1 h – Any other referred matter”.

Populate and display the uploaded Approval Memo from the ED\Delegated Authority as a link

This field will allow Case/Registrar/Investigator to upload/attach an Approved Memo from ED\Delegated Authority confirming that permission was granted, that a case classification of **28.1 h – Any other referred** can be registered after the matter.

Is Case within Mandate?

The CIC will be asked if the case is within the mandate of IPID or not by means of a dropdown selection with YES or NO provided options.

Mark as to be close case as “Outside Mandate”

“Outside Mandate” cases will be confirmed on this activity and acknowledged for closure by the Case Worker\Complaint Registrar\Investigator on a separate activity/form and the process must come to an end.

Gender Based Violence (GBV)

The CIC will be asked if the case is GBV = Yes or No, if Yes then priority must be emphasised on such cases by investigators. If No, then move to the next field.

Is the reported matter related to matters of interest to IPID?

5. Investigative Journal Task List – Case Confirmation

The CIC will be asked if the reported matter is related to matters of interest to IPID, by means of a Yes or No, if Yes then the user will be presented with another dropdown list of options to select from. If No, then move to the next field.

Determine Registration Completeness and Correctness

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Investigative Journal Task List – Case Allocation.

Is Confirmation Complete and Correct?

The Case Intake Committee(CIC), Supervisors or assigned group completes Investigative Journal Task List – Case Confirmation form. When completing this form, the following information is required and some fields will be auto populated with information from previous forms:

- Case Control Number;
- Case Status;
- Section;
- Incident Code;
- Incident Sub Code;
- Complaint Description;
- Change Section?;
- New Section;
- New Incident Code;
- New Incident Sub Code;
- Upload Approval Memo from the ED;
- Outside Mandate Type;
- Reason; and
- Gender Based Violence (Yes/No).

Proceed to Investigative Journal Task List – Case Allocation

The Case Intake Committee(CIC), Supervisors or assigned group submits the Investigative Journal Task List – Case Confirmation form once all the information has been correctly captured.

Business Rules and Decisions

Business Rules:

- Populate the registered classification, Incident Code & Incident Sub code and Complaint description;
- Change Classification?;
- Populate the new classification, new Incident Code & new Incident Sub code;
- Is Case within Mandate?;
- Mark as to be close case as "Outside Mandate";
- Is Classification = 28.1 h?;
- Populate and display the uploaded Approval Memo from the ED as a link;
- Is Confirmation Complete and Correct?; and

5. Investigative Journal Task List – Case Confirmation

- Proceed to Investigative Journal Task List – Case Allocation.

Business Decision:

Change Classification?

If the answer is NO, then options that were selected during the registration process and displayed for the CIC would remain for the lifespan of the case or until changed. If the answer is YES, then new case section, new incident code and new incident sub code fields must be provided for the new information to be captured.

Is Case within Mandate?

The CIC will be asked if the case is within the mandate of IPID or not by means of a dropdown selection with YES or NO provided options. If the answer is NO, then the case must be closed as “Outside Mandate”. If the answer is YES, then the case must be investigated as per the normal processes of IPID and the SOPs.

Is Classification = 28.1 h?

If the selected option on the case section is “28.1 h – Any other referred matter”, another field must be displayed asking for the user to upload a memo that has been signed by the ED\Delegated Authority. If any other case section is selected, then the normal selections will follow without the requirement of any upload.

Is Confirmation Complete and Correct?

This is a validation check that all the required and non-required information has been captured accordingly.

Supporting Documents

Supporting Documents

- Scanned Upload and the Approval Memo only for 28.1 h - Any other referred matters

Information and Data

Information

Information Group:

- Person with type: Case Worker;
- Registration;
- Case Intake Committee(CIC);
- Supervisors; and
- Or Assigned group to work on case.

Business Scenarios

Scenarios

5. Investigative Journal Task List – Case Confirmation

Scenario 1: Investigative Journal Task List - Case Confirmation and proceed to Investigative Journal Task List - Case Allocation.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- System to populate the registered classification, Incident Code & Incident Sub code and Complaint description;
- Change Classification? = Yes;
- Select the new classification, new Incident Code & new Incident Sub code;
- Is Case within Mandate? = Yes;
- Is Classification = 28.1 h? = No;
- Is Confirmation Complete and Correct? = Yes; and
- Proceed to Investigative Journal Task List – Case Allocation.

Output: User's pending tasks is updated with an additional task 'Investigative Task Journal - Case Allocation'.

Scenario 2: Investigative Journal Task List - Case Confirmation and - Case Allocation, make corrections and proceed to proceed to Investigative Journal Task List

Input process: Signed Approval Memo from ED\Delegated Authority

Pre-condition: None

Business Scenarios Sequence:

- System to populate the registered classification, Incident Code & Incident Sub code and Complaint description;
- Change Classification? = Yes;
- Select the new classification, new Incident Code & new Incident Sub code;
- Is Case within Mandate? = Yes;
- Is Classification = 28.1 h? = Yes;
- Priority Status (option to from choose):
 - Top Priority;
 - High Priority; and
 - General Investigation.
- Is Confirmation Complete and Correct? = No;
- Upload the Approval Memo signed by the Executive Director\Delegated Authority;
- Is Confirmation Complete and Correct? = Yes; and
- Proceed to Investigative Journal Task List – Case Allocation.

Output: User's pending tasks is updated with an additional task 'Investigative Task Journal - Case Allocation'.

Scenario 3: Investigative Journal Task List - Case Confirmation for Outside Mandate Case.

Input process: None

5. Investigative Journal Task List – Case Confirmation

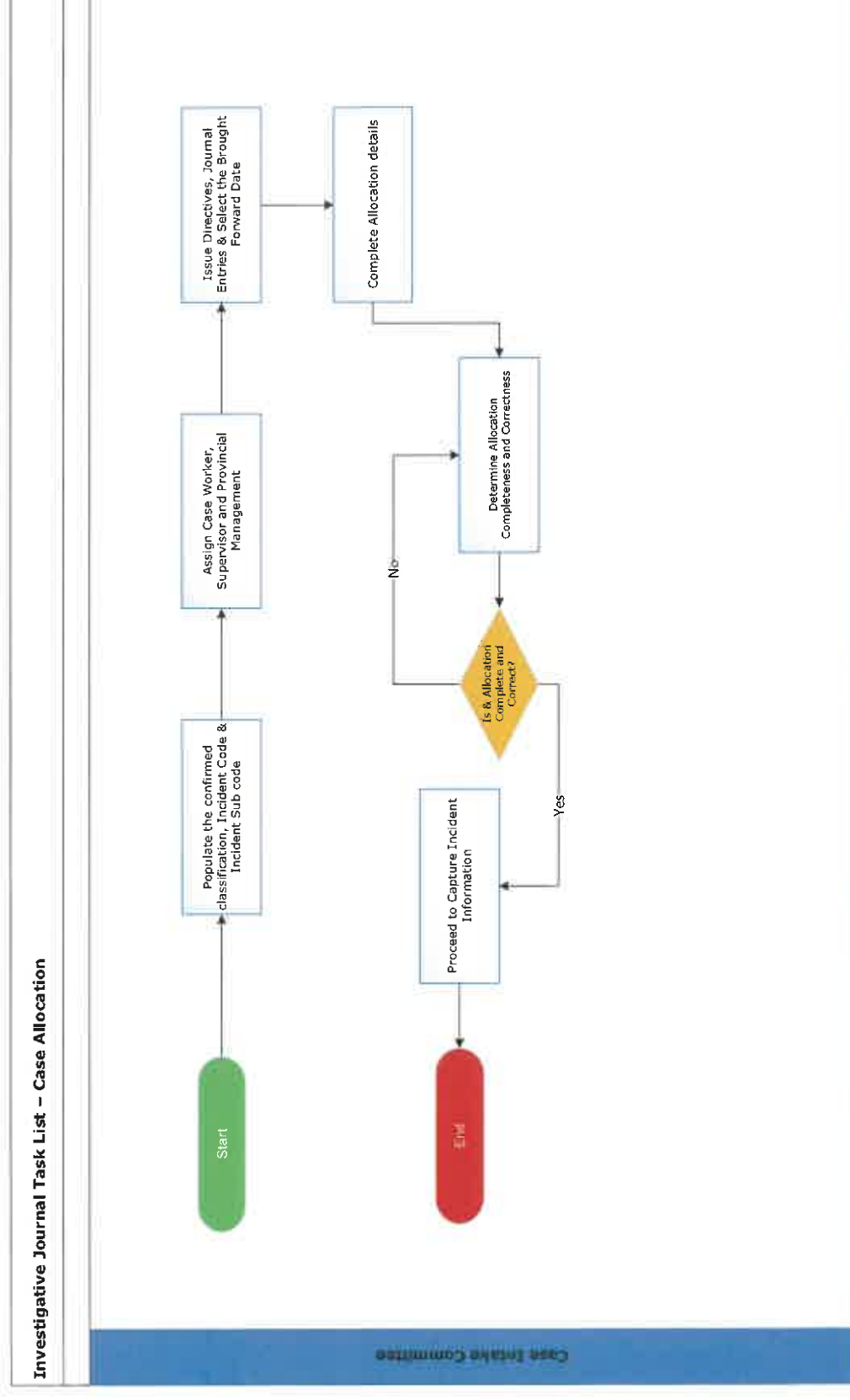
Pre-condition: None

Business Scenarios Sequence:

- System to populate the registered classification, Incident Code & Incident Sub code and Complaint description;
- Change Classification? = Yes;
- Select the new classification, new Incident Code & new Incident Sub code;
- Selection = Outside Mandate;
- Auto populate "Outside Mandate";
- Mark as to be close case as "Outside Mandate";
- Is Classification = 28.1 h? = Yes;
- Is Confirmation Complete and Correct? = No;
- Upload the Approval Memo signed by the Executive Director\Delegated Authority;
- Is Confirmation Complete and Correct? = Yes; and
- Proceed to Investigative Journal Task List – Case Allocation.

Output: User's pending tasks is updated with an additional task '**Investigative Task Journal - Case Allocation**'.

Figure 8: Investigative Journal Task List - Case Allocation



6. Investigative Journal Task List – Case Allocation

Narrative This form is part of the investigative Journal Task List- Case A. In this section, a provincial group called the Case Intake Committee or the CIC, allocates the case to an investigator, assigning a supervisor and the provincial management group that consists of the PH, DI and the DDI.

Diagram Link Investigative Journal Task List – Case Allocation

Legislation Link

- IPID Act 1 of 2011;
- Standard Operating Procedures (SOPs);
- Protection of Personal Information Act 4 of 2013;
- Information Security Policy;
- PAIA;
- Electronic Communication and Transaction Act;
- User Access Management Policy; and
- Information Technology Security Policy.

Pre-Requisites	Inputs	Description	State
	Case Allocation details.		
Results	Outputs	Description	State
	Collection of Case allocation details.	The case section is allocates the Investigator, Supervisor, PH, DI and DDI.	
Role	CIC, Supervisors or Assigned group.		

Procedure

Procedure

Populate the confirmed classification, Incident Code & Incident Sub code

As the page loads, the Case Control Number, Case Status, Case Section, Incident Code, Incident Sub Code and the Complaint Description must be displayed as it was captured on Registration Part 1 of 4. This also allows CIC, Supervisor to any assigned group to change this field should case information change.

Assign Case Worker, Supervisor and Provincial Management

This part of the form will have a drop-down list to search a name of the case worker from all stored investigators in that specific province.

Issue Directives, Journal Entries & Select the Brought Forward Date

Directives

CIC will issue number of **directives** to be followed on a case, including the **Brought Forward Date** to the Case worker/Investigator and the details that will be captured in the provided fields:

6. Investigative Journal Task List – Case Allocation

- Directive Items Number
- Date Created
- Created by
- Description
- Status
- Supporting Documentation

Journal Entries

CIC will add Journal Entries as to what transpired during CIC meeting and the details that will be captured in the provided fields:

- Journal Entry Number
- Date Created
- Author
- Reference Number
- Comments
- Upload supporting documents
- View Link to supporting documents

Complete Allocation details

On this page CIC must ensure that all information with regards to allocating a case to Case worker, issuing Directives and issuing the Brought Forward Date and capturing of Journal Entries.

Determine Allocation Completeness and Correctness

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Investigative Journal Task List – Case Allocation.

Is Allocation Complete and Correct?

The Case Intake Committee(CIC), Supervisors or assigned group completes Investigative Journal Task List – Case Allocate. When completing this form, the following information is required and some fields will be auto populated with information from previous forms:

- Case Control Number;
- Case Status;
- Section;
- Incident Code;
- Incident Sub Code;
- Complaint Description;
- Change Section?;
- New Section;
- New Incident Code;
- New Incident Sub Code;
- Upload Approval Memo from the ED\Delegated Authority ;
- Outside Mandate Type;
- Reason;
- Complainant;

6. Investigative Journal Task List – Case Allocation

- Priority Status (Top Priority, High Priority and General Investigation);
- Responsible Case Worker;
- Responsible Case Worker Name;
- Select Report Supervisor;
- Supervisor Name;
- Select Report Director Investigation;
- Director Investigation Name;
- Number of Directives to Be Issued;
- Brought Forward Date;
- Directives;
- Date Created;
- Created By;
- Description;
- Status;
- Supporting Documentation;
- Uploaded Documentation;
- A-Clip Number;
- Target Completion Date;
- Journal Entries;
- Date Created;
- Author;
- Reference Number;
- Comments;
- Upload Supporting Documentation;
- Letter of Approval; and
- Upload Letter of Approval.

Proceed to Print Registration Form

The Case Intake Committee(CIC), Supervisors or assigned group submits the Investigative Journal Task List – Case Allocation form once all the information has been correctly captured.

Business Rules and Decisions

Business Rules:

- View/Select the confirmed classification, Incident Code & Incident Sub code;
- Is Classification = 28.1 h?;
- View/Select and display the uploaded Approval Memo from the ED as a link;
- Assign Case Worker, Supervisor and Provincial Management;
- Is Case within Mandate?;
- Issue Directives, Journal Entries & Select the Brought Forward Date;
- Complete Allocation details;
- Determine Allocation Completeness and Correctness;
- Is Allocation Complete and Correct; and
- Proceed to Print Registration Form.

Business Decision:

Is Allocation Complete and Correct?

6. Investigative Journal Task List – Case Allocation

This is a validation check that all the *required* and *non-required* information has been captured accordingly.

Priority Status

This field should have a drop-down list (Top Priority, High Priority and General Investigation) selection that CIC can indicate when allocating a case to a case worker/ Investigator to show urgency and priority on the complaint. If selection “High” then CIC should also act swiftly to allocate the case, and Case worker/Investigator allocated a case must ensure they prioritize assigned case. If “Normal” then case will move within normal SLA’s of IPID processes.

Supporting Documents

Supporting Documents

Not Applicable.

Information and Data

Information

Information Group:

- Person with type: Case Worker;
- Case Intake Committee(CIC);
- Supervisors; and
- Or Assigned group to work on case.

Business Scenarios

Scenarios

Scenario 1: Investigative Journal Task List - Case Allocation and proceed to Case Incident Management.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- View/Select the confirmed classification, Incident Code & Incident Sub code;
- Is Classification = 28.1 h? = No;
- Assign Case Worker, Supervisor and Provincial Management;
- Is Case within Mandate? = Yes;
- Issue Directives, Journal Entries & Select the Brought Forward Date;
- Complete Allocation details=Yes;
- Determine Allocation Completeness and Correctness;
- Is Allocation Complete and Correct= Yes; and
- Proceed to Print Registration Form.

Output: User’s pending tasks is updated with an additional task ‘**Case Incident Management**’.

6. Investigative Journal Task List – Case Allocation

Scenario 2: Investigative Journal Task List - Case Allocation, make corrections and proceed to Case Incident Management.

Input process: Signed Approval Memo from ED\Delegated Authority

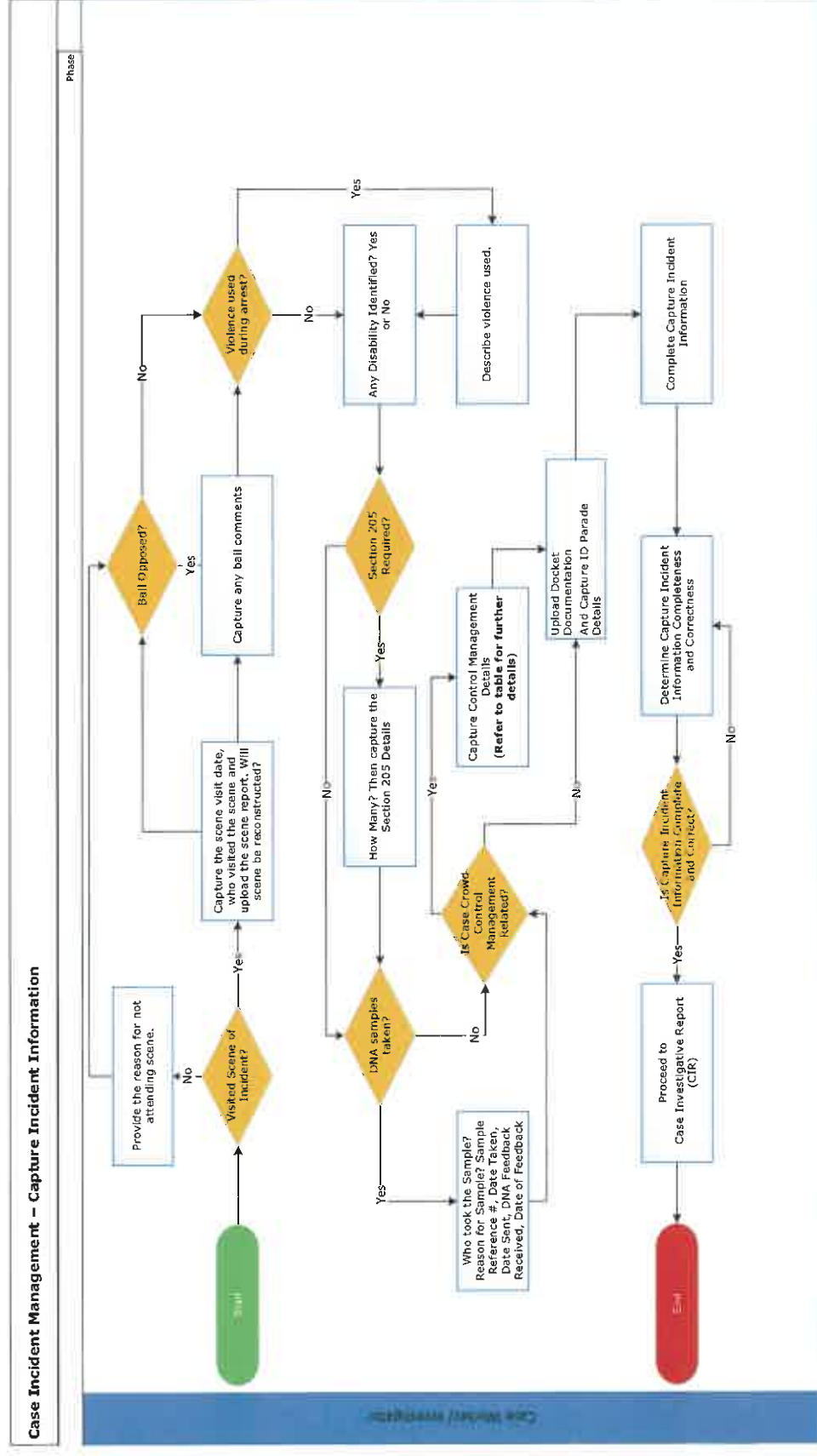
Pre-condition: None

Business Scenarios Sequence:

- View/Select the confirmed classification, Incident Code & Incident Sub code;
- Is Classification = 28.1 h? = Yes;
- View/Select and display the uploaded Approval Memo from the ED\Delegated Authority as a link;
- Assign Case Worker, Supervisor and Provincial Management;
- Is Case within Mandate? = Yes;
- Issue Directives, Journal Entries & Select the Brought Forward Date;
- Complete Allocation details;
- Determine Allocation Completeness and Correctness;
- Is Allocation Complete and Correct= No;
- Determine Allocation Completeness and Correctness;
- Is Allocation Complete and Correct= Yes; and
- Proceed to Print Registration Form.

Output: User's pending tasks is updated with an additional task "**Case Incident Management**".

Figure 9: Case Incident Management – Case Incident Information



7. Case Incident Management - Capture Incident Information			
Narrative	This form is part of the incident information management and it follows the Case Incident Management – Capture Incident Information. In this section, a Case Worker\Complaint Registrar\Investigator is captures the information they have gathered after a case was allocated to them to investigate.		
Diagram Link	Capture Incident Information		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Case incident information.		
Results	Outputs	Description	State
	Collection of case incident information details	The case details captured and submitted.	
Role	Case Worker\Complaint Registrar\Investigator		
Procedure			
Procedure	Populate the registered Case Control Number, Classification, Incident Code & Incident Sub Code and Case Status As the page loads, the case control number, classification, incident code & incident sub code case status must be displayed at the top of the form. Visited Scene of Incident? The investigator will be asked if they have visited the scene of incident or not by means of a dropdown selection that contains a YES or NO. Was Bail Opposed? The investigator will be asked if the Bail was Opposed? by means of a dropdown selection that contains a YES or NO.		

7. Case Incident Management - Capture Incident Information

Bail Comments

This field is used for capturing the **bail comments** whether it was opposed or not.

Was Any Violence/Force Used During the Arrest of a Suspect

The investigator will be asked if there was **any violence/force used during the arrest of a suspect** by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the case worker will be asked to describe the **violence or force that was used** in a free text box provided for.

Was Any Disability Identified?

The investigator will be asked if they **identified any form of disability** on the suspect by means of a dropdown selection that contains a YES or NO.

Will A Section 205 Application Be Required?

This section collects the information any requirement for a **Section 205 Application** by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the case worker will be asked to input the **number of Section 205 required**, and the Section 205 Details will also be collected in the provided fields.

- Alleged Offender Name;
- Persal Number;
- Service Provider;
- Upload Section 205 Request; and
- Upload Section 205 Outcomes.

Was DNA Samples Taken?

This section collects the information about the **DNA Samples** that were taken during or after the incident by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the case worker will be asked to capture and make selections according to the fields provided below and their dependencies.

- Was DNA Samples Taken;
- Taken By;
- Full Name;
- Reason Taken;
- Reference No;
- Date Taken;
- Date Sent;
- DNA Feedback Received; and
- Date Feedback Received.

Is The Case Crowd Control Management Related?

This section collects the information about whether the incident was **Crowd Control Management Related** or not by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the case worker will be asked to capture and make selections according to the fields provided below and their dependencies.

7. Case Incident Management - Capture Incident Information

- Is The Case Crowd Control Management Related?;
- Approximate Number of SAPS On Scene;
- Approximate Number of Public Members On Scene;
- Approximate Number of MPS On Scene;
- Location of Incident (Dropdown List Selections);
- Type of Gathering (Dropdown List Selections);
- Nature of Gathering (Dropdown List Selections);
- Types of Firearms carried by SAPS?;

#	List of Firearms	Select
1	Pistols	☐
2	Riffles	☐
3	Shotgun	☐
4	Other	☐

- Types of Ammunition used by SAPS?;

#	List of Ammunition	Select
1	Live Ammo	☐
2	Crowd Control Ammo	☐

- Other Crowd Control Measures used by SAPS?;

#	List of Other Crowd Control Measures	Select
1	Stun Grenade	☐
2	Tear Gas	☐
3	Water Cannon	☐
4	None	☐

- Types of Object(s) used or carried by Public Members?;

#	List of Object(s)	Select
1	None	☐
2	Specify	☐

7. Case Incident Management - Capture Incident Information

- Types of Firearms carried by MPS?

#	List of Firearms	Select
1	Pistols	☐
2	Rifles	☐
3	Shotgun	☐
4	Other	☐

- Types of Ammunition used by MPS?; and

#	List of Ammunition	Select
1	Live Ammo	☐
2	Crowd Control Ammo	☐

- Other Crowd Control Measures used by MPS?

#	List of Other Crowd Control Measures	Select
1	Stun Grenade	☐
2	Tear Gas	☐
3	Water Cannon	☐
4	None	☐

ID Parade Held?

The investigator will be asked if the **Identity Parade Held?** at any given time by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the case worker will be asked to capture the **Date of ID Parade**.

Determine Capture Incident Information Completeness and Correctness

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Make Recommendations

7. Case Incident Management - Capture Incident Information

Is Capture Incident Information Complete and Correct?

The Case Worker completes Capture Incident Information form. When completing this form, the following information is required and some fields will be auto populated with information from previous forms:

- Visited Scene of Incident?;
- Reason for Not Attending Scene;
- Scene Visit Date;
- Who visited the scene?;
- Will Scene Be Reconstructed?;
- Upload Scene Report;
- Was Bail Opposed?;
- Bail Comments;
- Was Any Violence/Force Used During the Arrest of a Victim;
- Describe Violence/Force Used;
- Was Any Disability Identified?;
- Will A Section 205 Application Be Required?;
- Number of Section 205 Application Required?;
- Section 205 Details;
- Alleged Offender Name;
- Persal Number;
- Service Provider;
- Upload Section 205 Request;
- Upload Section 205 Outcomes;
- Was DNA Samples Taken;
- Taken By;
- Full Name;
- Reason Taken;
- Reference No;
- Date Taken;
- Date Sent;
- DNA Feedback Received;
- Date Feedback Received;
- Is The Case Crowd Control Management Related?;
- Approximate Number of SAPS On Scene;
- Approximate Number of Public Members On Scene;
- Approximate Number of MPS On Scene;
- Location of Incident;
- Type of Gathering;
- Nature of Gathering;
- ID Parade Held; and
- Date of ID Parade.

Proceed to Make Recommendations

The Case Worker submits the Capture Incident Information form once all the information has been correctly captured.

Business Rules and Decisions

7. Case Incident Management - Capture Incident Information

Business Rules:

- Populate the registered Case Control Number, Classification, Incident Code & Incident Sub Code and Case Status;
- Visited Scene of Incident?;
- Was Bail Opposed?;
- Bail Comments;
- Was Any Violence/Force Used During the Arrest of a Suspect;
- Was Any Disability Identified?;
- Will A Section 205 Application Be Required?;
- Was DNA Samples Taken?;
- Is The Case Crowd Control Management Related?;
- ID Parade Held?;
- Determine Capture Incident Information Completeness and Correctness;
- Is Capture Incident Information Complete and Correct?; and
- Proceed to Make Recommendations.

Business Decision:

Visited Scene of Incident?

If the answer is NO, then they will have to provide a reason why the scene of incident was not visited. If the answer is YES, then more fields must be provided for the further collection of data such as, scene visit date, who visited the scene? will scene be reconstructed? and to upload scene report.

Was Bail Opposed?

The investigator will be asked if the Bail was Opposed? by means of a dropdown selection that contains a YES or NO.

Was Any Disability Identified?

The investigator will be asked if they identified any form of disability on the suspect by means of a dropdown selection that contains a YES or NO.

Will A Section 205 Application Be Required?

This section collects the information any requirement for a **Section 205 Application** by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the case worker will be asked to input the **number of Section 205 required**, and the Section 205 Details will also be collected in the provided fields.

Was DNA Samples Taken?

This section collects the information about the **DNA Samples** that were taken during or after the incident by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the case worker will be asked to capture and make selections according to the fields provided below and their dependencies.

Is The Case Crowd Control Management Related?

This section collects the information about whether the incident was **Crowd Control Management** Related or not by means of a dropdown selection that contains a YES or

7. Case Incident Management - Capture Incident Information

NO. If the answer is YES, then the case worker will be asked to capture and make selections according to the fields provided below and their dependencies.

Is Capture Incident Information Complete and Correct?

This is a validation check that all the *required* and *non-required* information has been captured accordingly.

Supporting Documents

Supporting Documents

- Scanned Uploads on the e-Docket on the relevant clip(e.g. A-Clip).

Information and Data

Information

Information Group:

- Person with type: Case Worker\Investigator

Business Scenarios

Scenarios

Scenario 1: Capture Incident Information and proceed to Make Recommendations.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Populate the registered Case Control Number, Classification, Incident Code & Incident Sub Code and Case Status;
- Visited Scene of Incident? = Yes;
- Was Bail Opposed? = Yes;
- Bail Comments;
- Was Any Violence/Force Used During the Arrest of a Suspect = No;
- Was Any Disability Identified? = No;
- Will A Section 205 Application Be Required? = No;
- Was DNA Samples Taken? = No;
- Is The Case Crowd Control Management Related? = No;
- ID Parade Held? = Yes;
- Date of ID Parade = 23 March 2020;
- Determine Capture Incident Information Completeness and Correctness = Yes;
- Is Capture Incident Information Complete and Correct? = Yes; and
- Proceed to Make Recommendations.

Output: User's pending tasks is updated with an additional task 'Make Recommendations.

Scenario 2: Capture Incident Information, make corrections and proceed to proceed to Make Recommendations.

Input process: None

7. Case Incident Management - Capture Incident Information

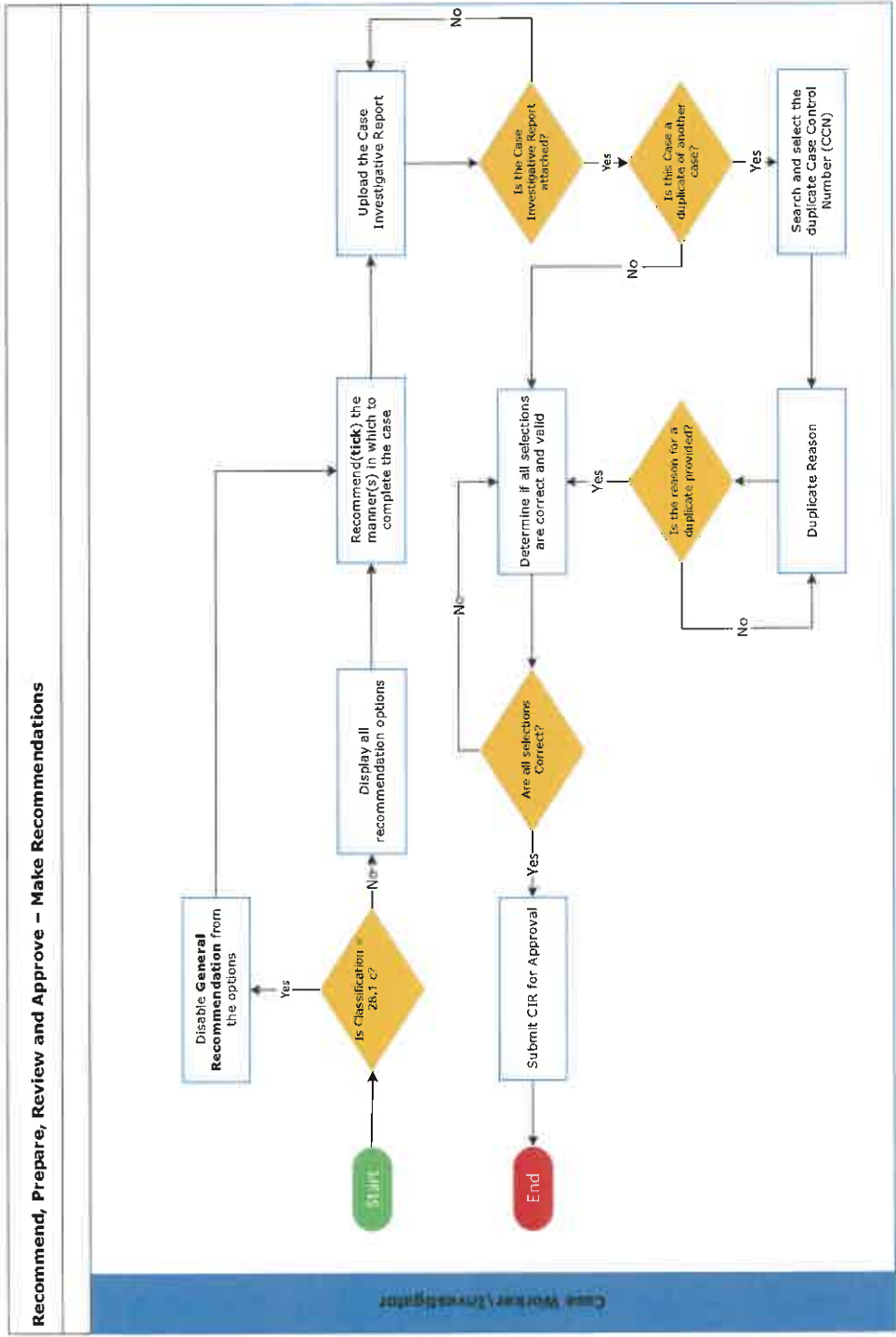
Pre-condition: None

Business Scenarios Sequence:

- Populate the registered Case Control Number, Classification, Incident Code & Incident Sub Code and Case Status;
- Visited Scene of Incident? = Yes;
- Was Bail Opposed? = Yes;
- Bail Comments;
- Was Any Violence/Force Used During the Arrest of a Suspect = No;
- Was Any Disability Identified? = No;
- Will A Section 205 Application Be Required? = No;
- Was DNA Samples Taken? = No;
- Is The Case Crowd Control Management Related? = No;
- ID Parade Held? = Yes;
- Date of ID Parade = NULL;
- Determine Capture Incident Information Completeness and Correctness = No;
- ID Parade Held? = Yes;
- Date of ID Parade = 23 August 2022;
- Determine Capture Incident Information Completeness and Correctness = Yes;
- Is Capture Incident Information Complete and Correct? = Yes; and
- Proceed to Make Recommendations.

Output: User's pending tasks is updated with an additional task '**Make Recommendations**'.

Figure 10: Recommend, Review, Prepare and Approve – Make Recommendations



8. Recommend, Review, Prepared and Approve - Make Recommendations			
Narrative	This form allows the Case Worker\Investigator to capture of the recommendations they would like to make in terms of the stakeholders and the legs that would be created. The information will be sent or submitted to the provincial management group for approval before reports are compiled and submitted to the external stakeholders.		
Diagram Link	Make Recommendations		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Recommendations.		
Results	Outputs	Description	State
	Collection of recommendation information.	The recommendation details captured and submitted.	
Role	Case Worker\Investigator.		
Procedure			
Procedure			
Populate the registered Case Control Number, Classification, Victim and Case Status			
As the page loads, the case control number, classification, victim and the case status must be displayed at the top of the form.			
Is Classification = 28.1 c?			
The system must check if the confirmed case section is a "28.1 c - Discharge of an official firearm" or not. If the confirmed case section is a 28.1 c - Discharge of an official firearm, then the system must <i>disable</i> General Recommendation from the options provided as possible Recommendations, and also add a Preliminary Report as part of these recommendations. The system must allow two (2) or more recommendations to be selected by the Case Worker\Investigator.			

8. Recommend, Review, Prepared and Approve - Make Recommendations

#	Recommendations	Select
1	Criminal Referrals Report	☐
2	Departmental Recommendations Report	☐
3	Policy Recommendations Report	☐
4	General Recommendations Report	☐
5	Duplicate Recommendations Report	☐
6	Preliminary Report	☐

Display all recommendation options

The system must allow two (2) or more recommendations to be selected by the Case Worker/Investigator. If the confirmed case section is **NOT** a 28.1 c - Discharge of an official firearm, then Preliminary Report **MUST NOT** be visible or displayed as part of the possible recommendations.

Disable General Recommendation from the options

The system must check if the confirmed case section is a "**28.1 c - Discharge of an official firearm**" or not. If the confirmed case section is a 28.1 c - Discharge of an official firearm, then the system must *disable* **General Recommendation** from the options provided as possible Recommendations, and also add a Preliminary Report as part of these recommendations. The system must allow two (2) or more recommendations to be selected by the Case Worker/Investigator.

Recommend(tick) the manner(s) in which to complete the case

The case worker must have at least one option selected before continuing or submitting the form for approval.

Upload the Recommendations Report

The investigator will be asked to upload Recommendations by means of a file browser field.

Is the Recommendations Report attached?

The system must check if the Recommendations Report has been uploaded.

Is this Case a duplicate of another case?

The investigator will be asked if this Case is a duplicate of another case? by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up a table to be used for the search and display of the case that is a duplicate to this case.

8. Recommend, Review, Prepared and Approve - Make Recommendations

Search and select the duplicate Case Control Number (CCN)

This field must be used to search using the Case Control Number and display the results in a tabular format.

Duplicate Reason

This field must be used to capture the reason that led to the case resulting into a duplicate.

Is the reason for a duplicate provided?

This control has been put in place for the system to be able to check if the duplicate reason has been captured or not and is enforcing this requirement.

Determine if all selections are correct and valid

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Approve Recommendations by the Provincial Management.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information has been captured accordingly. The Case Worker completes Make Recommendations form; and when completing this form, the following information is required and some fields will be auto populated with information from previous forms:

- Will This Case Warrant a Full Investigation?;
- Criminal Referral Report;
- Departmental Recommendation Report;
- Policy Recommendation Report;
- General Recommendation Report;
- Duplicate Recommendation Report; and
- Upload Case Investigative Report.

Submit Recommendations for Approval

The system must check if the Recommendations Report has been uploaded.

Proceed to Approve Recommendations

The Case Worker submits the Make Recommendations form once all the information has been correctly captured.

8. Recommend, Review, Prepared and Approve - Make Recommendations

Business Rules and Decisions

Business Rules:

- Populate the registered Case Control Number, Classification, Victim and Case Status;
- Is Classification = 28.1 c?;
- Display all recommendation options;
- Disable General Recommendation from the options;
- Recommend(tick) the manner(s) in which to complete the case;
- Upload the Recommendations Report;
- Is the Recommendations Report attached?;
- Is this Case a duplicate of another case?;
- Search and select the duplicate Case Control Number (CCN);
- Duplicate Reason;
- Is the reason for a duplicate provided?;
- Determine if all selections are correct and valid;
- Are all selections Correct?;
- Submit Recommendations for Approval; and
- Proceed to Approve Recommendations.

Business Decision:

Is Classification = 28.1 c?

If the confirmed case section is a 28.1 c - Discharge of an official firearm, then the system must *disable* **General Recommendation** from the options provided as possible Recommendations, and also add a Preliminary Report as part of these recommendations. The system must allow two (2) or more recommendations to be selected by the Case Worker/Investigator.

Is the Recommendations attached?

The investigator will be asked to upload Recommendations by means of a file browser field.

Is this Case a duplicate of another case?

The investigator will be asked if this Case is a duplicate of another case? by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up a table to be used for the search and display of the case that is a duplicate to this case.

Is the reason for a duplicate provided?

This field must be used to capture the reason that led to the case resulting into a duplicate.

Are all selections Correct?

8. Recommend, Review, Prepared and Approve - Make Recommendations

This is a validation check by the system that verifies if all the required and non-required information has been captured accordingly. The Case Worker completes Make Recommendations form.

Supporting Documents

Supporting Documents

- Scanned Uploads on the e-Docket on the relevant clip(e.g. A-Clip)

Information and Data

Information

Information Group:

- Person with type: Case Worker\Investigator

Business Scenarios

Scenarios

Scenario 1: Recommendations Report and proceed to Approve Recommendations.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Populate the registered Case Control Number, Classification, Victim and Case Status;
- Is Classification = 28.1 c? = Yes;
- Display all recommendation options;
- Disable General Recommendation from the options;
- Recommend(tick) the manner(s) in which to complete the case;
- Upload the Recommendations Report = Uploaded;
- Is the Recommendations Report attached? = Yes;
- Is this Case a duplicate of another case? = No;
- Search and select the duplicate Case Control Number (CCN);
- Duplicate Reason;
- Is the reason for a duplicate provided?;
- Determine if all selections are correct and valid = Yes;
- Are all selections Correct? = Yes;
- Submit Recommendations for Approval; and
- Proceed to Approve Recommendations.

Output: User's pending tasks is updated with an additional task 'Make Recommendations.

Scenario 2: Make Recommendations, make corrections and proceed to proceed to Approve Recommendations.

Input process: None

Pre-condition: None

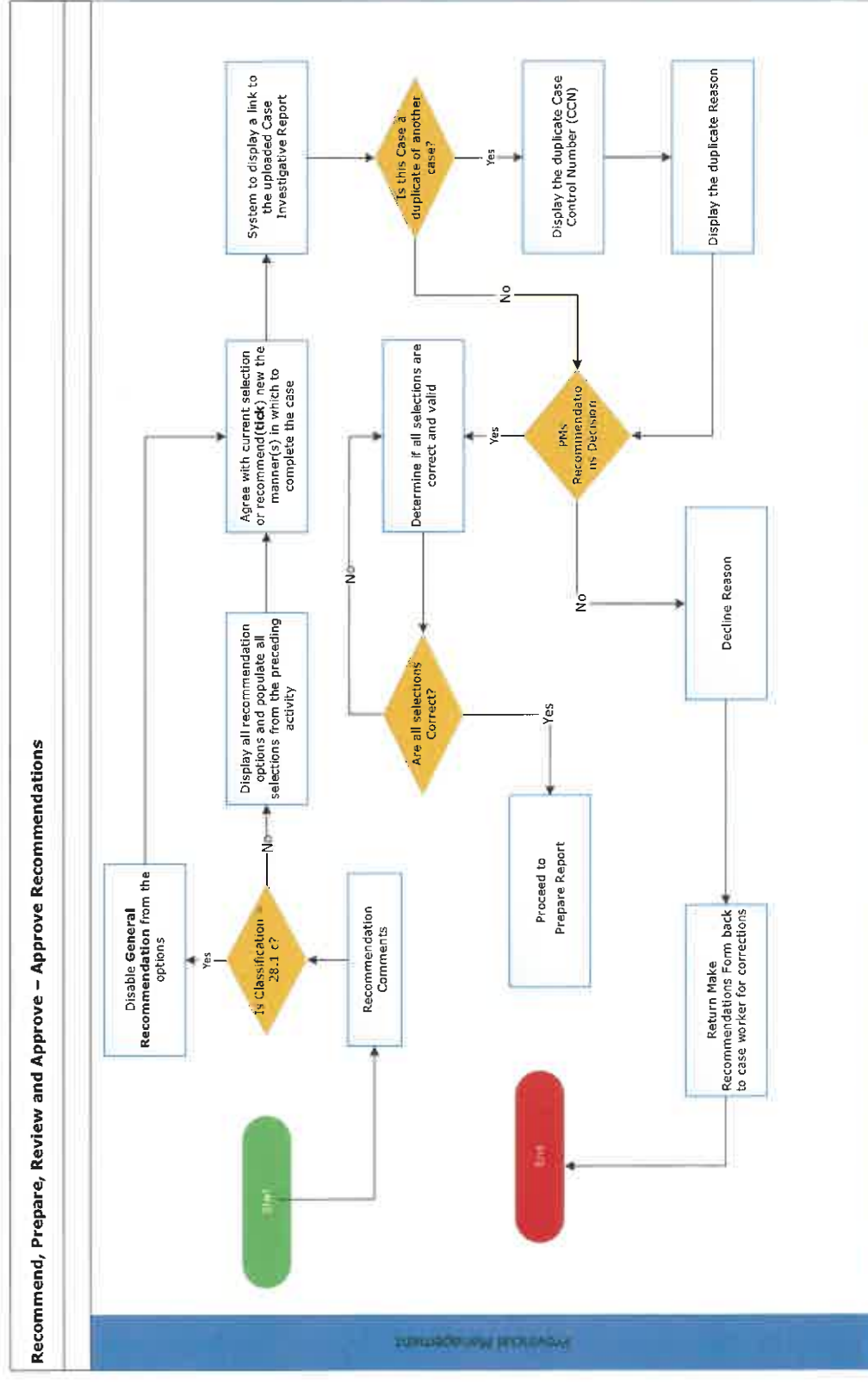
Business Scenarios Sequence:

8. Recommend, Review, Prepared and Approve - Make Recommendations

- Populate the registered Case Control Number, Classification, Victim and Case Status;
- Is Classification = 28.1 c? = Yes;
- Display all recommendation options;
- Disable General Recommendation from the options;
- Recommend(tick) the manner(s) in which to complete the case = DPP & SAPSMPS;
- Upload the Recommendations Report = NULL;
- Is the Recommendations Report attached? = Yes;
- Is this Case a duplicate of another case? = No;
- Search and select the duplicate Case Control Number (CCN);
- Duplicate Reason;
- Is the reason for a duplicate provided? = N/A;
- Determine if all selections are correct and valid = No;
- Are all selections Correct? = No;
- Upload the Recommendations Report = NULL;
- Determine if all selections are correct and valid = Yes;
- Are all selections Correct? = No;
- Submit Recommendations for Approval; and
- Proceed to Approve Recommendations.

Output: User's pending tasks is updated with an additional task '**Approve Recommendations**'.

Figure 11: Recommend, Review, Prepare and Approve – Approve Recommendations



9. Recommend, Review, Prepare and Approve - Approve Recommendations

Narrative	This form allows Provincial Management Group to view and approve the recommendations made by the Case Worker\Investigator that would be later be used to compile and prepare reports sent to external stakeholders for their process.		
Diagram Link	Approve Recommendations		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Recommendations		
Results	Outputs	Description	State
	Collection of recommendation information	The recommendation details captured and submitted.	
Role	Provincial Management Group(PH, DI & DDI)		
Procedure			
Procedure			
Populate the registered Case Control Number, Registration Date, Classification, Victim and Case Status			
As the page loads, the case control number, Registration Date, classification, victim and the case status must be displayed at the top of the form. Furthermore, all the selections made by the Case Worker\Investigator must be populated as they are in an editable state from the previous form when the form is loaded so that Provincial Management can know what was selected and how to move forward from there. The selections must be in an editable state in case Provincial Management needs to revise or make changes on the selections previously made by the Case Worker\Investigator.			
Recommendation Comments			
This field is used to capture the recommendation comments by the Provincial Management Group (PH, DI & DDI).			

9. Recommend, Review, Prepare and Approve - Approve Recommendations

Is Classification = 28.1 c

The system must check if the confirmed case section is a “**28.1 c - Discharge of an official firearm**” or not. If the confirmed case section is a 28.1 c - Discharge of an official firearm, then the system must Disable **General Recommendation** from the options provided as possible Recommendations, and also add a Preliminary Report as part of these recommendations. The system must allow two (2) or more recommendations to be selected by the Provincial Management Group (PH, DI & DDI).

#	Recommendations	Select
1	Criminal Referrals Report	☐
2	Departmental Recommendations Report	☐
3	Policy Recommendations Report	☐
4	General Recommendations Report	☐
5	Duplicate Recommendations Report	☐
6	Preliminary Report	☐

Display all recommendation options and populate all selections from the preceding activity

The system must allow two (2) or more recommendations to be selected by the Provincial Management. If the confirmed case section is **NOT** a 28.1 c - Discharge of an official firearm, then Preliminary Report **MUST NOT** be visible or displayed as part of the possible recommendations. The Provincial Management can also amend the selections previously made by the Case Worker\Investigator.

Disable General Recommendation from the options

If the confirmed case section is a 28.1 c - Discharge of an official firearm, then the system must *disable* **General Recommendation** from the options provided as possible Recommendations, and also add a Preliminary Report as part of these recommendations. The system must allow two (2) or more recommendations to be selected by the Case Worker\Investigator.

Agree with current selection or recommend(tick) new the manner(s) in which to complete the case

The Provincial Management must have at least one option selected before continuing or submitting the form for approval. They also have a choice of leaving the selected recommendations and approving as they are.

System to display a link to the uploaded Case Investigative Report

The Provincial Management can view the uploaded Recommendations Report uploaded by the Case Worker\Investigator by means of a clickable link that either previews or download the report.

9. Recommend, Review, Prepare and Approve - Approve Recommendations

Is this Case a duplicate of another case?

If this recommendation is a duplicate recommendation, then the investigator should have already selected the case that is a duplicate to the current case, captured the reason for this duplicate. If all of this is in place, then the system must populate all the aforementioned values and display the results in a tabular format for Provincial Management to take note of.

Display the duplicate Case Control Number (CCN)

If all of this is in place, then the system must populate all the aforementioned duplicate values and display the results in a tabular format for Provincial Management to take note of.

Display the duplicate Reason

This field must be used to capture the reason that led to the case resulting into a duplicate.

PMs Recommendations Decision

The Provincial Management can either Approve or Decline the recommendations. If recommendations are declined, the process must return back to the Case Worker\Investigator with the **Decline Reason**. If the recommendations are approved, then the process must continue with the approved recommendations whereby each approved recommendation will now have its own leg progressing parallel to one another in each of the activities or forms that will follow depending on the recommendations made.

Decline Reason

This field must be used to capture the reason that led to the recommendations being decline or rejected.

Return the Recommendation back to case worker for corrections

If recommendations are declined, the process must return back to the Case Worker\Investigator with the **Decline Reason**.

Determine if all selections are correct and valid

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Prepare Report by the Case Worker\Investigator.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information has been captured accordingly. The Provincial Management completes Approve Recommendations form; and when completing this form, the following information is required and some fields will be auto populated with information from previous forms:

- Recommendation Comments;

9. Recommend, Review, Prepare and Approve - Approve Recommendations

- Criminal Referral Report (Conditionally Required);
- Departmental Recommendation Report (Conditionally Required);
- Policy Recommendation Report (Conditionally Required);
- General Recommendation Report (Conditionally Required);
- Duplicate Recommendation Report (Conditionally Required);
- Preliminary Report (Conditionally Required);
- View Recommendation Report via a link;
- PMs Recommendations Decision; and
- Decline Reason.

Proceed to Prepare Report

The Provincial Management submits the Approved Recommendations form once all the information has been correctly captured.

Business Rules and Decisions

Business Rules:

- Populate the registered Case Control Number, Registration Date, Classification, Victim and Case Status;
- Recommendation Comments;
- Is Classification = 28.1 c;
- Display all recommendation options and populate all selections from the preceding activity;
- Disable General Recommendation from the options;
- Agree with current selection or recommend(tick) new the manner(s) in which to complete the case;
- System to display a link to the uploaded Case Investigative Report;
- Is this Case a duplicate of another case?;
- Display the duplicate Case Control Number (CCN);
- Display the duplicate Reason;
- PMs Recommendations Decision;
- Decline Reason;
- Return Make Recommendations form back to case worker\Investigator for corrections;
- Determine if all selections are correct and valid;
- Are all selections Correct?; and
- Proceed to Prepare Report.

Business Decision:

Is Classification = 28.1 c?

If the confirmed case section is a 28.1 c - Discharge of an official firearm, then the system must *disable* **General Recommendation** from the options provided as possible Recommendations, and also add a Preliminary Report as part of these recommendations. The system must allow two (2) or more recommendations to be selected by the Case Worker\Investigator.

9. Recommend, Review, Prepare and Approve - Approve Recommendations

Is this Case a duplicate of another case?

The investigator will be asked if this Case is a duplicate of another case? by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up a table to be used for the search and display of the case that is a duplicate to this case.

PMs Recommendations Decision

The Provincial Management can either Approve or Decline the recommendations. If recommendations are declined, the process must return back to the Case Worker/Investigator with the **Decline Reason**. If the recommendations are approved, then the process must continue with the approved recommendations whereby each approved recommendation will now have its own leg progressing parallel to one another in each of the activities or forms that will follow depending on the recommendations made.

Is the Recommendations attached?

The investigator will be asked to upload Recommendations by means of a file browser field.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information has been captured accordingly. The Case Worker completes Make Recommendations form.

Supporting Documents

Supporting Documents

- Scanned Uploads on the e-Docket on the relevant clip(e.g. A-Clip)

Information and Data

Information

Information Group:

- Person with type: Provincial Management

Business Scenarios

Scenarios

Scenario 1: Approve Recommendations and proceed to Prepare Report.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Recommendation Comments;
- Is Classification = 28.1 c = No;
- Display all recommendation options and populate all selections from the preceding activity;

9. Recommend, Review, Prepare and Approve - Approve Recommendations

- Disable General Recommendation from the options = No;
- Agree with current selection or recommend(tick) new the manner(s) in which to complete the case = Yes;
- System to display a link to the uploaded Case Investigative Report;
- Is this Case a duplicate of another case? = No;
- Display the duplicate Case Control Number (CCN);
- Display the duplicate Reason;
- PMs Recommendations Decision = Approval;
- Decline Reason;
- Return Recommendations back to case worker for corrections;
- Determine if all selections are correct and valid;
- Are all selections Correct?; and
- Proceed to Prepare Report.

Output: User's pending tasks is updated with an additional task **Prepare Report**

Scenario 2: Approve Recommendations, make corrections and proceed to proceed to Prepare Report.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Recommendation Comments;
- Is Classification = 28.1 c = Yes;
- Display all recommendation options and populate all selections from the preceding activity;
- Disable General Recommendation from the options = Yes;
- Agree with current selection or recommend(tick) new the manner(s) in which to complete the case = No;
- System to display a link to the uploaded Case Investigative Report;
- Is this Case a duplicate of another case? = No;
- Display the duplicate Case Control Number (CCN);
- Display the duplicate Reason;
- PMs Recommendations Decision = Decline;
- Decline Reason = Make corrections;
- Return Recommendations back to case worker for corrections = Yes;
- Determine if all selections are correct and valid;
- Are all selections Correct?; and
- Return Recommendations back to case worker for corrections.

Output: User's pending tasks is updated with an additional task **'Make Recommendations.**

Figure 12: Recommend, Prepare, review and Approved – Prepare Report (continue...)

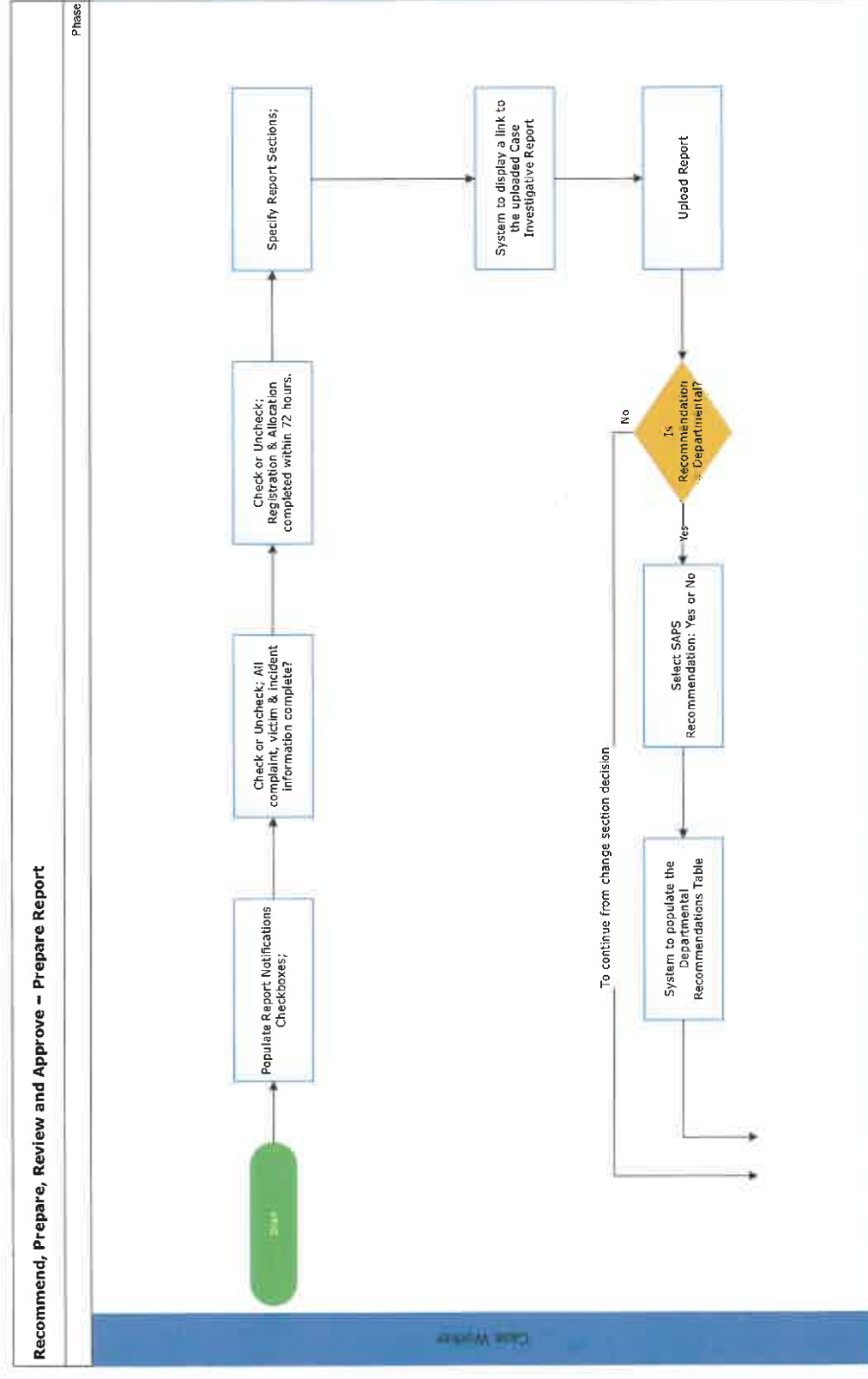
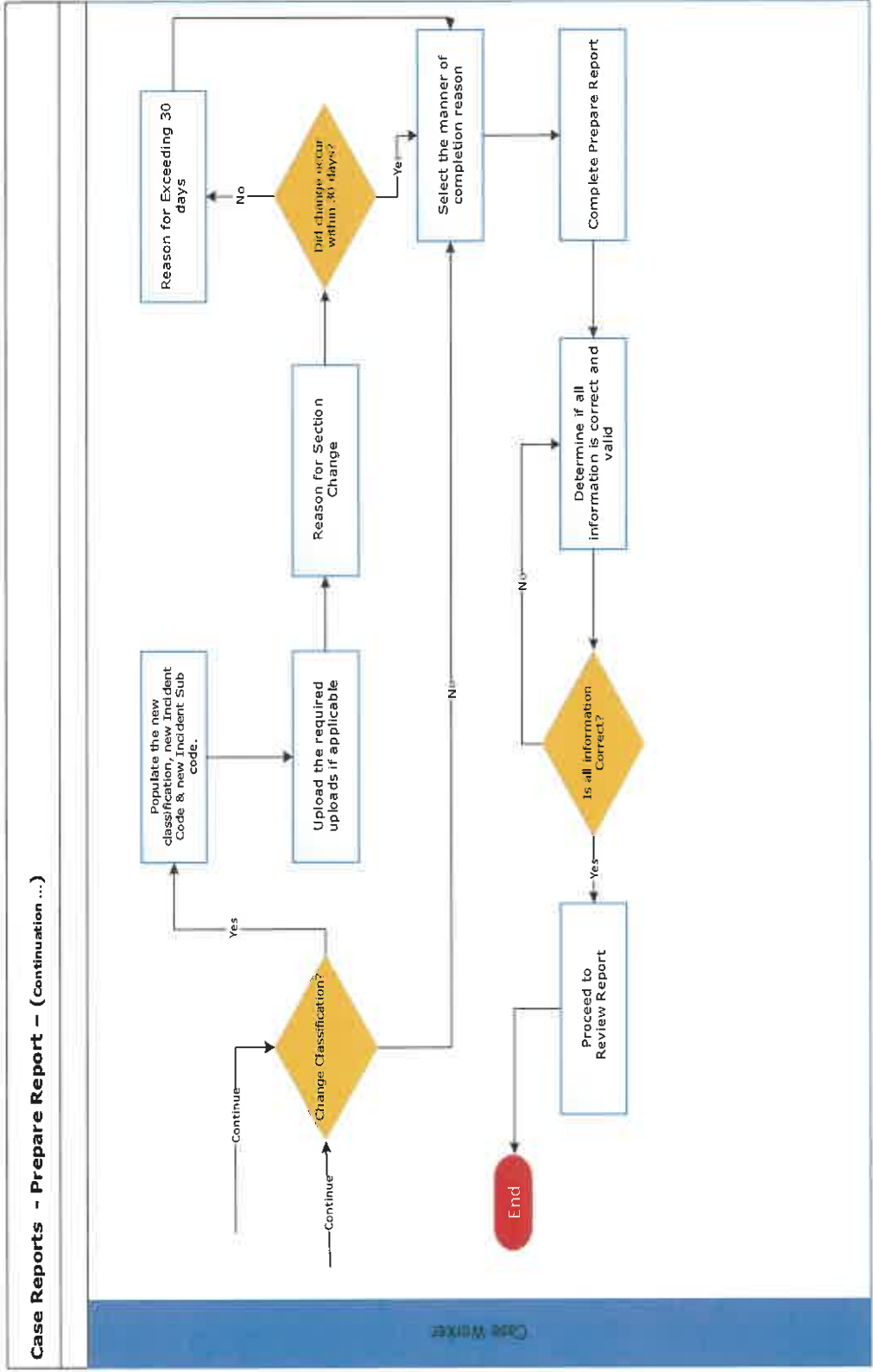


Figure 13: Recommend, Prepare, review and Approved – Prepare Report



10. Case Report – Prepare Report			
Narrative	This form is called the “Prepare Report” and found within the Case Reports section were a Caseworker/Investigator prepares a report for supervisor to review and refer to Provincial Management to Approval or Decline.		
Diagram Link	Case Report – Prepare Report		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Make Recommendations.		
Results	Outputs	Description	State
	Distribute a Case Report to supervisor and Provincial Management group.	The case section the Case worker/Investigator submits a report to Supervisor, PH, DI and DDI for Approval or Rejection.	
Role	Case worker, Investigator		
Procedure			
Procedure			
Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation? Approval Comments & Queries			
As the page loads, the case control number, registration date, classification and the case status, victim, warrant full investigation? approval comments & queries must be displayed at the top of the form as references to what has already been captured in the previous forms.			
Based on the approved recommendations, the system must generate the necessary forms as per the process to allow for information to be captured in different reporting formats. E.g. A report prepared for DPP to have its own respective fields different to the SAPS/MPS report prepared for the same activity but with different information collected and these activities must be able to run or be capture concurrently to one another.			

10. Case Report – Prepare Report

This form must be presented or must be allow for users to be able to capture information for the following reports: -

- Criminal Referral Report;
 - E.g. Prepare Report – CCN – (DPP).
- Departmental Recommendation Report;
 - E.g. Prepare Report – CCN – (SAPS/MPS).
- Policy Recommendation Report;
 - E.g. Prepare Report – CCN – (Policy).
- General Recommendation Report;
 - E.g. Prepare Report – CCN – (General).
- Preliminary Report; and
 - E.g. Prepare Report – CCN – (Prelim).
- Duplicate Recommendation Report.
 - E.g. Prepare Report – CCN – (Duplicate).

Capture Report Notifications (Checkboxes)

The form will allow the Case Worker/Investigator to check or uncheck the below options in preparing a report under this heading **Report Notifications**.

- All complaint, victim & incident information complete? (Check or Uncheck). The are two (2) options Check or Uncheck box for Case worker/Investigator to choose from, check box to indicating that all information required for Complaint, Victim and the Incident Information were collected and completed on the system. If Uncheck box is indicated, then this means that case worker/Investigator was unable to collect/complete some information on a case.
- Registration & Allocation completed within 72 hours (Check or Uncheck). This option will be checked by the automatically by system if a case was registered and allocated within 72 hours, otherwise if the registration and allocation occurred outside the 72-hour timeframe, then the check box will be greyed out and unchecked.

Specify Report Sections;

In this section the below information will be listed on this section of the report:

- System to display a link to the uploaded Case Recommendation. In this section a link to the uploaded Recommendation is displayed on the screen.
- Upload Report
This section allows the Case Worker/ Investigator to upload signed Recommendation.

For different types of recommendations, there will be different requests and information will be presented differently and accordingly.

10. Case Report – Prepare Report

- **Criminal Referral**

If the selected Recommendation = Criminal, then the system must not display any further information and allow the user to continue.

- **Departmental Recommendation**

If the selected Recommendation = Departmental, then display the information below in a tabular format to allow for the relevant information to be captured.

This section has two (2) options to select from Yes/No in terms of recommendations.

Select SAPS Recommendation: Check or Uncheck Box

Case worker/Investigator will select No if recommendation this is not SAPS recommendation and if Yes is selected the recommendations are for SAPS for member(s) then the following fields must be displayed in the tabular format:

- Police Entity;
- Rank;
- First Name;
- Last Name;
- Recommendation Type;
- Positive Recommendation;
- Negative Recommendation; and
- Select MPS Recommendation: Check or Uncheck Box.

Case worker/Investigator will select No if recommendation this is not MPS recommendation and if Yes is selected the recommendations are for MPS for member(s) then the following fields must be displayed in the tabular format:

- Metro Police Entity
- Rank,
- First Name,
- Last Name,
- Recommendation Type
- Positive Recommendation
- Negative Recommendation

- **Policy Recommendation**

If the selected Recommendation = Policy, then the system must not display any further information and allow the user to continue.

- **General Recommendation**

If the selected Recommendation = General, then the system must display a field for the selection of the Manner of Completion Reason and allow the user to

10. Case Report – Prepare Report

continue once a selection has been made on the dropdown. The possible options are: -

- Referred
- Undetected – Complainant Uncooperative
- Undetected – Crime\Offence cannot be identified
- Undetected – Suspect cannot be identified
- Allegations Unfounded
- False Allegations

• Prelim Report

If the selected Recommendation = Preliminary Report, then the system must display a field for capturing of the Reason for exceeding 30 days, a field to select the Manner of Completion Reason and allow the user to continue once all the information has been captured. The possible options are: -

- Preliminary
- Referred
- Undetected – Complaint Uncooperative
- Undetected – Crime\Offence cannot be identified
- Undetected – Suspect cannot be identified
- Allegations Unfounded
- False Allegations

• Duplicate Recommendation

If the selected Recommendation = Duplicate, then the system must not display any further information and allow the user to continue.

Determine if all selections are correct and valid

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Review Report by the Supervisor.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information at a given point; that this has been captured accordingly. The Case Worker\Investigator completes the Prepare Report form; and when completing this form, the following information is required and some fields will be auto populated with information from previous forms and some information will not be required:

- All complaint, victim & incident information complete?;
- Upload Report;
- SAPS Recommendation;
- Departmental Recommendation – Table;
- Police Entity;
- Rank;
- First Name;
- Last Name;
- Recommendation Type;

10. Case Report – Prepare Report

- Positive Recommendation;
- Negative Recommendation; and
- MPS Recommendation.

NB: The same table above to be used from MPS

- Manner of Completion Reason
- Reason for exceeding 30 days
- Proceed to Review Report

Proceed to Review Report

The Case Worker/Investigator submits the Review Report form once all the information has been correctly captured.

Business Rules and Decisions

Business Rules:

- Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation? Approval Comments & Queries;
- Capture Report Notifications (Checkboxes);
- Specify Report Sections;
- For different types of recommendations, there will be different requests and information will be presented differently and accordingly;
- DPP;
- SAPSMPS;
- Policy;
- Preliminary;
- General;
- Duplicate;
- Manner of Completion Reason;
- Reason for exceeding 30 days;
- Determine if all selections are correct and valid;
- Are all selections Correct?; and
- Proceed to Review Report.

Business Decision:

Is Allocation Complete and Correct?

This is a validation check that all the required and non-required information has been captured accordingly.

Supporting Documents

Supporting Documents

Not Applicable.

Information and Data

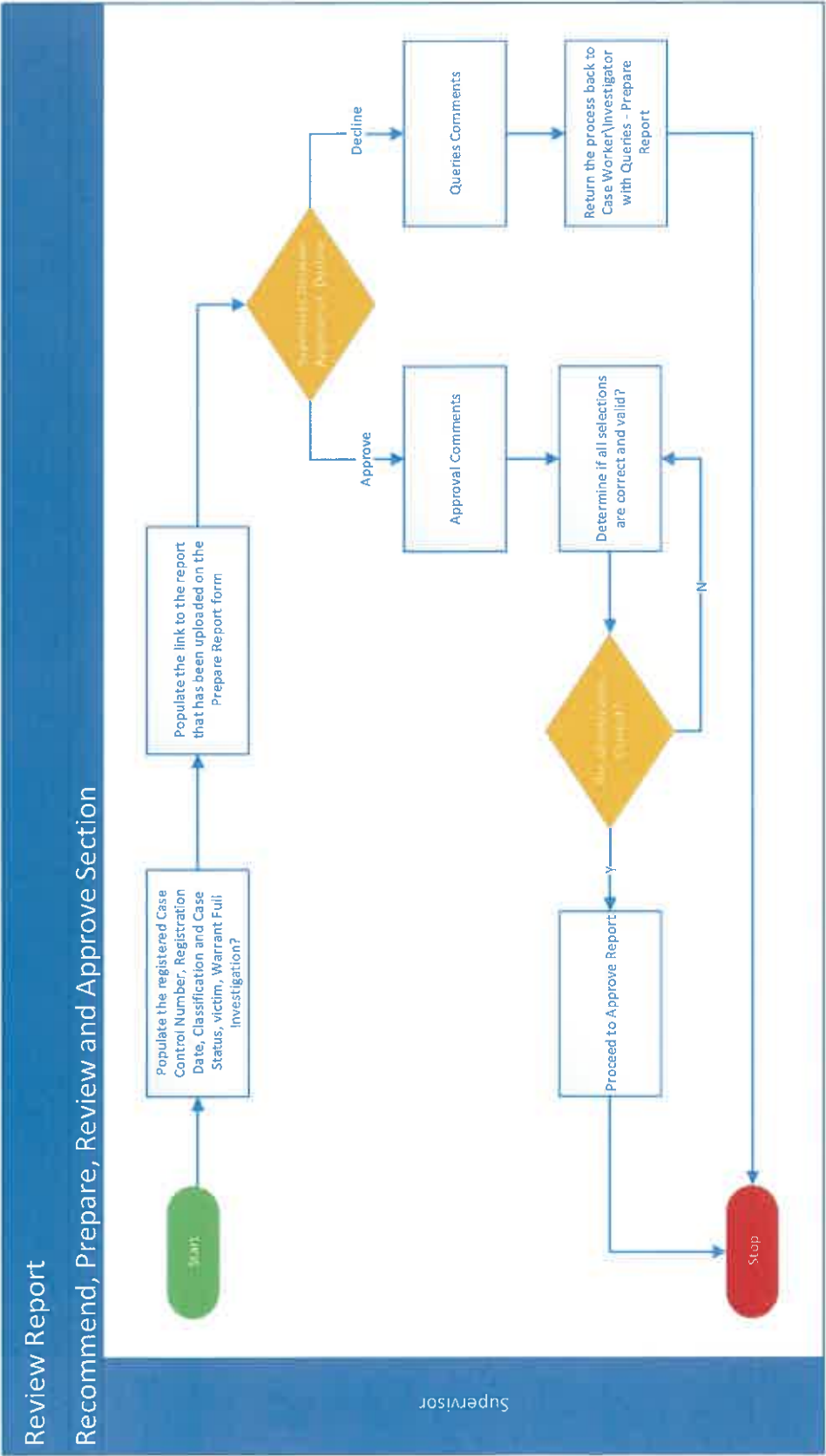
10. Case Report – Prepare Report	
Information	Information Group: Person with type: Case Worker \ Investigator
Business Scenarios	
Scenarios	
<u>Scenario 1: Prepare Report and proceed to Review Report.</u>	
Input process: Recommendations Report that goes out to external stakeholders.	
Pre-condition: None	
Business Scenarios Sequence:	
- Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation? Approval Comments & Queries; - Capture Report Notifications (Checkboxes); - Specify Report Sections; - For different types of recommendations, there will be different requests and information will be presented differently and accordingly; - Selected Recommendation = DPP; - Manner of Completion Reason; - Reason for exceeding 30 days; - Determine if all selections are correct and valid; - Are all selections Correct? = Yes; and - Proceed to Review Report.	
Output: The Supervisor's pending tasks is updated with an additional task 'Review Report'.	
<u>Scenario 2: Prepare Report, make corrections and proceed to Review Report.</u>	
Input process: Recommendations Report that goes out to external stakeholders.	
Pre-condition: None	
Business Scenarios Sequence:	
- Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation? Approval Comments & Queries; - Capture Report Notifications (Checkboxes); - Specify Report Sections; - For different types of recommendations, there will be different requests and information will be presented differently and accordingly; - Selected Recommendation = Preliminary; - Manner of Completion Reason; - Reason for exceeding 30 days = NULL; - Determine if all selections are correct and valid; - Reason for exceeding 30 days = Reason Provided;	

10. Case Report – Prepare Report

- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes; and
- Proceed to Review Report.

Output: The Supervisor's pending tasks is updated with an additional task '**Review Report**'.

Figure 14: Recommend, Review, Prepare and Approve - Review Report



11. Recommend, Review, Prepare and Approve - Review Report

Narrative	This form allows the Supervisor to review a report that is prepared by the Case Work\Investigator. This report is a report that gets sent to the external stakeholders in order for them to make decisions on cases investigated by IPID.		
Diagram Link	Review Report		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Prepared Report.		
Results	Outputs	Description	State
	Successful review of the report.	Report review by the supervisor.	
Role	Supervisor		
Procedure			
Procedure			

Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation?

As the page loads, the case control number, registration date, classification, victim, case status and warrant fully investigation must be displayed at the top of the form.

Populate the link to the report that has been uploaded on the Prepare Report form.

The system must display the link to the report that was uploaded by the Case Work\Investigator on the Prepare Report form for the Supervisor to review.

Supervisor Decision

This field is used to capture the supervisor's decision by means of a dropdown selection that contains **Approve** or **Decline**. If the answer is **Approve**, then the system must display a field to capture the **approval comments**. This field is not mandatory. If the answer is Decline, then the system must hide the Approval Comments and show **Query Comments** for the supervisor to capture all the areas that must be corrected on the prepared report.

11. Recommend, Review, Prepare and Approve - Review Report

Approval Comments

This is not a compulsory field and is used to capture the **Approval Comments**.

By the Supervisor during the review of a case report.

Queries Comments

This is a compulsory field and is used to capture the **Queries Comments**.

By the Supervisor during the review of a case report. This field only becomes visible when the supervisor's decision is **Decline**.

Determine if all selections are correct and valid

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Approve Report by the Provincial Management.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information has been captured accordingly. The Supervisor completes Review Report form; and when completing this form, the following information is required and some fields will be auto populated with information from previous forms:

- Clickable link to the report uploaded on the Prepare Report form;
- Supervisor's Decision;
- Approval Comments; and
- Queries Comments.

Proceed to Approve Report

The Supervisor submits the Review Report form once all the information has been correctly captured.

Return the process back to Case Worker/Investigator with Queries - Prepare Report

This process only take place when the supervisor's decision is Decline on the review of the report and will return the process back to the Case Worker/Investigator for the corrections to be made.

Business Rules and Decisions

Business Rules:

- Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation?;
- Populate the link to the report that has been uploaded on the Prepare Report form;
- Supervisor Decision;
- Approval Comments;
- Queries Comments;
- Determine if all selections are correct and valid?;
- Are all selections Correct?;

11. Recommend, Review, Prepare and Approve - Review Report

- Proceed to Approve Report; and
- Return the process back to Case Worker/Investigator with Queries - Prepare Report.

Business Decision:

Supervisor Decision

This field is used to capture the supervisor's decision by means of a dropdown selection that contains **Approve** or **Decline**. If the answer is **Approve**, then the system must display a field to capture the approval comments. This field is not mandatory. If the answer is **Decline**, then the system must hide the **Approval Comments** and show **Query Comments** for the supervisor to capture all the areas that must be corrected on the prepared report.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information has been captured accordingly. The Supervisor completes Make Recommendations form.

Supporting Documents

Supporting Documents

- Scanned Uploads of the Report that is sent to the external stakeholders.

Information and Data

Information

Information Group:

- Person with type: Supervisor

Business Scenarios

Scenarios

Scenario 1: Review Report and proceed to Approve Report.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation?;
- Populate the link to the report that has been uploaded on the Prepare Report form;
- Supervisor Decision = Approve;
- Approval Comments;
- Queries Comments;
- Determine if all selections are correct and valid?;
- Are all selections Correct? = Yes; and

11. Recommend, Review, Prepare and Approve - Review Report

- Proceed to Approve Report.

Output: User's pending tasks is updated with an additional task 'Approve Report'.

Scenario 2: Review Report, make corrections and proceed to Approve Report.

Input process: None

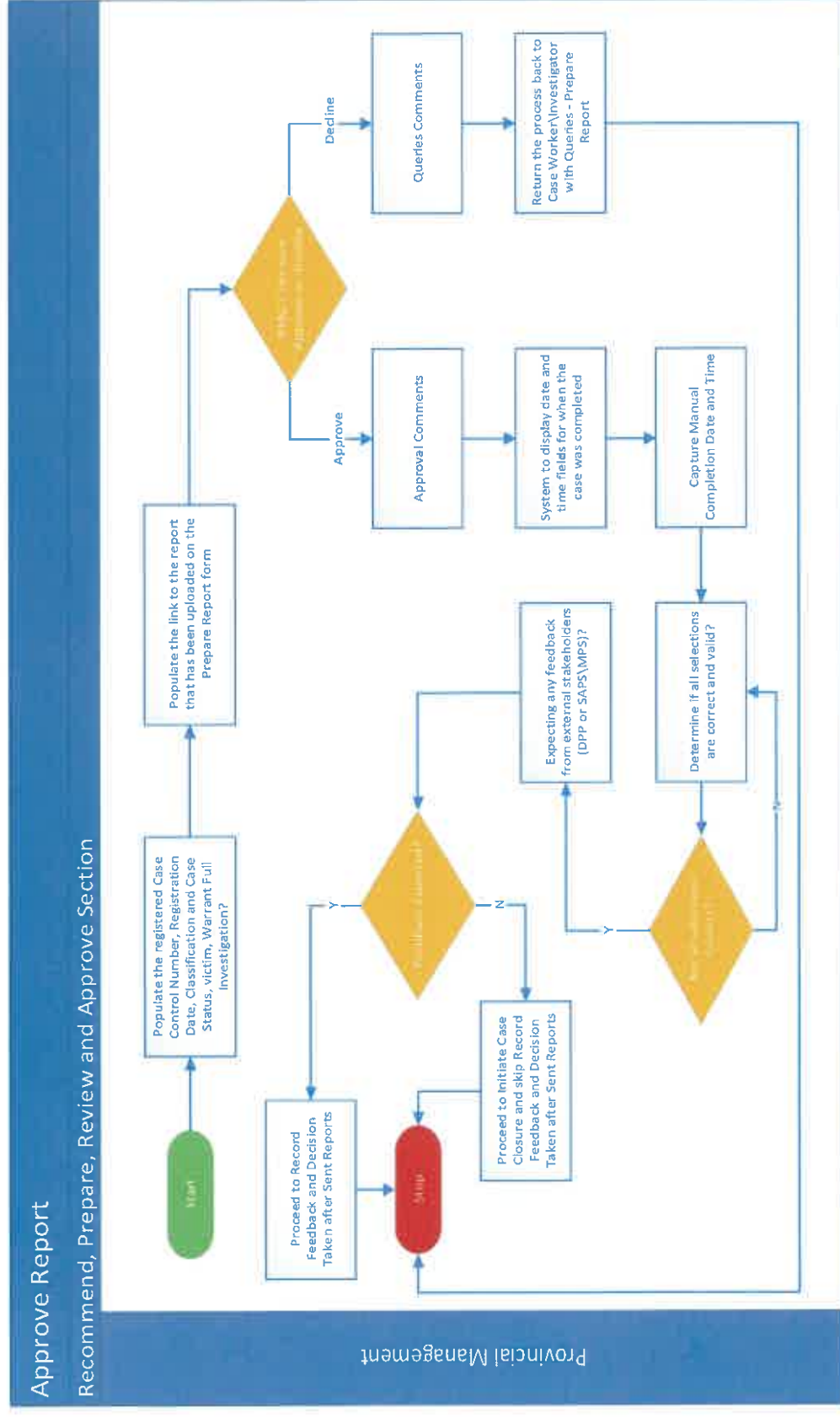
Pre-condition: None

Business Scenarios Sequence:

- Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation?;
- Populate the link to the report that has been uploaded on the Prepare Report form;
- Supervisor Decision = Decline;
- Approval Comments;
- Queries Comments = NULL;
- Determine if all selections are correct and valid?;
- Are all selections Correct? = No;
- Queries Comments = Provided;
- Determine if all selections are correct and valid?;
- Are all selections Correct? = No; and
- Return the process back to Case Worker\Investigator with Queries - Prepare Report.

Output: User's pending tasks is updated with an additional task 'Prepare Report'.

Figure 15: Recommendation, Approve, Review – Approve Report



12. Approve Reports

Narrative	This form allows the Provincial Management to approve or decline a report that is prepared by the Case Work\Investigator and reviewed by the Supervisor. This is a report that gets sent to the external stakeholders in order for them to make decisions on cases investigated by IPID.		
Diagram Link	Approve Reports		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Review Report.		Active
Results	Outputs	Description	State
	Successful approval of the report.	Provincial Management Group(PH, DI & DDI).	Decision Ready.
Role	Provincial Management Group(PH, DI & DDI)		
Procedure			
Procedure			
Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation?			
As the page loads, the case control number, registration date, classification, victim, case status and warrant fully investigation must be displayed at the top of the form.			
Populate the link to the report that has been uploaded on the Prepare Report form			
The system must display the link to the report that was uploaded by the Case Work\Investigator on the Prepare Report form for the Provincial Management to view in order to either approve or decline.			
PMGs Decision			
This field is used to capture the Provincial Management’s decision by means of a dropdown selection that contains Approve or Decline . If the answer is Approve , then the system must display a field to capture the approval comments. This field is not mandatory. Upon approval, the			

12. Approve Reports

system must also display two (2) fields to be used for capturing the **Manual Date of Completion** and the **Manual Time of Completion** which must allow for backdating as well.

The system must also display a field to select if feedback is expected or not by means of a dropdown selection that contains a YES or NO. This field must only be displayed if the **PMG's Decision is Approve**. If the answer is YES, upon submission of this form the system must **Proceed to Record Feedback and Decision Taken form after Sent Reports form**. If the answer is NO, then the system must **Proceed to Initiate Case Closure form and skip Record Feedback and Decision Taken form after Sent Reports form**.

If the **PMG's Decision is Approve**, this action will also affect the case status whereby an Active case will now become a **Decision ready** case and this must form part of the statistical reports and APP targets. If the **PMG's Decision is Decline**, then the system must hide the **Approval Comments** and show **Query Comments** for the Provincial Management to highlight all the areas that must be corrected on the prepared report before it is routed back to the Case Work\Investigator form corrections.

Approval Comments

This is not a compulsory field and is used to capture the **Approval Comments** by the Supervisor during the review of a case report.

Queries Comments.

This is a compulsory field and is used to capture the **Queries Comments** by Provincial Management during the approval of a case report. This field only becomes visible when the Provincial Management's decision is **Decline**.

Capture Manual Completion Date and Time.

These two (2) fields are used for capturing the date and time of case completion. The system must only display these when the PMG's decision is Approve.

Determine if all selections are correct and valid.

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Sent Reports by the Case Work\Investigator.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information has been captured accordingly. The Provincial Management completes Approve Report form; and when completing this form, the following information is required and some fields will be auto populated with information from previous forms:

- Clickable link to the report uploaded on the Prepare Report form;
- Provincial Management's Decision;
- Approval Comments;
- Queries Comments;
- Capture Manual Completion Date and Time; and
- Feedback Expected?.

12. Approve Reports

Feedback Expected?

This field is used for checking if feedback is expected or not by means of a dropdown selection that contains a YES or NO.

Proceed to Record Feedback and Decision Taken after Sent Reports.

The Provincial Management submits the Approve Report form once all the information has been correctly captured. The process must move to Record Feedback and Decision Taken after Sent Reports.

Proceed to Initiate Case Closure and skip Record Feedback and Decision Taken after Sent Reports.

The Provincial Management submits the Approve Report form once all the information has been correctly captured. The process must move to Proceed to Initiate Case Closure and skip Record Feedback and Decision Taken after Sent Reports.

Return the process back to Case Worker/Investigator with Queries - Prepare Report

This process only take place when the Provincial Management's decision is Decline on the approval or declining of the report and will return the process back to the Case Worker/Investigator for the corrections to be made on the Prepare Report form.

Business Rules and Decisions

Business Rules:

- Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation?;
- Populate the link to the report that has been uploaded on the Prepare Report form;
- PMs Decision;
- Approval Comments;
- Queries Comments;
- System to display date and time fields for when the case was completed;
- Capture Manual Completion Date and Time;
- Determine if all selections are correct and valid?;
- Are all selections Correct?;
- Expecting any feedback from external stakeholders (DPP or SAPS\MPS)?;
- Feedback Expected?;
- Proceed to Record Feedback and Decision Taken after Sent Reports;
- Proceed to Initiate Case Closure and skip Record Feedback and Decision Taken after Sent Reports; and
- Return the process back to Case Worker/Investigator with Queries - Prepare Report.

Business Decision:

PMs Decision

This field is used to capture the supervisor's decision by means of a dropdown selection that contains **Approve** or **Decline**. If the answer is **Approve**, then the system must display a field to capture the approval comments. This field is not mandatory. If the answer is **Decline**, then the

12. Approve Reports

system must hide the **Approval Comments** and show **Query Comments** for the Provincial Management to capture all the areas that must be corrected on the prepared report.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information has been captured accordingly. The Provincial Management completes Approve Report form.

Feedback Expected?

This field is used for checking if feedback is expected or not by means of a dropdown selection that contains a YES or NO. This field must only be displayed if the **PMG's Decision is Approve**. If the answer is YES, upon submission of this form the system must **Proceed to Record Feedback and Decision Taken form after Sent Reports form**. If the answer is NO, then the system must **Proceed to Initiate Case Closure form and skip Record Feedback and Decision Taken form after Sent Reports form**.

Supporting Documents

Supporting Documents

- Scanned Uploads of the Report that is sent to the external stakeholders.

Information and Data

Information

Information Group:

- Person with type: Provincial Management

Business Scenarios

Scenarios

Scenario 1: Approve Report and proceed to Sent Report

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation?;
- Populate the link to the report that has been uploaded on the Prepare Report form;
- PMs Decision = Approve;
- Approval Comments;
- Queries Comments;
- Capture Manual Completion Date and Time = Date and Time Provided;
- Determine if all selections are correct and valid?;
- Are all selections Correct? = Yes;
- Feedback Expected? = Yes; and

12. Approve Reports

- Proceed to Record Feedback and Decision Taken after Sent Reports.

Output: User's pending tasks is updated with an additional task '**Sent Report**'.

Scenario 2: Approve Report, make corrections and proceed to Prepare Report

Input process: None

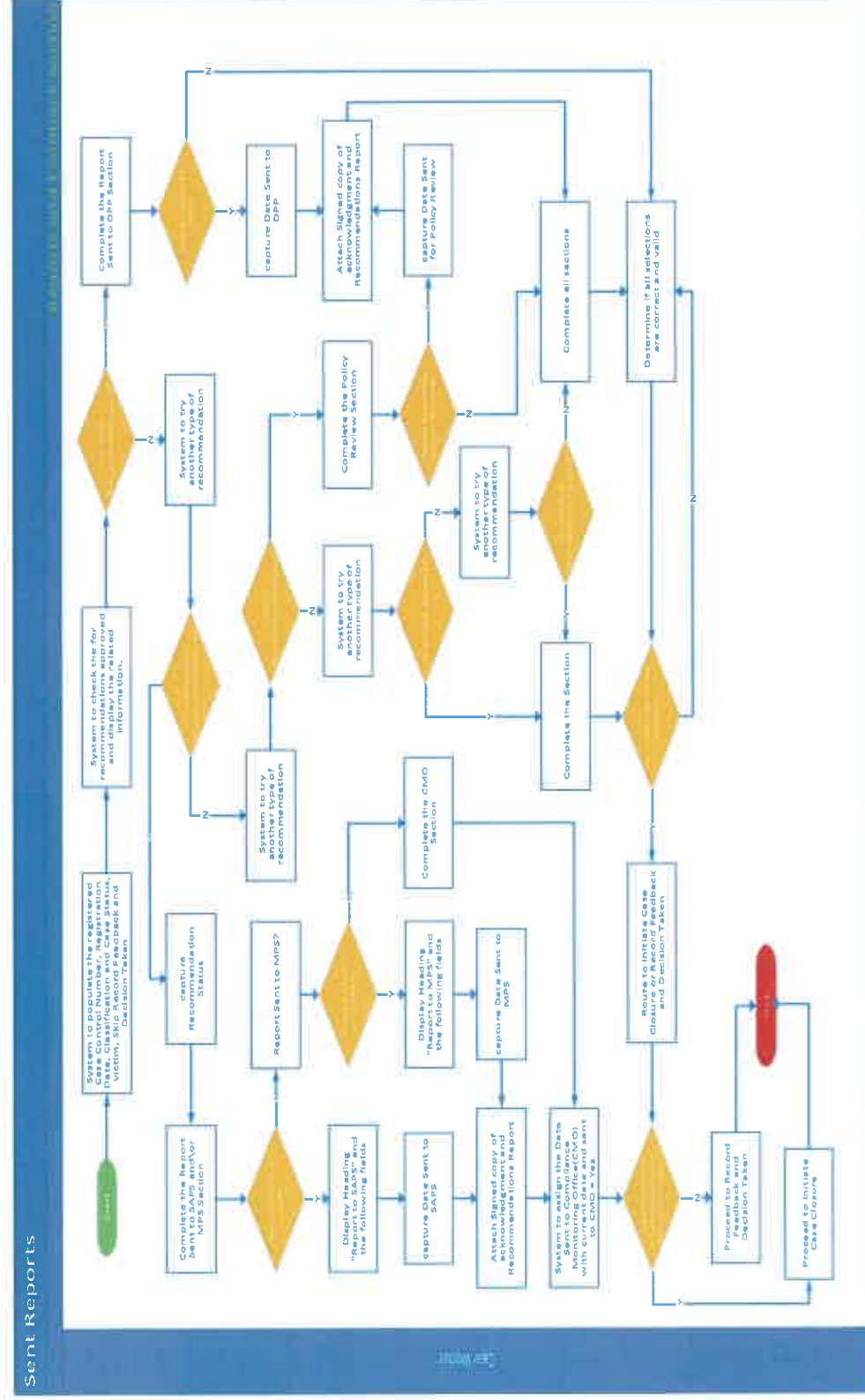
Pre-condition: None

Business Scenarios Sequence:

- Populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Warrant Full Investigation?;
- Populate the link to the report that has been uploaded on the Prepare Report form;
- Supervisor Decision = Decline;
- Approval Comments;
- Queries Comments = NULL;
- Determine if all selections are correct and valid?;
- Are all selections Correct? = No;
- Queries Comments = Provided;
- Determine if all selections are correct and valid?;
- Are all selections Correct? = Yes; and
- Return the process back to Case Worker\Investigator with Queries - Prepare Report.

Output: User's pending tasks is updated with an additional task '**Prepare Report**'.

Figure 16: Reports & Feedback - Sent Reports



13. Use Case: Sent Reports			
Narrative	This form is serves as a checklist for the Case Worker\Investigator in terms of different reports that gets sent out to external stakeholders for their decision making processes based on the investigation that was conducted by IPID.		
Diagram Link	Sent Reports		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Decision Ready case information.		
Results	Outputs	Description	State
	Collection of report information that will be sent out to external stakeholders.	Collection of report information that will be sent out to external stakeholders.(e.g. NPA, SAPS,MPS).	
Role	Case Worker\Investigator		
Procedure			
Procedure			
System to populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Skip Record Feedback and Decision Taken.			
As the page loads, the case control number, Registration Date, classification, victim and the case status Skip Capture Feedback must be displayed at the top of the form. Furthermore, all the selections made by the Case Worker\Investigator must be populated as they are in an editable state from the previous form when the form is loaded so that Provincial Management can know what was selected and how to move forward from there. The selections must be in an editable state in case Provincial Management needs to revise or make changes on the selections previously made by the Case Worker\Investigator.			
System to check the for recommendations approved and display the related information.			
In this page the case worker validates to check the approval by Provincial Management group is displayed and that the signed report is attached on the report field and highlight on the Feedback expected indicator selection is “Yes”. If selection is a “No” or approval			

13. Use Case: Sent Reports

check box in unchecked, then this means that the case was Decline and not recommended for approval by Provincial Management to proceed further.

Case Status field

When a case is in this stage of the process, status will be "Decision Ready", which mean now that IPID Provincial Management approved the recommendations on a case go to different stakeholder for further decision-making.

Is DPP Referral?

In this section of the page, Case worker will validate that the selection for referral needs to be routed to DPP (Director Public Prosecutions / National Prosecution Authority) to record feedback and decision based on the referral by IPID.

Complete the Report Sent to DPP Section

In this section a case worker will check or uncheck the following option below:

- Report Sent to DPP?;
Case worker will select "Yes" or "No" if otherwise, to indicate that a case has been recommended to go to DPP by Provincial Management and all necessary e-docket information is uploaded.
- Capture Date Sent to DPP; and
Select a date on which a case was approved by Provincial Management to go to DPP.
- Attach Signed copy of acknowledgment and Recommendations Report.
In this section a case worker verifies that a signed Approval Report is attached on the attachment link, and confirms that it opens.

System to try another type of recommendation

This option will allow case worker/Investigator to choose an additional/other type of recommendation(s) to be added on report to be send to SAPS or MPS.

Is SAPS\MPs Recommendation?

If a recommendation is for SAPS/MPs the investigator will check or uncheck to select whether SAPS / MPS for recommendation so that report is send to relevant external stakeholder.

Capture Recommendation Status

Complete the Report Sent to SAPS and/or MPS Section

This section directs the investigator that this feature can only be update for case report that are to be send to SAPS/ MPS only if not select DPP section before this section.

Report Sent to SAPS or MPS?

13. Use Case: Sent Reports

The case worker will select SAPS and or MPS if the report is approved to go to one or both stakeholders.

Display Heading "Report to SAPS" and the following fields

This section of the screen allows investigator to populate/input in this section, if a case is recommended for SAPS:

- Capture Date Sent to SAPS; and
Investigator selects a date that the case was approved and recommended to SAPS by Provincial Management on.
- Attach Signed copy of acknowledgment and Recommendations Report.
The Case worker/ Investigator selects and attach signed acknowledgment report and Recommendation report.

Display Heading "Report to MPS" and the following fields

This section of the screen allows investigator to populate/input in this section, if a case is recommended for Metro Police.

- Capture Date Sent to MPS; and
The Case worker/ Investigator selects a date that the case was approved and recommended to Metro Police by Provincial Management on.
- Attach Signed copy of acknowledgment and Recommendations Report.
The case worker/ Investigator checks, if the reports are attached if not then selects and attach signed acknowledgment report and Recommendation report.

System to try another type of recommendation

This option will allow case worker/Investigator to choose an additional/other type of recommendation(s) to be added on report to be send to external stakeholders.

Is Policy Recommendation?

The case worker/ Investigator selects "Yes" for Policy recommendation and the following options will appear and must be checked or unchecked and for the below options to appear. If "No" Policy recommendation report will not be send out.

Complete the Policy Review Section

- Report Sent for Policy Review?;
If the choice is "Yes" then the case worker must continue to fill the date and if choice is "No" then policy recommendation report will not be send.
- Capture Date Sent for Policy Review; and
The case worker must capture/select the date when the Policy Recommendation report is sent to the SAPS/ MPS.
- Attach Signed copy of acknowledgment and Recommendations Report.
The case worker/ Investigator checks, if the reports are attached if not then selects and attach signed acknowledgment report and Recommendation report.

13. Use Case: Sent Reports

Report Sent to CMO?

The case worker/investigator "Yes" if the report is sent to Compliance Monitoring Office for feedback purpose and regular updates to the case as recommended by Provincial Management. If "No" then the case will not move until "Yes" is selected.

- **Capture Date Sent to Compliance Monitoring Office(CMO)**
The case worker/Investigator will select and populate the date when case was referred to CMO.

System to try another type of recommendation

This option will allow case worker/Investigator to choose an additional/other type of recommendation(s) to be added on report to be sent to external stakeholders.

Is Prelim Report? or Is General Recommendation?

In the two recommendations the case worker / Investigator will select "Yes" for Preliminary Recommendation report and or General Recommendation report to be sent out.

Determine if all selections are correct and valid

The system will verify if all sections required are completed.

Are all selections Correct?

This is a validation check by the system that verifies if all the mandatory and required information has been captured accordingly. The Provincial Management completes Approve Report form.

System to determine where the process goes

This option will allow case worker/Investigator to choose an additional/other type of recommendation(s) to be added on report to be sent to external stakeholders.

Skip Record Feedback and Decision Taken?

This option will be greyed out as this was selected by Provincial Management when approval was granted in "Recommend, Review and Approve – Approval use case, simply meaning that feedback will be required to be provided to CMO if indicated to be "Yes" and if "No" no feedback is required both external stakeholders.

Proceed to Record Feedback and Decision Taken

The Case worker/Investigator Sent Reports documentations, including e-docket are sent to DPP, or SAPS and or MPS management as recommended by IPID management.

Proceed to Initiate Case Closure

If the feedback is not required, then the system must trigger action to go to Initiate Case Closure without need for routing case to DPP or SAPS/ MPS.

13. Use Case: Sent Reports

Business Rules and Decisions

Business Rules:

- System to populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Skip Record Feedback and Decision Taken;
- System to check the for recommendations approved and display the related information;
- Case Status field;
- Is DPP Referral?;
- Complete the Report Sent to DPP Section;
- System to try another type of recommendation;
- Is SAPS\MPS Recommendation?;
- Capture Recommendation Status;
- Complete the Report Sent to SAPS and/or MPS Section;
- Report Sent to SAPS or MPS?;
- Capture Date Sent to SAPS;
- Attach Signed copy of acknowledgment and Recommendations Report;
- Display Heading "Report to MPS" and the following fields;
- Capture Date Sent to MPS;
- Attach Signed copy of acknowledgment and Recommendations Report;
- System to try another type of recommendation;
- Is Policy Recommendation? = No;
- Report Sent to CMO? = No;
- System to try another type of recommendation;
- Is Prelim Report? or Is General Recommendation? = No;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes;
- System to determine where the process goes;
- Skip Record Feedback and Decision Taken? = No;
- Proceed to Record Feedback and Decision Taken; and
- Proceed to Initiate Case Closure.

Business Decision:

Is DPP Referral?

In this section of the page, Case worker will validate that the selection for recommendation needs to be routed to DPP (Director Public Prosecutions / National Prosecution Authority) to record feedback and decision based on the recommendation by IPID.

Is SAPS\MPS Recommendation?

If a recommendation is for SAPS/MPS the investigator will check or uncheck to select whether SAPS / MPS for recommendation so that report is send to relevant external stakeholder.

Report Sent to SAPS or MPS?

The case worker will select SAPS and or MPS if the report is approved to go to one or both stakeholders.

13. Use Case: Sent Reports

Is Policy Recommendation?

The case worker/ Investigator selects "Yes" for Policy recommendation and the following options will appear and must be checked or unchecked and for the below options to appear. If "No" Policy recommendation report will not be send out.

Report Sent to CMO?

The case worker/investigator "Yes" if the report is sent to Compliance Monitoring Office for feedback purpose and regular updates to the case as recommended by Provincial Management. If "No" then the case will not move until "Yes" I selected.

Is Prelim Report? or Is General Recommendation?

In the two recommendations the case worker / Investigator will select "Yes" for Preliminary Recommendation report and or General Recommendation report to be send out.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information has been captured accordingly. The Case Worker completes Make Recommendations form.

Supporting Documents

Supporting Documents	Not Applicable
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Information and Data

Information	Information Group: • Person with type: Case worker; • Investigator; and • Compliance Monitor Office.
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Business Scenarios

Scenarios

Scenario 1: Sent Reports and proceed to Record Feedback and Decision Taken.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- System to populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Skip Record Feedback and Decision Taken;
- System to check the for recommendations approved and display the related information;
- Case Status field;
- Is DPP Referral? =Yes;
- Complete the Report Sent to DPP Section;

13. Use Case: Sent Reports

- System to try another type of recommendation;
- Is SAPS\MPS Recommendation? = Yes;
- Capture Recommendation Status;
- Complete the Report Sent to SAPS and/or MPS Section;
- Report Sent to SAPS or MPS? = Yes;
- Display Heading "Report to SAPS" and the following fields;
- Capture Date Sent to SAPS;
- Attach Signed copy of acknowledgment and Recommendations Report;
- Display Heading "Report to MPS" and the following fields;
- Capture Date Sent to MPS;
- Attach Signed copy of acknowledgment and Recommendations Report;
- System to try another type of recommendation;
- Is Policy Recommendation? = No;
- Report Sent to CMO? = No;
- System to try another type of recommendation;
- Is Prelim Report? or Is General Recommendation? = No;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes;
- System to determine where the process goes;
- Skip Record Feedback and Decision Taken? = No;
- Proceed to Record Feedback and Decision Taken; and
- Proceed to Initiate Case Closure.

Output: User's pending tasks is updated with an additional task "Record Feedback and Decision Taken".

Scenario 2: Sent Reports and proceed to Record Feedback and Decision Taken.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

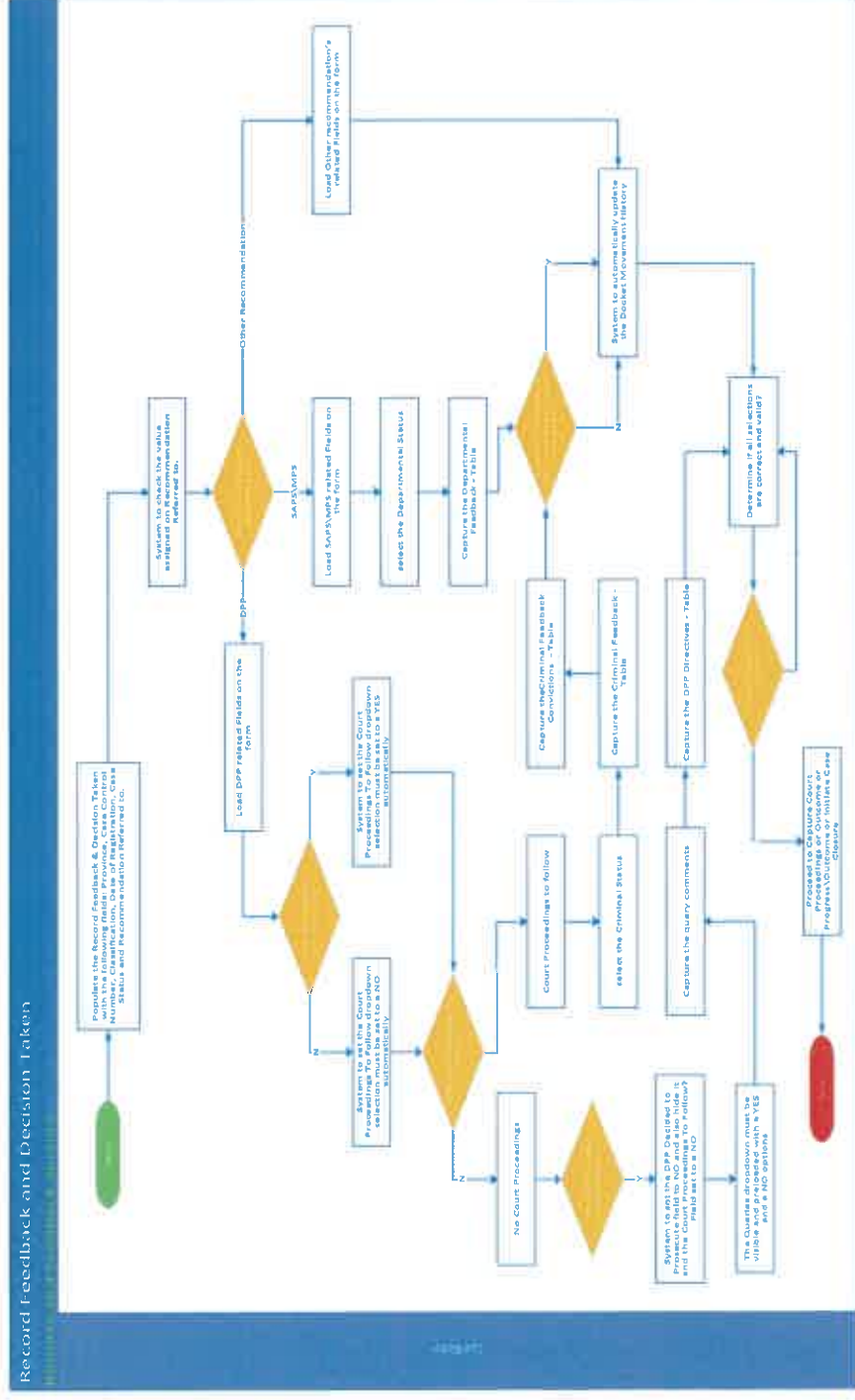
- System to populate the registered Case Control Number, Registration Date, Classification and Case Status, victim, Skip Record Feedback and Decision Taken;
- System to check the for recommendations approved and display the related information;
- Case Status field;
- Is DPP Referral? =Yes;
- Complete the Report Sent to DPP Section;
- System to try another type of recommendation;
- Is SAPS\MPS Recommendation? = Yes;
- Capture Recommendation Status;
- Complete the Report Sent to SAPS and/or MPS Section;
- Report Sent to SAPS or MPS? = Yes;
- Display Heading "Report to SAPS" and the following fields;
- Capture Date Sent to SAPS;
- Attach Signed copy of acknowledgment and Recommendations Report;
- Display Heading "Report to MPS" and the following fields;
- Capture Date Sent to MPS;

13. Use Case: Sent Reports

- Attach Signed copy of acknowledgment and Recommendations Report;
- System to try another type of recommendation;
- Is Policy Recommendation? = No;
- Report Sent to CMO? = No;
- System to try another type of recommendation;
- Is Prelim Report? or Is General Recommendation? = No;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes;
- System to determine where the process goes;
- Skip Record Feedback and Decision Taken? = No;
- Proceed to Record Feedback and Decision Taken; and
- Proceed to Initiate Case Closure.

Output: User's pending tasks is updated with an additional task '**Record Feedback and Decision Taken**'.

Figure 17: Record Feedback and Decision



14. Record Feedback & Decision Taken			
Narrative	This form is used by the Provincial Management Group (PH, DI & DDI) to capture information that concludes the life span of a case. The details about all the decisions & outcomes will be noted as part of the information collected when a case is closed.		
Diagram Link	Record Feedback & Decision Taken.		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	None	Record Feedback & Decision Taken by external stakeholders capture by the Case Worker.	
Results	Outputs	Description	State
	Recorded feedback.	Collection of information, when a feedback has been received from external stakeholders.	
Role	Case Worker		
Procedure			
Procedure			
Populate the Record Feedback & Decision Taken with the following fields: Province, Case Control Number, Classification, Date of Registration, Case Status and Recommendation Referred to.			
As the page loads, the Record Feedback & Decision Taken form must have the following information pre-populated: Province, Case Control Number, Classification, Date of Registration, Case Status and Recommendation Referred to, must be displayed at the top of the form populate from other Forms.			
Criminal Report			

14. Record Feedback & Decision Taken

If the Recommendation Referred to is DPP, then this field must be visible with a link to a Criminal Report that has been completed, signed and uploaded. If not, then this field must be hidden.

DPP Decided to Prosecute?

The Case Worker will be asked if the **DPP Decided to Prosecute** or not by means of a dropdown selection that contains a YES or NO. If the answer is NO, then the **Court Proceedings to Follow** dropdown selection must be set to a NO automatically. If the answer is YES, then the **Court Proceedings to Follow dropdown selection** must be set to a YES automatically.

Furthermore, If DPP Decided To Prosecute? = YES and Court Proceedings To Follow? = YES, then after submitting this form, the Capture Court Proceedings and Outcome form must be triggered to follow as the next activity to be captured.

Has DPP Issued Directives?

The Case Worker will be asked if the **DPP Issued Directives?** or not by means of a dropdown selection that contains a YES or NO. If the answer is YES, then **DPP Decided to Prosecute** field must be set to NO and also hidden and the Court Proceedings To Follow? Field set to a NO. If the answer is NO, then the currently selected options on the **DPP Decided to Prosecute?** must remain as is.

The **Queries** dropdown must be visible and preloaded with a YES and a NO options.

Queries?

The Case Worker will be asked if there are **Queries?** or not by means of a dropdown selection that contains a YES or NO. If the answer is YES, then a field to capture the query comments must be visible to allow for capturing of the comments, otherwise do not display the query comments.

Query Comments

This field is used for capturing the query comments from external stakeholders (e.g. DPP).

DPP Directives

DPP Directives - Table

This is a table containing four (4) fields with information on the DPP Directives. The fields are: Directive Description, Directive Status, Notes, Directives Documentation.

Directive Description

This is a directive from DPP.

Directive Status

This is the status of the directive from DPP. It can either be Completed or Incomplete.

14. Record Feedback & Decision Taken

Notes

These are notes made by the case worker relating to the directive issued.

Directives Documentation

This is an upload link to a document received from DPP.

Court Proceedings To Follow

This field is set automatically depending on the dropdown selections from other fields above (DPP Decided To Prosecute? And Has DPP Issued Directives?).

Departmental Status

The Case Worker will be asked to select the Departmental Status if it is an SAPS\MPs referred matter by means of a dropdown selection that contains a list of options below.

Departmental Status

- Acquitted;
- Disciplinary Prosecution Declined;
- Disciplinary Hearing to be Held;
- Outcome of Disciplinary Hearing Pending;
- Disciplinary Hearing's Decision;
- Absolved;
- Awaiting Response;
- Demotion;
- Dismissed;
- Fined;
- Outcome pending;
- Prosecution Declined;
- Reprimanded;
- Transfer;
- Verbal Warning;
- Written Warning;
- No Action/Involvement;
- Withdrawal;
- None;
- Initiated;
- Acknowledgement from SAPS (Recommendation report);
- Initiated (Investigation) (Letter);
- Disciplinary steps not taken (No prima face) (SAPS Report);
- Disciplinary hearing process (Letter); and
- Withdrawal (Statement).

Departmental Feedback

Departmental Feedback - Table

14. Record Feedback & Decision Taken

This is a table containing seven (7) fields with information on the Departmental Feedback. The fields are: Rank, Alleged Offender, Persal Number, Indicate Manner Of Initiation, Process, Date Initiation Feedback Received and Initiation Documentation

Criminal Status

The Case Worker will be asked to select the Criminal Status a DPP referred matter by means of a dropdown selection that contains a list of options below.

Criminal Status Options

- Awaiting response from DPP;
- Inquest;
- Nolle Prosequi;
- Prosecute;
- Progressive;
- Discipline – Written;
- Discipline – Verbal;
- Discipline – Corrective;
- Discipline – Counselling;
- Formal;
- Trial;
- Further Investigation;
- Judgement;
- Provisionally withdrawn;
- Struck off the court roll;
- Withdrawal;
- Unfounded Allegations; and
- False Allegations.

Initiation Document Scanned and Forward To H/O?

The Case Worker will be asked if the Initiation Document was Scanned and Forwarded To Head Office or not by means of a dropdown selection that contains a YES or NO.

Criminal Feedback

Criminal Feedback - Table

This is a table containing twelve (12) fields with information on the Criminal Feedback. The fields are: Rank, Alleged Offender, Type Of Recommendations, Case Status, Criminal Prosecution Result, Criminal Non-Prosecution Action, Inquest Findings, Number Of Charges, Number Of Conviction, Case Review Request, Notes, and Date Feedback Received.

Criminal Feedback Convictions

Criminal Feedback Convictions - Table

This is a table containing fourteen (14) fields with information on the **Criminal Feedback Convictions**. The fields are: Rank, First Name, Last Name, Acquitted?, Jail Sentence?,

14. Record Feedback & Decision Taken

Jail Sentence Duration(Months), Suspended?, Suspension Period(Months), Fine?, Fine Amount, Fine Description, Date Feedback Received, Outcome Documentation and Notes.

Docket Movement History

Docket Movement History - Table

This is a table containing seven (7) fields with information on the **Docket Movement History**. The fields are: Location, Out Office Description, Date In, Date Out, Scanned, Completed By and Completed Date

Determine if all selections are correct and valid

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the user proceed with the activity of closing a case.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information at a given point; that this has been captured accordingly. The Provincial Management Group (PH, DI & DDI) completes the Closure of Case form; and when completing this form, the following information is required and some fields will be auto populated with information from previous forms and some information will not be required:

- DPP Decided To Prosecute?;
- Has DPP Issued Directives?;
- Queries?;
- Query Comments;
- DPP Directives – Table;
- Court Proceedings To Follow;
- Departmental Status;
- Criminal Status;
- Initiation Document Scanned and Forward To H/O?;
- Criminal Feedback – Table; and
- Criminal Feedback Convictions – Table.

Proceed to Capture Court Proceedings or Outcome or Progress\Outcome or Initiate Case Closure

The Case Worker submits the Record Feedback and Decision Taken form once all the information has been correctly captured and proceed to the correct form after. If this is a:

- **DPP Recommendation matter;**
 - If DPP Decided to Prosecute = YES, then Proceed to Capture Court Proceedings, and
 - If DPP Decided to Prosecute = No, then Proceed to Initiate Case Closure.
- **SAPS\MPs Recommendation matter;**
 - Proceed to Progress\Outcome.
- **Policy Recommendation matter;**
 - Proceed to Initiate Case Closure.

14. Record Feedback & Decision Taken

- **Prelim Report matter;** and
 - Proceed to Initiate Case Closure.
- **General Recommendation matter.**
 - Proceed to Initiate Case Closure.

Business Rules and Decisions

Business Rules:

- Populate the Record Feedback & Decision Taken with the following fields: Province, Case Control Number, Classification, Date of Registration, Case Status and Recommendation Referred to;
- DPP Decided To Prosecute?;
- Has DPP Issued Directives?;
- Queries?;
- Query Comments;
- DPP Directives – Table;
- Court Proceedings To Follow;
- Initiation Document Scanned and Forward To H/O?;
- Departmental Status;
- Departmental Feedback – Table;
- Criminal Status;
- Criminal Feedback – Table;
- Criminal Feedback Convictions – Table;
- Docket Movement History – Table;
- Determine if all selections are correct and valid;
- Are all selections Correct?; and
- Proceed to Capture Court Proceedings or Outcome or Progress\Outcome or Initiate Case Closure.

Business Decision:

DPP Decided To Prosecute?

The Case Worker will be asked if the **DPP Decided to Prosecute** or not by means of a dropdown selection that contains a YES or NO. If the answer is NO, then the **Court Proceedings To Follow** dropdown selection must be set to a NO automatically. If the answer is YES, then the **Court Proceedings To Follow** dropdown selection must be set to a YES automatically.

Has DPP Issued Directives?

The Case Worker will be asked if the **DPP Issued Directives?** or not by means of a dropdown selection that contains a YES or NO. If the answer is YES, then **DPP Decided to Prosecute** field must be set to NO and also hidden and the Court Proceedings To Follow? Field set to a NO.

Queries?

The Case Worker will be asked if there are Queries? or not by means of a dropdown selection that contains a YES or NO. If the answer is YES, then a field to capture the

14. Record Feedback & Decision Taken

query comments must be visible to allow for capturing of the comments, otherwise do not display the query comments.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information at a given point; that this has been captured accordingly. The Case Worker completes the Record Feedback & Decision Taken form.

Supporting Documents

Supporting Documents	Not Applicable
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Information and Data

Information	Information Group: • Provincial Management Group (PH, DI & DDI)
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Business Scenarios

Scenarios

Scenario 1: Record Feedback & Decision Taken and proceed to Capture Court Proceedings & Outcome.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Populate the Record Feedback & Decision Taken with the following fields: Province, Case Control Number, Classification, Date of Registration, Case Status and Recommendation Referred to = DPP;
- DPP Decided To Prosecute?;
- Has DPP Issued Directives?;
- Queries;
- Query Comments;
- DPP Directives – Table;
- Court Proceedings To Follow?;
- Initiation Document Scanned and Forward To H/O?;
- Departmental Status;
- Departmental Feedback – Table;
- Criminal Status;
- Criminal Feedback – Table;
- Criminal Feedback Convictions – Table;
- Docket Movement History – Table;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes; and
- Proceed to Capture Court Proceedings & Outcome.

14. Record Feedback & Decision Taken

Output: User's pending tasks is updated with an additional **task to Capture Court Proceedings & Outcome**.

Scenario 2: Record Feedback & Decision Taken and proceed to Initiate Case Closure.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Populate the Record Feedback & Decision Taken with the following fields: Province, Case Control Number, Classification, Date of Registration, Case Status and Recommendation Referred to = DPP;
- DPP Decided To Prosecute? = No;
- Has DPP Issued Directives? = No;
- Queries? = No;
- Query Comments;
- DPP Directives – Table;
- Court Proceedings To Follow? = No;
- Initiation Document Scanned and Forward To H/O?;
- Departmental Status;
- Departmental Feedback – Table;
- Criminal Status;
- Criminal Feedback – Table;
- Criminal Feedback Convictions – Table;
- Docket Movement History – Table;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes; and
- Proceed to Initiate Case Closure.

Output: User's pending tasks is updated with an additional task **Initiate Case Closure**

Scenario 3: Record Feedback & Decision Taken and proceed to Initiate Case Closure.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

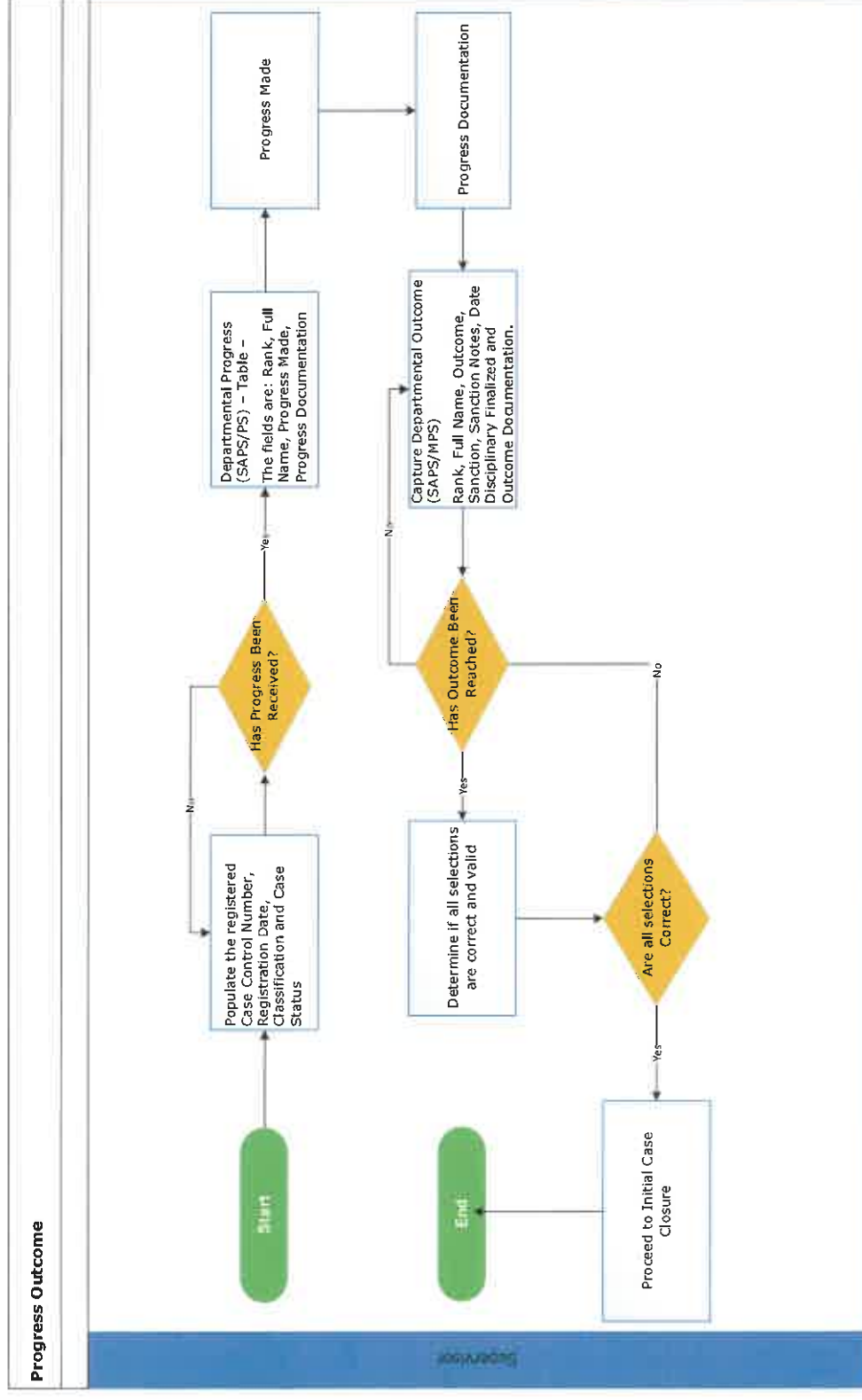
- Populate the Record Feedback & Decision Taken with the following fields: Province, Case Control Number, Classification, Date of Registration, Case Status and Recommendation Referred to = SAPS\MPs;
- DPP Decided To Prosecute?;
- Has DPP Issued Directives?;
- Queries? = No;
- Query Comments;
- DPP Directives – Table;
- Court Proceedings To Follow?;

14. Record Feedback & Decision Taken

- Initiation Document Scanned and Forward To H/O?;
- Departmental Status = Ready for Closure;
- Departmental Feedback – Table;
- Criminal Status;
- Criminal Feedback – Table;
- Criminal Feedback Convictions – Table;
- Docket Movement History – Table;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes; and
- Proceed to Initiate Case Closure.

Output: User's pending tasks is updated with an additional task **Progress\Outcome**

Figure 18: Progress/Outcome



15. Progress / Outcome			
Narrative	This form is used by the Case Worker\Investigator to capture information about all the SAPS/MPS disciplinary proceedings from initiation to the final outcome.		
Diagram Link	Progress / Outcome		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	SAPS/MPS case information where the disciplinary steps process was initiated.	Information on a case where a possible SAPS\MPs disciplinary steps will be taken.	
Results	Outputs	Description	State
	Progress or Outcome from a Departmental recommendation.	Collection of information, that is any progress or outcomes through the disciplinary process and its final outcome.	
Role	Case Worker\Investigator		
Procedure			
Procedure			
Populate the registered Case Control Number, Registration Date, Classification and Case Status			
As the page loads, the case control number, Registration Date, classification and the case status must be displayed at the top of the form.			
Has Progress Been Received?			
The investigator will be asked if the progress on a Departmental recommended case has been received where a disciplinary process was initiated by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up a table (Departmental Progress (SAPS/MPS) - Table) to be used for the capturing further			

15. Progress / Outcome

details about the progress that was received. If the answer is NO, then the system must hide the table.

Capture Departmental Progress (SAPS/MPS)

Departmental Progress (SAPS/MPS) - Table

This is a table containing four (4) fields with information on the Departmental Progress (SAPS/MPS) details. The fields are: Rank, Full Name, Progress Made, Progress Documentation.

Rank

This is the **Rank** of the suspect or Alleged Offender.

Full Name

This is the **Full Name** of the suspect or Alleged Offender.

Progress Made

This field is used for capturing any **Progress Made**.

No.	Progress Made List
1.	Invoked Reg 8-11 (progressive discipline)
2.	Invoked Reg 13 (Precautionary Suspension)
3.	Invoked Reg 12 (Appointment of I.O)
4.	Invoked Reg 6(4) & 14(15)(Appointment of functionaries)
5.	Disciplinary steps not recommended
6.	Request for reviewal
7.	Awaiting/None

Progress Documentation

This field is used for uploading documentation copies of the progress that has already been made concerning the Departmental disciplinary steps.

Has Outcome Been Reached?

The investigator will be asked if the outcome on a Departmental recommended case has been reached where a disciplinary process was initiated by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up a table (Departmental Outcome (SAPS/MPS) - Table) to be used for the capturing further details about the outcome that was reached. If the answer is NO, then the system must hide the table.

15. Progress / Outcome

Capture Departmental Outcome (SAPS/MPS)

Departmental Outcome (SAPS/MPS) - Table

This is a table containing seven (7) fields with information on the Departmental Outcome details. The fields are: Rank, Full Name, Outcome, Sanction, Sanction Notes, Date Disciplinary Finalized and Outcome Documentation.

Rank

This is the **Rank** of the suspect or Alleged Offender.

Full Name

This is the **Full Name** of the suspect or Alleged Offender.

Outcome

This is the outcome of the disciplinary process.

No.	Outcome List
1.	Guilty
2.	Not Guilty
3.	Withdrawn
4.	Corrective Counselling

Sanction

This field is used for capturing the sanction given to the suspect.

No.	Sanction List
1.	Invoked Reg 8-11 (progressive discipline)
2.	Invoked Reg 13 (Precautionary Suspension)
3.	Invoked Reg 12 (Appointment of I.O)
4.	Invoked Reg 6(4) & 14(15)(Appointment of functionaries)
5.	Disciplinary steps not recommended
6.	Request for review
7.	Awaiting/None

15. Progress / Outcome

Sanction Notes

This field is used for capturing the sanction notes accompanying the sanction.

Date Disciplinary Finalized

This field is used for capturing a date when disciplinary process was finalized.

Outcome Documentation

This field is used for uploading documentation copies of the outcome from the disciplinary process.

Determine if all selections are correct and valid

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Initiate Case Closure by the Case Worker\Investigator.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information at a given point; that this has been captured accordingly. The Case Worker\Investigator completes the Progress / Outcome form; and when completing this form, the following information is required and some fields will be auto populated with information from previous forms and some information will not be required:

- Has Progress Been Received?; and
 - Departmental Progress (SAPS/MPS) – Table,
 - Rank, Full Name, Progress Made, Progress Documentation.
- Has Outcome Been Reached?.
 - Departmental Outcome (SAPS/MPS) – Table,
 - Rank, Full Name, Outcome, Sanction, Sanction Notes, Date Disciplinary Finalized, Outcome Documentation.

Proceed to Initial Case Closure

The Case Worker\Investigator submits the Progress / Outcome form once all the information has been correctly captured.

Business Rules and Decisions

Business Rules:

- Populate the registered Case Control Number, Registration Date, Classification and Case Status;
- Has Progress Been Received?;
- Capture Departmental Progress (SAPS/MPS);
- Has Outcome Been Reached?;
- Capture Departmental Outcome (SAPS/MPS);
- Determine if all selections are correct and valid;

15. Progress / Outcome

- Are all selections Correct?; and
- Proceed to Initial Case Closure.

Business Decision:

Has Progress Been Received?

The investigator will be asked if the progress on a Departmental recommended case has been received where a disciplinary process was initiated by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up a table (Departmental Progress (SAPS/MPS) - Table) to be used for the capturing further details about the progress that was received. If the answer is NO, then the system must hide the table.

Has Outcome Been Reached?

The investigator will be asked if the outcome on a Departmental recommended case has been reached where a disciplinary process was initiated by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up a table (Departmental Outcome (SAPS/MPS) - Table) to be used for the capturing further details about the outcome that was reached. If the answer is NO, then the system must hide the table.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information has been captured accordingly. The Case Worker completes Progress \ Outcome form.

Supporting Documents

Supporting Documents

- Progress and Outcome Documentation

Information and Data

Information

Information Group:

- Person with type: Case Worker / Investigator

Business Scenarios

Scenarios

Scenario 1: Progress / Outcome and proceed to Initiate Case Closure

Input process: None

Pre-condition: None

Business Scenarios Sequence:

15. Progress / Outcome

- Populate the registered Case Control Number, Registration Date, Classification and Case Status;
- Has Progress Been Received? = Yes;
- Capture Departmental Progress (SAPS/MPS);
- Has Outcome Been Reached? = Yes;
- Capture Departmental Outcome (SAPS/MPS);
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes; and
- Proceed to Initial Case Closure.

Output: User's pending tasks is updated with an additional task "Initiate Case Closure".

Scenario 2: Progress / Outcome, wait for Outcome to be reached and proceed to Initiate Case Closure

Input process: None

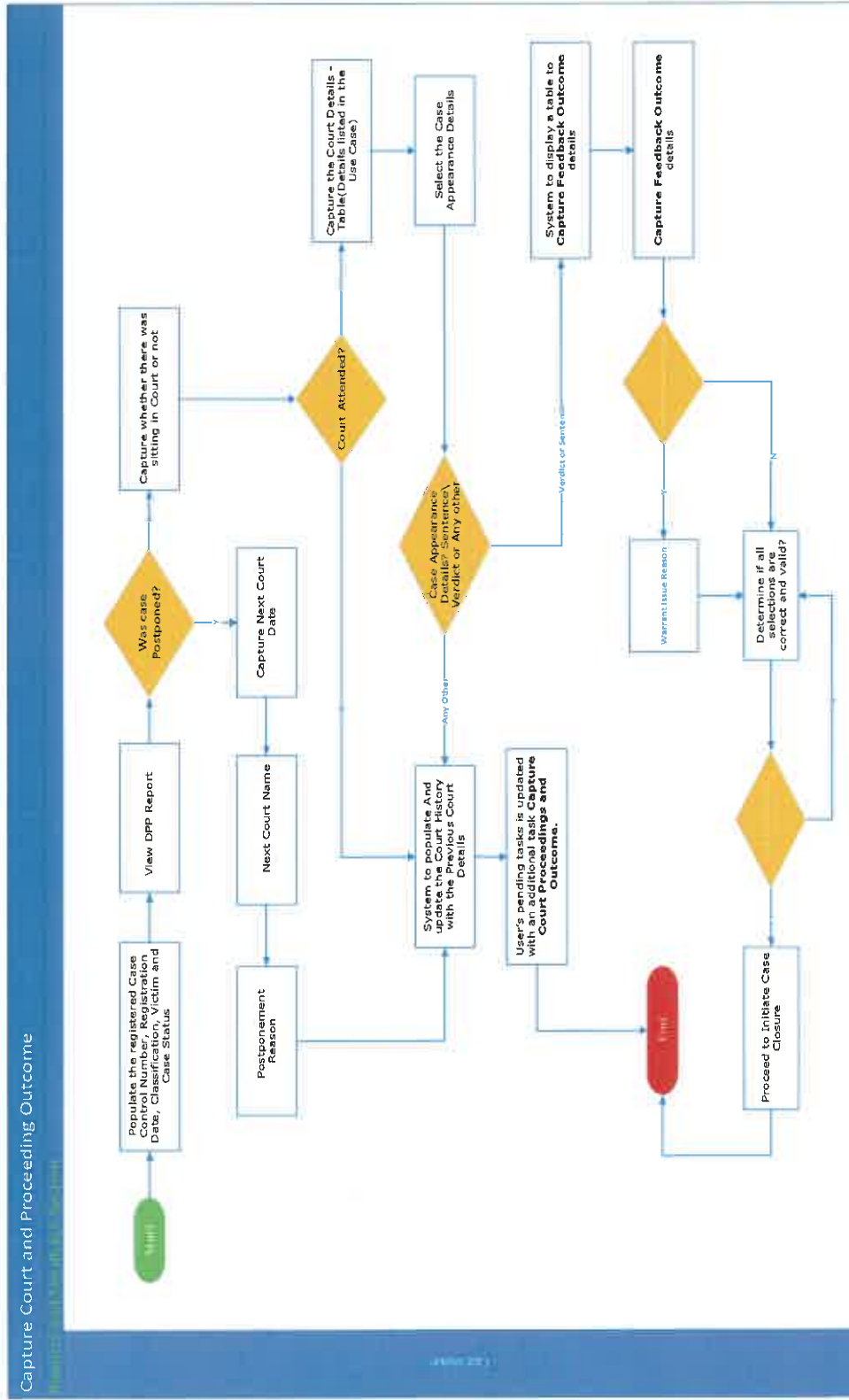
Pre-condition: None

Business Scenarios Sequence:

- Populate the registered Case Control Number, Registration Date, Classification and Case Status;
- Has Progress Been Received? = Yes;
- Capture Departmental Progress (SAPS/MPS);
- Has Outcome Been Reached? = No;
- Determine if all selections are correct and valid;
- Are all selections Correct? = No;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes; and
- Remain on Progress / Outcome until Has Outcome Been Reached? = Yes then proceed to Initial Case Closure.

Output: User's pending tasks is updated with an additional task "Progress / Outcome".

Figure 19: Capture Court Proceedings and Outcome



16. Capture Court Proceedings and Outcome

Narrative	This form is used by the Case Worker\Investigator to capture information about all the court processes and proceedings, decisions and outcomes taken from the first day of court till the final outcome is reached.		
Diagram Link	Capture Court Proceedings and Outcome		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	DPP case information where the court process is triggered.	Information on a case where DPP decided to prosecute.	
Results	Outputs	Description	State
	Court information, dates, decisions and outcomes.	Collection of information, that is decisions and outcomes through the court process and its final outcome.	
Role	Case Worker\Investigator		
Procedure			
Procedure			
Populate the registered Case Control Number, Registration Date, Classification, Victim and Case Status.			
As the page loads, the case control number, Registration Date, classification, victim and the case status must be displayed at the top of the form.			
View DPP Report.			
This field is used for viewing the uploaded report that was sent to the DPP. The link is a result from the Prepare Report form where a report was prepared and went through the stage of approval by the PM Group. and was approved on the Approve Report form.			
Was Case Postponed.			
This field is one of the first few fields in this form when the court process starts. It is used for capturing the information on whether the court was postponed or not by means of a			

16. Capture Court Proceedings and Outcome

dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up three (3) fields asking for the **Next Court Date**, the **Court Name** and the **Postponement Reason** on three (3) separate fields.

Next Court Date

This field is one of the dependents of the result where court was postponed. It is used for capturing the **Next Court Date**.

Next Court Name

This field is one of the dependents of the result where court was postponed. It is used for capturing the **Next Court Name**.

Postponement Reason

This field is one of the dependents of the result where court was postponed. It is used for capturing the court **Postponement Reason**.

System to populate the Court History Previous Court Details

The system must use the previous court details to populate the court History Information and record such information until the court reaches a decision.

Capture Court Details.

Court Details - Table

This is a table containing six (6) fields with information on the court details. The fields are: Alleged Offender, Court Case Number, Current/Previous Court Date, Court Attended, Court Name and the Case Appearance Details.

Alleged Offender

This is the full name of the suspect or **Alleged Offender**.

Court Case Number

This is the *Court Case Number*.

Current/Previous Court Date

This is the *Current or Previous Court Date*.

Court Attended

This field is used for capturing whether **Court** was **Attended** by means of a dropdown selection that contains a YES or NO.

Court Name

This is the **Court Name** where the case proceedings were held.

16. Capture Court Proceedings and Outcome

Case Appearance Details

This field is used for capturing the **Case Appearance Details**.

Court Decision

The Court decision refers to a point where three (3) conditions are met; that is: Was Court Postponed? = No, Court Attended = Yes and Case Appearance Details = Sentence/Verdict. If all these conditions are true, then the system must display a table to be used for **Capture Feedback Outcome details**. Continuous postponements will build-up the Court History up until such a time where court is not postponed and there is a sitting in court.

Capture Court History Information

Court History - Table

This is a table containing twelve (12) fields with information on the court history details. The fields are: Alleged Offender, Court Case Number, Current/Previous Court Date, Court Attended, Court Name, Case Appearance Details, Case postponed, Postponement Reason, Warrant Issued, Warrant Issued Reason, Next Court Date and Next Court Name. **If there is no history, this table must remain hidden until the first court sitting or postponement.**

- Alleged Offender;
This is the full name of the suspect or **Alleged Offender**.
- Court Case Number;
This is the **Court Case Number**.
- Current/Previous Court Date; and
This is the **Current or Previous Court Date**.
- Court Attended.
This field is used for capturing whether court was attended by means of a dropdown selection that contains a YES or NO.

Court Name

This is the **Court Name** where the case proceedings were held.

Case Appearance Details

This field is used for capturing the **Case Appearance Details**.

Case postponed

This field is used for capturing whether **Case postponed** by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up a field asking for the **Postponement Reason** to be captured:

16. Capture Court Proceedings and Outcome

- **Postponement Reason**

This field is one of the dependants of the result where court was postponed. It is used for capturing the court **Postponement Reason**.

Warrant Issued

This field is used for capturing whether a **Warrant Issued** by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up three (3) fields asking for the **Warrant Issued Reason** to be captured.

- **Warrant Issued Reason**

This field is used for capturing the **Warrant Issued Reason**.

- **Next Court Date**

This is the **Next Court Date**.

- **Next Court Name**

This is the **Next Court Name** where the case proceedings will be held.

Capture Feedback Outcome Information

Capture Feedback Outcome Details - Table

This is a table containing fourteen (14) fields with information on the court details. The fields are: Outcome Number, Rank, First Name, Last Name, Acquitted? Jail Sentence? Jail Sentence Duration (Months), Suspended? Suspension Duration (Months), Fined? Fine Amount, Fine Description, Date Feedback Received, Outcome Documentation and Notes.

The visibility or displaying of this table is dependent on three key fields, namely: Was Case Postponed = **No**, Court Attended = **Yes** and Case Appearance Details = (**Sentence or Verdict**) when capturing the Court Details by the Case Worker/Investigator.

- **Rank;**

This is the **Rank** of the suspect or Alleged Offender

- **First Name;**

This is the First Name of the suspect or Alleged Offender

- **Last Name;**

This is the **Last Name** of the suspect or Alleged Offender

- **Acquitted?;**

This field is used for capturing whether the suspect or Alleged Offender was acquitted or not by means of a dropdown selection that contains a YES or NO.

- **Jail Sentence?;**

This field is used for capturing whether the suspect or Alleged Offender was given a jail sentence or not by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up a field asking for the **Jail Sentence Duration (Months)** to be captured.

- **Jail Sentence Duration (Months).**

16. Capture Court Proceedings and Outcome

This is the Jail Sentence in Months(Number).

- **Suspended?**

This field is used for capturing whether there was suspension on the jail sentence that was given to the suspect or Alleged Offender by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up a field asking for the **Suspension Duration** (Months) to be captured.

- **Suspension Duration (Months).**

This is the Suspension Duration in Months(Number).

- **Fined?**

This field is used for capturing whether there was Fine as part of the sentence that was given to the suspect or Alleged Offender by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up two (2) fields asking for the **Fine Amount** and the **Fine Description** to be captured.

- **Fine Amount; and**

This is the Fine Amount (Number).

- **Fine Description.**

This is the description of the Fine.

Date Feedback Received

This field is used for capturing a date when Feedback Received.

Outcome Documentation

This field is used for uploading documentation copies of the outcome from the courts.

Notes

This field is used for capturing notes on the case.

Was Warrant Issued

This field is used for capturing whether a **Warrant Issued** by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up three (3) fields asking for the **Warrant Issued Reason** to be captured.

Warrant Issued Reason

This field is used for capturing the **Warrant Issued Reason**.

Determine if all selections are correct and valid

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the form to Proceed to Initiate Case Closure by the Case Worker/Investigator.

Are all selections Correct?

16. Capture Court Proceedings and Outcome

This is a validation check by the system that verifies if all the *required* and *non-required* information at a given point; that this has been captured accordingly. The Case Worker/Investigator completes the Capture Court Proceedings and Outcome form; and when completing this form, the following information is required and some fields will be auto populated with information from previous forms and some information will not be required:

- View DPP Report;
- Complaint ID;
- Court History – Table;
- Alleged Offender, Court Case Number, Current/Previous Court Date, Court Attended, Court Name, Case Appearance Details, Case postponed, Postponement Reason, Warrant Issued, Warrant Issued Reason, Next Court Date and Next Court Name;
- Was Case Postponed*;
- Next Court Date;
- Next Court Name;
- Postponement Reason;
- Court Details – Table;
- Alleged Offender, Court Case Number, Current/Previous Court Date, Court Attended, Court Name and the Case Appearance Details;
- Capture Feedback Outcome Details – Table;
- Rank, First Name, Last Name, Acquitted? Jail Sentence? Jail Sentence Duration (Months), Suspended? Suspension Duration (Months), Fined?, Fine Amount, Fine Description, Date Feedback Received, Outcome Documentation and Notes;
- Was Warrant Issued; and
- Warrant Issued Reason.

Proceed to Initial Case Closure

The Case Worker/Investigator submits the Capture Court Dates form once all the information has been correctly captured.

Business Rules and Decisions

Business Rules:

- Populate the registered Case Control Number, Registration Date, Classification, Victim and Case Status;
- View DPP Report;
- Was Court Postponed?;
- Select the Next Court Date, Court Name, Postponement Reason;
- Capture Court Details;
- System to populate the Court History Previous Court Details;
- Court Decision;
- Then system to display Capture Feedback Outcome table to be captured;

16. Capture Court Proceedings and Outcome

- Was Warrant Issued; and
- Warrant Issue Reason:
 - Determine if all selections are correct and valid,
 - Are all selections Correct?, and
 - Proceed to Initiate Case Closure.

Business Decision:

Was Court Postponed?

This field is one of the first few fields in this form when the court process starts. It is used for capturing the information on whether the court was postponed or not by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up three (3) fields asking for the **Next Court Date**, the **Court Name** and the **Postponement Reason** on three (3) separate fields. If No, the system will rely on the information being captured in order to display other information that will be required like the capture feedback outcome.

Court Decision

The Court decision refers to a point where three (3) conditions are met; that is: Was Court Postponed? = No, Court Attended = Yes and Case Appearance Details = Sentence\Verdict. If all these conditions are true, then the system must display a table to be used for **Capture Feedback Outcome** details. Continuous postponements will build-up the Court History up until such a time where court is not postponed and there is a sitting in court.

Was Warrant Issued?

This field is used for capturing whether a **Warrant Issued** by means of a dropdown selection that contains a YES or NO. If the answer is YES, then the system will pop up three (3) fields asking for the **Warrant Issued Reason** to be captured.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information has been captured accordingly. The Case Worker completes Capture Court Proceedings and Outcome form.

Supporting Documents

Supporting Documents

- Scanned Uploads on the e-Docket on the relevant clip(e.g. A-Clip)

Information and Data

Information

Information Group:

- Person with type: Provincial Management

Business Scenarios

16. Capture Court Proceedings and Outcome

Scenarios

Scenario 1: Capture Court Proceedings & Outcome and proceed to Initiate Case Closure.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Populate the registered Case Control Number, Registration Date, Classification, Victim and Case Status;
- View DPP Report;
- Was Court Postponed? = No;
- Select the Next Court Date, Court Name, Postponement Reason;
- Capture Court Details;
- System to populate the Court History Previous Court Details;
- Court Decision = Sentence;
- Then system to display Capture Feedback Outcome table to be captured;
- Was Warrant Issued = Yes;
- Warrant Issue Reason;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes; and
- Proceed to Initiate Case Closure.

Output: User's pending tasks is updated with an additional task "Initiate Case Closure"

Scenario 2: Capture Court Proceedings & Outcome, make corrections and proceed to proceed to Initiate Case Closure.

Input process: None

Pre-condition: None

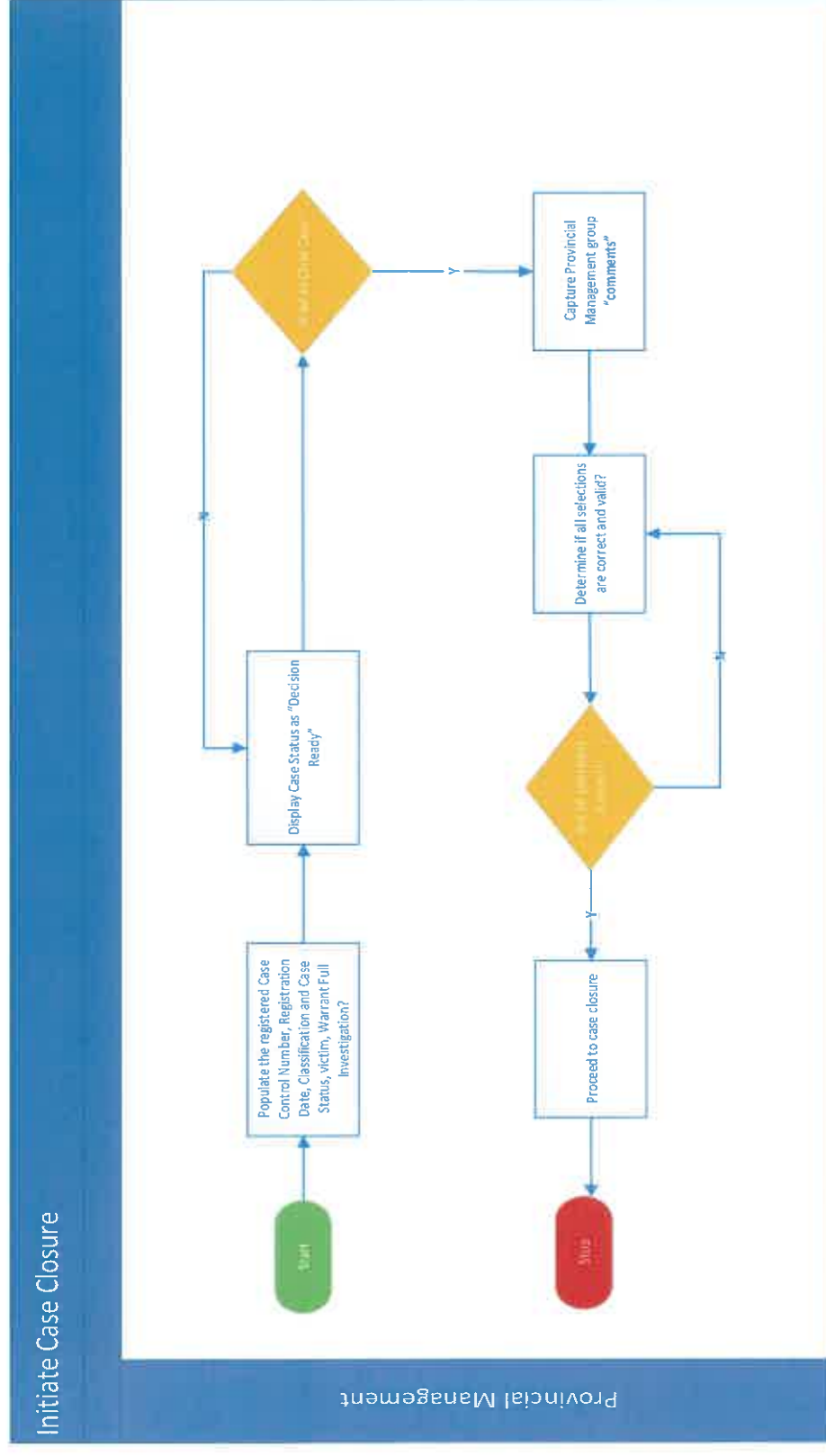
Business Scenarios Sequence:

- Populate the registered Case Control Number, Registration Date, Classification, Victim and Case Status;
- View DPP Report;
- Was Court Postponed? = Yes;
- Select the Next Court Date, Court Name, Postponement Reason;
- Capture Court Details;
- System to populate the Court History Previous Court Details;
- Court Decision = Further Investigation;
- Then system to display Capture Feedback Outcome table to be captured;
- Was Warrant Issued = No;
- Warrant Issue Reason;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes; and
- Process to remain on Capture Court Proceedings and Outcome.

16. Capture Court Proceedings and Outcome

Output: User's pending tasks is updated with an additional task **"Capture Court Proceedings and Outcome"**.

Figure 20: Initiate Case Closure



17. Initiate Case Closure

Narrative	This form is used by the Case Worker to capture information that required on the Initiate Case Closure form.		
Diagram Link	Initiate Case Closure		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	None	Initiation of Closure by the Case Worker.	
Results	Outputs	Description	State
	Case closure initiation information.	Collection of information required when a case is about to be closed.	
Role	Case Worker		
Procedure			
Procedure			

Populate the Province, Case Control Number, Case Status, Classification, Complainant\Victim, Date of Registration, Date of Allocation, Date of Completion.

As the page loads, the system must pre-populate the following information: Province, Case Control Number, Case Status, Classification, Complainant\Victim, Date of Registration, Date of Allocation, Date of Completion and must be displayed at the top of the from - Initiate Closure Form.

Entity Information

Departmental Information Details - Table

This is a table containing three (3) fields with information on the feedback from SAPS & MPS. The fields are: Referred Date, Feedback Date and Outcome Date.

Referred Date

This is a date on which the matter was referred to SAPS or MPS.

Feedback Date

This is a date on which feedback from SAPS or MPS was received.

17. Initiate Case Closure

Outcome Date

This is a date on which outcome from SAPS or MPS was reached.

Criminal Information Details - Table

This is a table containing three (3) fields with information on the feedback from DPP. The fields are: Referred Date, Feedback Date and Outcome Date,

Referred Date

This is a date on which the matter was referred to DPP/Court.

Feedback Date

This is a date on which feedback from DPP/Court was received.

Outcome Date

This is a date on which outcome from DPP/Court was reached.

Closure Reason

The Case Worker will be asked to capture the closure reason by making a selection from a dropdown that contains a list of options.

Institution Case Referred To

The system will ask the case worker to input the institution where the case was referred to if applicable.

Closure Comments

The Case Worker will be asked to capture the closure comment on free text field provided.

Uploaded Documents Confirmation Acknowledgement

The Case Worker will be asked to Acknowledge if all documents (Including DPP/Court Outcome on Docket Cover, SAP/MPS Outcome, Copy of Docket Cover with Decision to close made by Provincial Management) have been uploaded or not by means of a dropdown selection that contains a YES or NO.

Initiate Closure without Criminal Referral(DPP) Acknowledgement

The Case Worker will be asked to Acknowledge if the matter is being closed without the Criminal Referral(DPP) or not by means of a dropdown selection that contains a YES or NO.

Determine if all selections are correct and valid

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the user proceed with the activity of closing a case.

17. Initiate Case Closure

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information at a given point; that this has been captured accordingly. Case Worker completes the Initiate Case Closure form; and when completing this form, the following information is required and some fields will be auto populated with information from previous forms and some information will not be required:

- Departmental Information;
 - Referred Date,
 - Feedback Date, and
 - Outcome Date.
- Criminal Information;
 - Referred Date,
 - Feedback Date, and
 - Outcome Date.
- Institution Case Referred To;
- Closure Comments;
- Uploaded Documents Confirmation Acknowledgement; and
- Initiate Closure without Criminal Referral(DPP) Acknowledgement.

Proceed to Closure of Case

The Case Worker submits the Initiate Case Closure form once all the information has been correctly captured.

Business Rules and Decisions

Business Rules:

- Populate the Province, Case Control Number, Case Status, Classification, Complainant/Victim, Date of Registration, Date of Allocation, Date of Completion;
- Entity Information (DPP, SAPS or MPS);
- Closure Reason;
- Institution Case Referred To;
- Closure Comments;
- Uploaded Documents Confirmation Acknowledgement;
- Initiate Closure without Criminal Referral(DPP) Acknowledgement;
- Determine if all selections are correct and valid ;
- Are all selections Correct?; and
- Proceed to Closure of Case.

Business Decision:

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information at a given point; that this has been captured accordingly. Case Worker completes the Initiate Case Closure form.

Supporting Documents

17. Initiate Case Closure

Supporting Documents

Not Applicable

Information and Data

Information

Information Group:

- Case Worker

Business Scenarios

Scenarios

Scenario 1: Initiate Case Closure and proceed to Closure of Case.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Populate the Province, Case Control Number, Case Status, Classification, Complainant/Victim, Date of Registration, Date of Allocation, Date of Completion;
- Entity Information (DPP, SAPS or MPS);
- Closure Reason = Reason Selected;
- Institution Case Referred To;
- Closure Comments = Comments Included;
- Uploaded Documents Confirmation Acknowledgement = Yes;
- Initiate Closure without Criminal Referral(DPP) Acknowledgement = Yes;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes; and
- Proceed to Closure of Case.

Output: User's pending tasks is updated with a new task **Closure of Case.**

Scenario 2: Initiate Case Closure, make corrections and proceed to Closure of Case.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

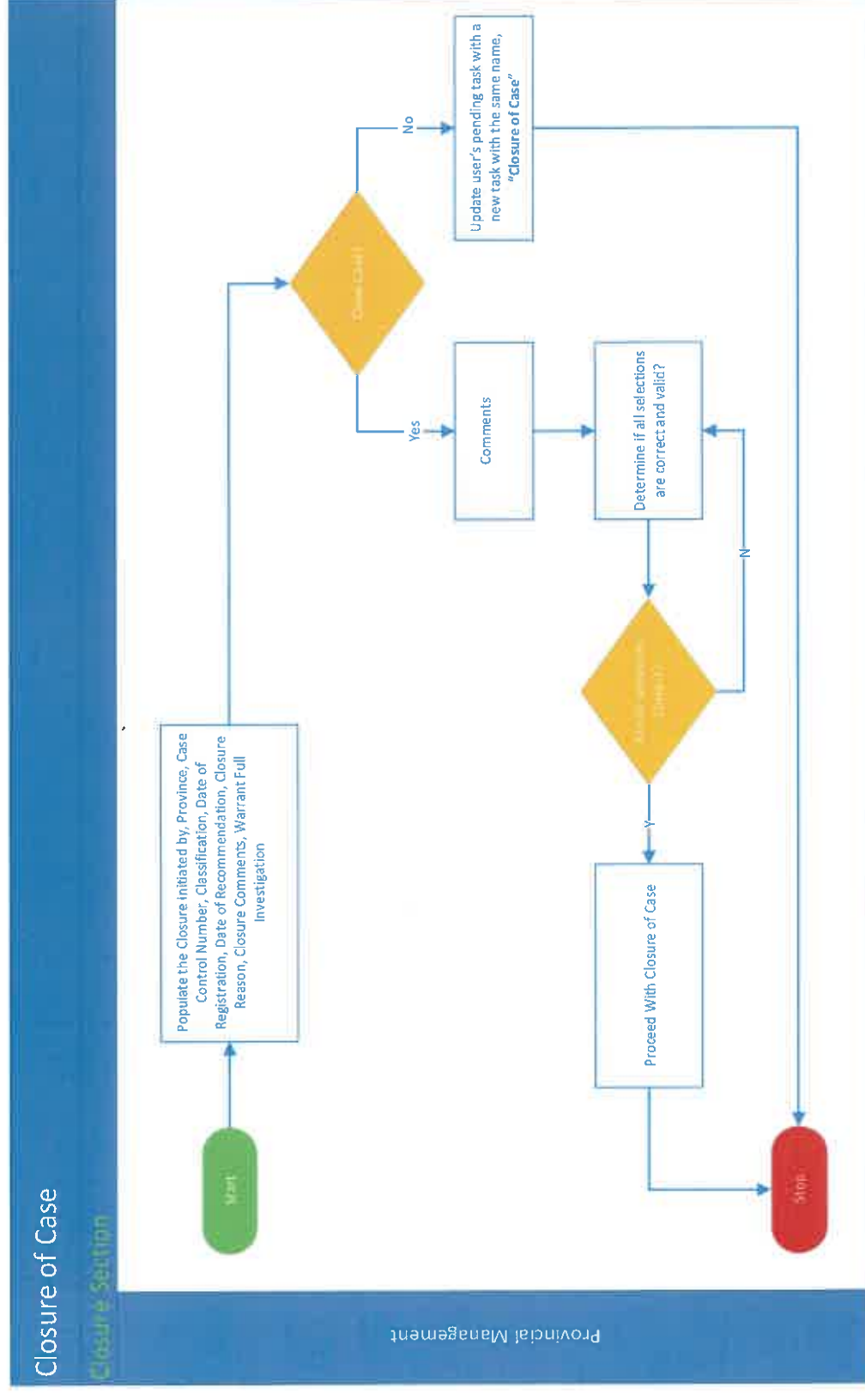
- Populate the Province, Case Control Number, Case Status, Classification, Complainant/Victim, Date of Registration, Date of Allocation, Date of Completion;
- Entity Information (DPP, SAPS or MPS);
- Closure Reason = Reason NOT Selected;
- Institution Case Referred To;
- Closure Comments = Comments Included;
- Uploaded Documents Confirmation Acknowledgement = Yes;
- Initiate Closure without Criminal Referral(DPP) Acknowledgement = Yes;
- Determine if all selections are correct and valid;

17. Initiate Case Closure

- Are all selections Correct? = No;
- Closure Reason = Reason Selected;
- Determine if all selections are correct and valid; and
- Proceed to Closure of Case.

Output: User's pending tasks is updated with a new task **Closure of Case**.

Figure 21: Closure of Case



18. Closure of Case

Narrative	This form is used by the Provincial Management Group (PH, DI & DDI) to capture information that concludes the life span of a case. The details about all the decisions & outcomes will be noted as part of the information collected when a case is closed.		
Diagram Link	Closure of Case		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	None	Closure confirmation by Provincial Management Group (PH, DI & DDI).	Decision Ready
Results	Outputs	Description	State
	A closed case.	Collection of information, when a case is closed.	Closed
Role	Provincial Management Group (PH, DI & DDI)		
Procedure			
Procedure			

Populate the Closure Initiated by, Province, Case Control Number, Classification, Date of Registration, Date of Recommendation, Closure Reason, Closure Comments, Warrant Full Investigation.

As the page loads, the closure initiated by, province, case control number, classification, date of registration, date of recommendation, closure reason, closure comments, warrant full investigation, must be displayed at the top of the form populate from Initiate Closure Form and other Forms.

Close Case?

The Provincial Management Group (PH, DI & DDI) will be asked if the case must be closed or not by means of a dropdown selection that contains a YES or NO. If the answer is NO, then the case will remain in its current state of being Decision Ready and remain open until the answer changes to YES.

18. Closure of Case

Comments

This field is used for capturing the Provincial Management Group (PH, DI & DDI) comments upon closing a case.

Determine if all selections are correct and valid

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the user proceed with the activity of closing a case.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information at a given point; that this has been captured accordingly. The Provincial Management Group (PH, DI & DDI) completes the Closure of Case form; and when completing this form, the following information is required and some fields will be auto populated with information from previous forms and some information will not be required:

- Close Case?, and
- Comments.

Proceed with Case Closure

The Provincial Management Group (PH, DI & DDI) submits the Closure of Case form once all the information has been correctly captured.

Business Rules and Decisions

Business Rules:

- Close Case?;
- Populate from Initiate Closure Form and other Forms;
- Close Case?; and
- Comments:
 - Determine if all selections are correct and valid,
 - Are all selections Correct?, and
 - Proceed with Case Closure.

Business Decision:

Close Case?

The Provincial Management Group (PH, DI & DDI) will be asked if the case must be closed or not by means of a dropdown selection that contains a YES or NO. If the answer is NO, then the case will remain in its current state of being Decision Ready and remain open until the answer changes to YES.

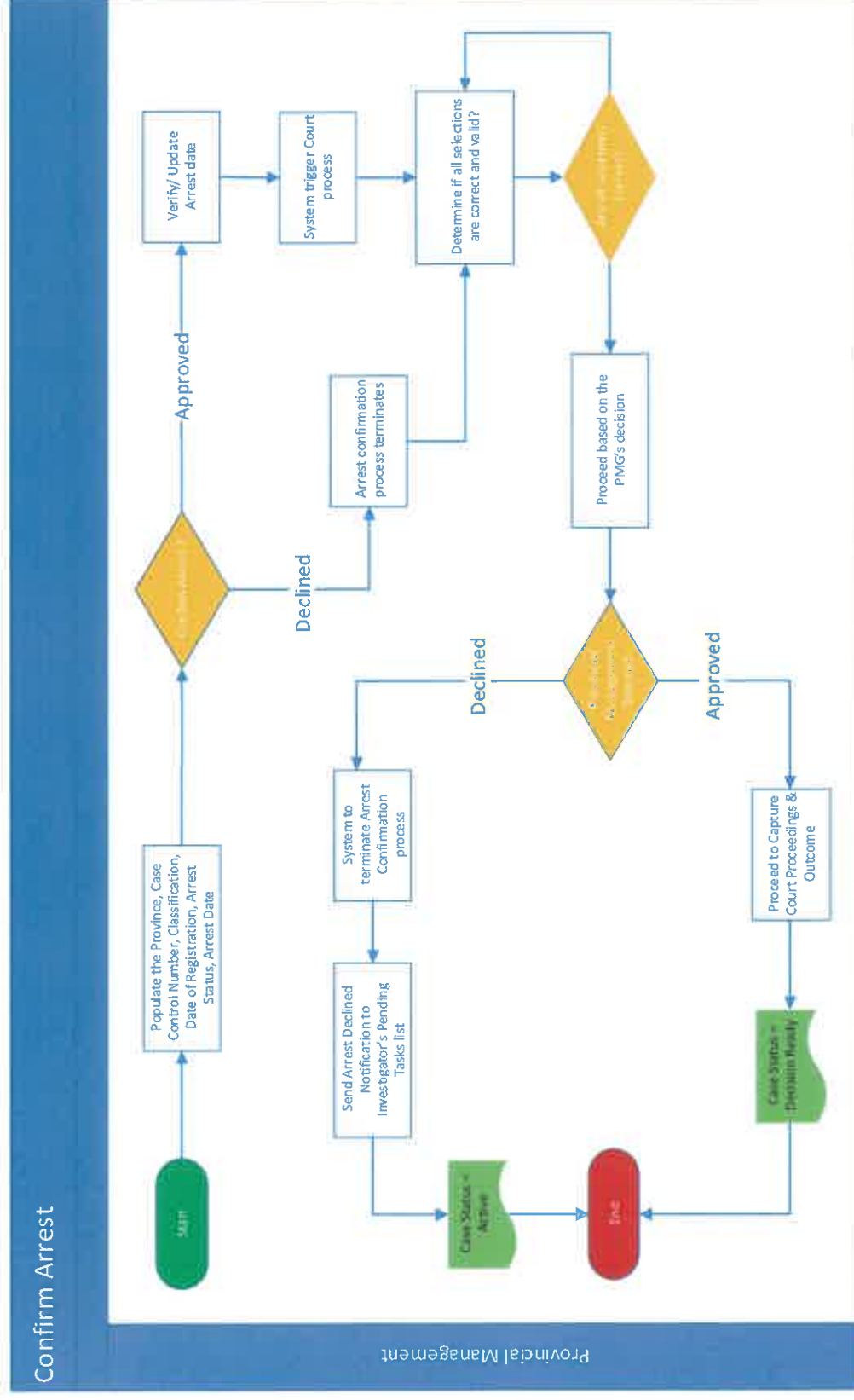
Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information at a given point; that this has been captured accordingly. The Provincial Management Group (PH, DI & DDI) completes the Closure of Case form;

Supporting Documents

18. Closure of Case	
Supporting Documents	Not Applicable
Information and Data	
Information	Information Group: Provincial Management Group (PH, DI & DDI)
Business Scenarios	
Scenarios	
<u>Scenario 1: Closure of Case and proceed with Case Closure.</u>	
Input process: None	
Pre-condition: None	
Business Scenarios Sequence:	
- Close Case?; - Populate from Initiate Closure Form and other Forms; - Close Case? = Yes; - Comments; - Determine if all selections are correct and valid; - Are all selections Correct? = Yes; and - Proceed with Case Closure.	
Output: A case is closed and the matter has been finalized.	
<u>Scenario 2: Closure of Case, wait for closure confirmation to be a YES and proceed with Case Closure.</u>	
Input process: None	
Pre-condition: None	
Business Scenarios Sequence:	
- Populate from Initiate Closure Form and other Forms; - Close Case? = Yes; - Comments; - Determine if all selections are correct and valid; - Are all selections Correct? = Yes; and - Remain on Closure of Case until confirmed by PMG where Close Case? = Yes then proceed with Case Closure.	
Output: User's pending tasks is updated with an additional task Closure of Case.	

Figure 22: Confirm Arrest



19. Confirm Arrest

Narrative	This form is used by the Provincial Management Group (PH, DI & DDI) to confirm the arrest details whereby a suspect was arrested before a stage where a case becomes court ready or decision ready. This will be triggered by a flag during registration process where a case worker\Complaints Registrar\Investigator answers with a yes that there was an arrest of(a) suspect(s).
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Diagram Link	Confirm Arrest
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Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.
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Pre-Requisites	Inputs	Description	State
	Immediate arrest flag during registration	Arrest confirmation by Provincial Management Group (PH, DI & DDI).	Active

Results	Outputs	Description	State
	A court ready\Decision Ready case.	Collection of information when there is a confirmation of an arrest.	Decision Ready

Role	Provincial Management Group (PH, DI & DDI)
-------------	--

Procedure

Procedure

Populate the Province, Case Control Number, Classification, Date of Registration, Arrest Status, Arrest Date

As the page loads, the province, case control number, classification, date of registration, arrest status and arrest date must be displayed at the top of the form populate from Form and other Forms.

Confirm Arrest?

The Provincial Management Group (PH, DI & DDI) will be asked to confirm the arrest that was flagged during registration by means of a dropdown selection that contains Approved or Declined. If the answer is Declined, then the arrest confirmation process will terminate with an acknowledgement notification form "**Arrest Declined Notification**" that will be sent back to the investigator pending tasks. If the answer is Approved, then the status of the case will change from being **Active to Decision Ready** and the court process will also

19. Confirm Arrest

be triggered, therefore the investigator's pending tasks will be updated with new task **"Capture Court Proceedings & Outcome"**.

Arrest Date

This field is used for confirming/capturing the arrest date. If the selected answer is **Approved** on Confirm Arrest, then allow the Provincial Management to verify and/or update the arrest date, as per the contents on Page 5 of the SAPS case docket.

Determine if all selections are correct and valid

The recorded information is validated according to the business rules as defined in the section 'Business Rules' below. If the mandatory fields are not correctly filled, the system will not allow the user proceed with the activity to confirm arrest.

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information at a given point; that this has been captured accordingly. The Provincial Management Group (PH, DI & DDI) completes the Confirm Arrest form; and when completing this form, the following information is required and some fields will be auto populated with information from previous forms and some information will not be required:

- Confirm Arrest?; and
- Arrest Date.

Proceed to Capture Court Proceedings & Outcome

The Provincial Management Group (PH, DI & DDI) submits the Confirm Arrest and Proceed to Capture Court Proceedings & Outcome form once all the information has been correctly captured.

Business Rules and Decisions

Business Rules:

- Populate the Province, Case Control Number, Classification, Date of Registration, Arrest Status, Arrest Date;
- Confirm Arrest?;
- Arrest Date;
- Determine if all selections are correct and valid;
- Are all selections Correct?; and
- Proceed to Capture Court Proceedings & Outcome.

Business Decision:

Confirm Arrest?

The Provincial Management Group (PH, DI & DDI) will be asked to confirm the arrest that was flagged during registration by means of a dropdown selection that contains Approved or Declined. If the answer is Declined, then the arrest confirmation process will terminate with an acknowledgement notification form **"Arrest Declined Notification"** that will be sent back to the investigator pending tasks. If the answer is Approved, then the status of the case will change from being **Active** to **Decision Ready** and the court process will also

19. Confirm Arrest

be triggered, therefore the investigator's pending tasks will be updated with new task "Capture Court Proceedings & Outcome".

Are all selections Correct?

This is a validation check by the system that verifies if all the required and non-required information at a given point; that this has been captured accordingly. The Provincial Management Group (PH, DI & DDI) completes the Confirm Arrest form.

Supporting Documents

Supporting Documents

- SAPS Case Docket (Page 5)

Information and Data

Information

Information Group:

- Provincial Management Group (PH, DI & DDI)

Business Scenarios

Scenarios

Scenario 1: Confirm Arrest and Proceed to Capture Court Proceedings & Outcome form.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

- Populate the Province, Case Control Number, Classification, Date of Registration, Arrest Status, Arrest Date;
- Confirm Arrest? = Approved;
- Arrest Date = 08 January 2022;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes; and
- Proceed to Capture Court Proceedings & Outcome.

Output: The status of the case is Decision Ready and the court process will also be triggered.

Scenario 2: Confirm Arrest and Proceed to the Arrest Declined Notification form.

Input process: None

Pre-condition: None

Business Scenarios Sequence:

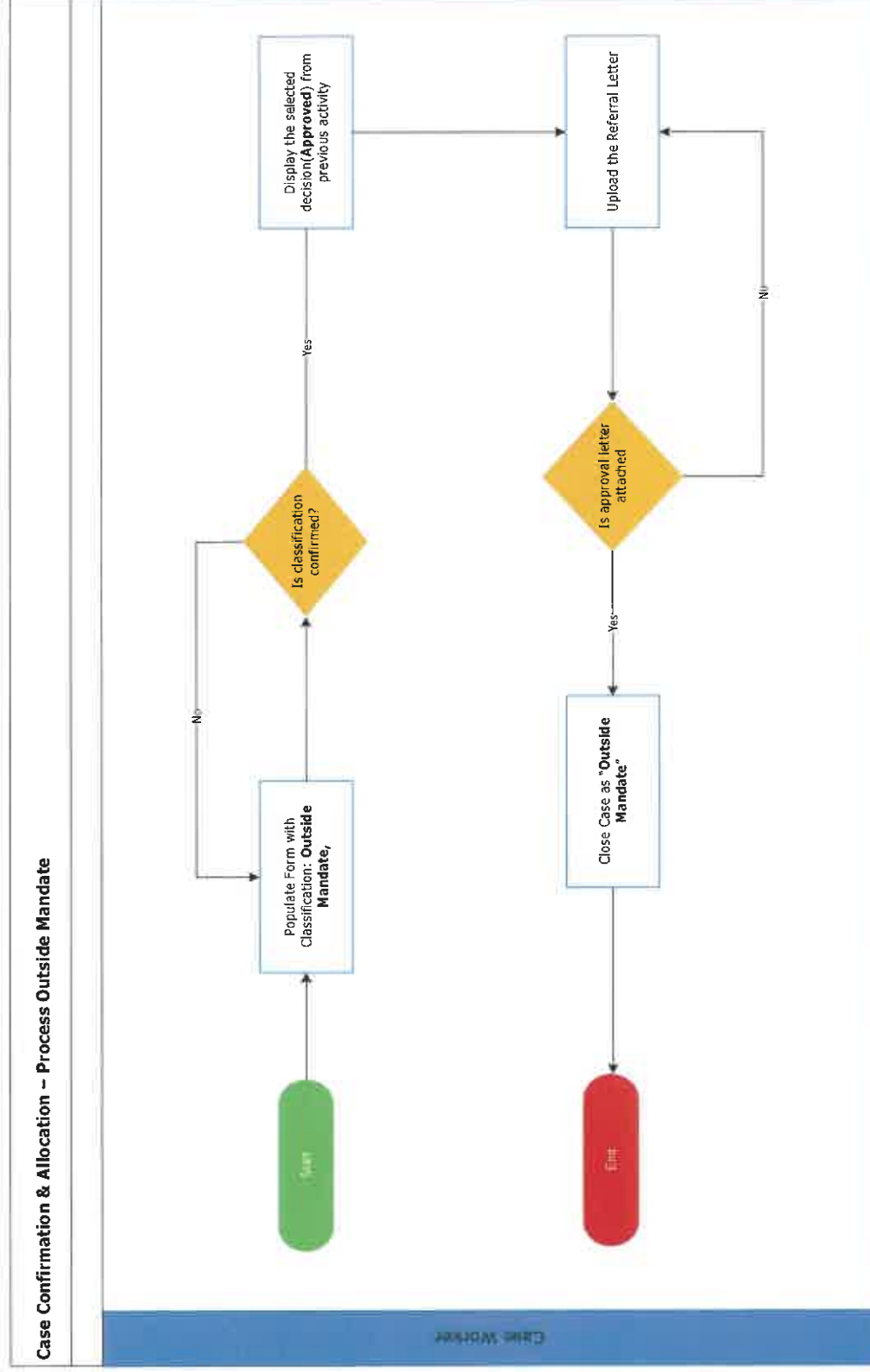
- Populate the Province, Case Control Number, Classification, Date of Registration, Arrest Status, Arrest Date;

19. Confirm Arrest

- Confirm Arrest? = Declined;
- Arrest Date = Not required;
- Determine if all selections are correct and valid;
- Are all selections Correct? = Yes; and
- Proceed to Arrest Declined Notification form.

Output: User's pending tasks is updated with an additional task **Arrest Declined Notification**.

Figure 23: Case Confirmation and Allocation - Process Outside



20. Case Confirmation and Allocation – Process Outside Mandate

Narrative	This form is part of Case Confirmation and Allocation. In this section, a provincial group called the Case Intake Committee or the CIC, confirms cases that are Outside Mandate.		
Diagram Link	Investigative Journal Task List – Case Allocation		
Legislation Link	• IPID Act 1 of 2011; • Standard Operating Procedures (SOPs); • Protection of Personal Information Act 4 of 2013; • Information Security Policy; • PAIA; • Electronic Communication and Transaction Act; • User Access Management Policy; and • Information Technology Security Policy.		
Pre-Requisites	Inputs	Description	State
	Case Classification details		
Results	Outputs	Description	State
	Collection of Case allocation details.	The case section is allocates the Investigator, Supervisor, PH, DI and DDI.	
Role	CIC, Supervisors or assigned group		
Procedure			
Procedure			
Populate Form with Classification: Outside Mandate.			
As the page loads, the Case Control Number, Case Status, Case Section, Incident Code, Incident Sub Code and the Complaint Description must be displayed as it was captured on Registration Part 1 of 4. This also allows CIC, Supervisor to any assigned group to change this field should case information change. If the classification is Outside Mandate this will be referred for Approval by the CIC, to confirm that classification is outside IPID mandate.			
Display the selected decision(Approved) from previous activity.			
The case worker/ CIC supervisor must select the “Outside mandate” from the case confirmation section of the case, so the decision activity can state “approved” for case to be confirmed as Outside mandate.			

20. Case Confirmation and Allocation – Process Outside Mandate

Current classification

This is a classification that the case was on and now can be changed depending if it's within investigations mandate or not.

Is Current classification approved?

In this section the case classification would be confirmed as approved to be outside IPID's mandate of investigations.

Is Current classification approved?

This is a function to check if the approval letter is signed and attached on the upload field.

Upload the Referral Letter

The case worker will upload the referral letter as approved by the CIC supervisor confirming that the case is outside IPID mandate.

Determine Completeness and Correctness

The system will validate and check if all sections were filled, selected and completed correctly before a case can be referred to Provincial Management for approval.

End process Outside Mandate

The case notification will be sent to complainant and the case will be closed on the system.

The Case Intake Committee(CIC), Supervisors or assigned group submits the Investigative Journal Task List – Case Allocation form once all the information has been correctly captured.

Business Rules and Decisions

Business Rules:

- View/Select the confirmed classification, Incident Code & Incident Sub code;
- Is Classification = 28.1 h?;
- View/Select and display the uploaded Approval Memo from the ED as a link;
- Assign Case Worker, Supervisor and Provincial Management;
- Is Case within Mandate?;
- Issue Directives, Journal Entries & Select the Brought Forward Date;
- Complete Allocation details;
- Determine Allocation Completeness and Correctness;
- Is Allocation Complete and Correct; and
- Proceed to Print Registration Form.

20. Case Confirmation and Allocation – Process Outside Mandate

Business Decision:

Is case classification approved?

The supervisor would confirm and approve that the classification of the case falls outside IPID mandate after consultation with management.

Is Allocation Complete and Correct?

This is a validation check that all the required and non-required information has been captured accordingly.

Supporting Documents

Supporting Documents

Not Applicable

Information and Data

Information

Information Group:

- Person with type: Case Worker
- Case Intake Committee(CIC)
- Supervisors
- Or Assigned group to work on case

Business Scenarios

Scenarios

Scenario 1: Case Confirmation and allocation – Process Outside Mandate and proceed to End of process.

Input process: Signed Approval Memo by Supervisor

Pre-condition: None

Business Scenarios Sequence:

- Populate Form with Classification: Outside Mandate;
- Display the selected decision(Approved) from previous activity;
- Current classification;
- Is Current classification approved? = Yes;
- Is Current classification approved? = Yes;
- Upload the Referral Letter;
- Determine Completeness and Correctness; and
- End process Outside Mandate.

20. Case Confirmation and Allocation – Process Outside Mandate

Output: User's pending tasks is updated with an additional task "End of process".

Scenario 2: Case Confirmation and allocation – Process Outside Mandate and proceed to End of process.

Input process: Signed Approval Memo by Supervisor

Pre-condition: None

Business Scenarios Sequence:

- Populate Form with Classification: Outside Mandate;
- Display the selected decision(Approved) from previous activity;
- Current classification;
- Is Current classification approved? = "Yes";
- Is Current classification approved? = "No";
- Upload the Referral Letter;
- Is Current classification approved? = "Yes";
- Upload the Referral Letter;
- Determine Completeness and Correctness; and
- End process Outside Mandate.

Output: User's pending tasks is updated with an additional task "End of process".

8.8 Non-Functional Requirement Specification: Case Management System

8.8.1 Solution Development Technologies

#	Requirement Description
1	The solution must be developed in Microsoft technologies, and /or any other modern technologies with skills that are widely available in the market that allows: • Managed Code (Debugging); • Source control (Code Versioning); • MS SQL Server (Data Storage); and • Physical Files (Case Uploads).

8.8.2 Reporting

#	Requirement Description
1	Solution should have the capability for produce daily, weekly, monthly, quarterly and annual reports for management purpose. The following are the examples of vital reports IPID utilized, but not limited to: • Availability of dashboards with minimal information display but critical and informative for decision making by management; • Summary of Cases Report; • Contains a summary of all cases depending on the criteria specified by the user; • PDM Cases Report; • All decision ready cases for the financial year and previous years either ready for closure or with queries from stakeholders; • Intake Cases Report; • All intake for the current FY; • Active Cases Report; • All active cases for the FY and other previous years; • Decision Ready Cases Report; • All decision ready cases for the FY;

	• Closed Cases Report; • All closed cases for the FY; • Full Report; All above reports in one document(excel); • Referral Case Report; All cases referred to external stakeholder for a decision. • Technical Reports; All cases referred to external stakeholder for a decision. • SOPs Registers; All registers in use within the Department.
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8.8.3 Technical Reports

	Requirement Description
1	Post Mortem Reports
2	DNA Results
3	Vehicle Registrations Reports
4	In vehicle camera feed & recordings
5	Ballistics Reports
6	Biometrics
7	Section 205s
8	Financial Statements

8.8.4 Notifications

#	Requirement Description
1	The system must allow for use of different type of notification alerts, reminders to communicate with investigators, complainants and other stakeholder: • E-Mail; and • SMS.

	These will be used for court date reminders, decisions taken by stakeholder, updates to victims or Next of Kin, cases that are not moving according to the expected time frames, new case notifications, closure of cases.
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8.8.5 Scanning/ Uploads

#	Requirement Description
1	The system must allow users to upload the following, but not limited to: • Dockets, • Recommendations letters, • Approval letters, • Referral letters, • and any other document deemed necessary to be included on a specific case.

8.8.6 Printing

#	Requirement Description
1	The solution must have the capability for users to print attached/uploaded documentations of any form to the system.

8.8.7 Data Migration

#	Requirement Description
1	The successful bidder must perform and implement successful data migration from the current solution to the new CMS solution platform taking into account the following concepts: • Analysis of existing Data, • Mapping of Data, • Extract and transformation of Data, • Validation Data, • Loading of Data; etc.

8.8.8 Security

#	Requirement Description
1	The solution must be able to encrypt transactional data.
2	The solution must support Access control and password Management techniques.

3	All access to Case Management System should be tracked and logged for auditing purposes.
4	Administrator activities must be monitored
5	The solution must enforce segregation of duties when performing functions/activities and ensure restrictions on multi-level access e.g. Review function can only be performed by supervisors and approval must be performed by Provincial Management.
6	The Solution must effectively and efficiently ensure role-based access control as a measure to control access and privileges to the system for each and every user on different levels from Registrar to Investigator to Supervisor until Director Investigator / Provincial Management

8.8.9 Access Management and Control

#	Requirement Description
1	Integrate into Identity Access Management and Information Security.
2	The solution must be able to perform user account access management: • Registration; • Access rights management; • Role based access control; and • Password Management.

8.8.10 Interface and Integrate with Third Party Systems\Applications

#	Organization\Department	Need
1	SAPS	• Crime Administration System (CAS) / Integrated Case Docket Management System (ICDMS) • Ballistics Reports • Prima Residue • IBIS Test • Firearm Serial Number Etching • Firearm Identification • Firearm Circulation • Circulation of Goods • Vehicle Circulation • Vehicle Identification • DNA Results • Questioned Document Results • Fingerprints Reports (SAP 69s, SAP 192s)

		• Integrated Persons Management (Repeat Offenders, Serial Complainants, Missing Persons) • Interface with NPA (Case Dockets Referrals on eDocket System), SAPSIMPS (Recommendations)
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8.8.11 Integration with Internal Systems\Applications

#	Requirement Description
1	The system must be able to integrate with internal applications where required documents are stored and accessed by users and applications: • Internal solution where documents/records are stored or accessed.

8.8.12 Training and Knowledge Transfer

#	Requirement Description
1	The vendor must provide comprehensive training to the trainer for continuous in-house training to allow system users: • Investigators • Supervisors\Provincial Management • Administrators; etc.
2	The solution must support a testing environment /server with required training material.
3	The vendor must provide a through training, skills and knowledge transfer to users to a number of different user-base (Functional, Management, System Administrators and Support, etc.) to ensure successful implementation of Case Management solution

8.8.13 Testing

#	Requirement Description
1	The vendor must provide comprehensive training to the trainer for continuous in-house training.
2	The solution must support a testing environment /server with required training material.

8.8.14 Audit Trail

#	Requirement Description
1	The solution must allow for audit to be conducted including, but not limited to: • Audit Logs; • Track all activities on all user level including Active Directory (AD) • System must be able to trace all completed user's registration part where CCN changes from temporary to permanent CCN. • Trace all user who confirmed Case Classification and Case Allocation. • Track the date when CIR was created and Approved. • Track the prepare report activity, review and approval including the Completion (Decision Ready) date and time. • On need basis.

8.8.15 Compliance

#	Requirement Description
1	The solution must comply to the following Policies, Legislations and Guidelines, but not limited to: • Standard Operating Procedures (SOPs); • Independent Police Investigative Directorate (IPID) Act No. 1 of 2011; • Protection of Personal Information (POPI) Act No. 4 of 2013; • Electronic Communications and Transactions (ECT) Act No. 25 of 2002; • Promotion of Access to Information (PAIA) No. 1 of 2000; • Minimum Information Security Standard (MISS) Act No. 39 of 1994; • Protection of State Information Bill; • SSA Regulations for Hosting & Integration; and • SITA Cloud Strategy.

-----The End-----

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)							
BID NUMBER:	IPID01/2024/25	CLOSING DATE:	26 July 2024	CLOSING TIME:	11:00		
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP , TEST, MIGRATE DATA, INTEGRATE WITH EXTERNAL SYSTEMS AND IMPLEMENTATION OF A CASE MANAGEMENT SYSTEM FOR INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE (IPID)						
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)							
473 STANZA BOPAPE							
BENSTRA BUILDING							
ACARDIA							
PRETORIA							
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO				TECHNICAL ENQUIRIES MAY BE DIRECTED TO:			
CONTACT PERSON	MS F MASEKO			CONTACT PERSON	MR T MOLETSANE / MR T KEEFELAKAE		
TELEPHONE NUMBER	012 399 0000			TELEPHONE NUMBER	012 399 0000 / 071 865 5344		
FACSIMILE NUMBER	N/A			FACSIMILE NUMBER	N/A		
E-MAIL ADDRESS	fmaseko@ipid.gov.za			E-MAIL ADDRESS	tmoletsane@ipid.gov.za / tkeefelakae@ipid.gov.za		
SUPPLIER INFORMATION							
NAME OF BIDDER							
POSTAL ADDRESS							
STREET ADDRESS							
TELEPHONE NUMBER	CODE		NUMBER				
CELLPHONE NUMBER							
FACSIMILE NUMBER	CODE		NUMBER				
E-MAIL ADDRESS							
VAT REGISTRATION NUMBER							
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA		
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]		
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS							
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?					☐ YES ☐ NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?					☐ YES ☐ NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?					☐ YES ☐ NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?					☐ YES ☐ NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?					☐ YES ☐ NO		
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.							

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

(Proof of authority must be submitted e.g. company resolution)

DATE:

.....

PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....	Bid number IPID01/2024/25
Closing Time 11:00	Closing date: 26 July 2024

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
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APPOINTMENT OF SERVICE PROVIDER TO DEVELOP, TEST, MIGRATE DATA, INTEGRATE WITH EXTERNAL SYSTEMS AND IMPLEMENTATION OF A CASE MANAGEMENT SYSTEM FOR INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE (IPID)

-	Required by:	INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE
-	At:	BENSTRA BUILDING 473 STANZA BOPAPE STREET ACARDIA PRETORIA
-	Brand and model	
-	Country of origin	
-	Does the offer comply with the specification(s)?	*YES/NO
-	If not to specification, indicate deviation(s)	
-	Period required for delivery	 *Delivery: Firm/not firm
-	Delivery basis	

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

** "all applicable taxes" includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

*Delete if not applicable

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
 (name)..... in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

.....
Position Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The preference point systems applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 80/20 preference point system.
- b) The 80/20 preference point system will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

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

Where

P_s = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Enterprises with ownership of 51% or more by person/s who are Black		8		
Enterprises with ownership of 51% or more by person/s who are Women		8		
Enterprises with ownership of 51% or more by person/s who are Youth		2		
Enterprises with ownership of 51% or more by person/s with Disability		2		
TOTAL		20		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct; ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

GOVERNMENT PROCUREMENT

GENERAL CONDITIONS OF CONTRACT

July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 “Day” means calendar day.
 - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
 - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
 - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.
- 2. Application**
- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.
- 3. General**
- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za
- 4. Standards**
- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.
- 5. Use of contract documents and information; inspection.**
- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.
- 6. Patent rights**
- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
- 7. Performance**
- 7.1 Within thirty (30) days of receipt of the notification of contract award,

security

the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

**8. Inspections,
tests and
analyses**

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the

cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
 - (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties,

- provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

- 13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

- 14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:
- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
- (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
- (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

- 15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
- 15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.
- 15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
- 15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
- 15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser

may have against the supplier under the contract.

16. Payment

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily

available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the

envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

25. Force Majeure	25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure. 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.
26. Termination for insolvency	26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.
27. Settlement of Disputes	27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation. 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party. 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law. 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC. 27.5 Notwithstanding any reference to mediation and/or court proceedings herein, (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and (b) the purchaser shall pay the supplier any monies due the supplier.
28. Limitation of liability	28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6; (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

		(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
29. Governing language	29.1	The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
30. Applicable law	30.1	The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
31. Notices	31.1	Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
	31.2	The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
32. Taxes and duties	32.1	A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
	32.2	A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
	32.3	No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
33. National Industrial Participation Programme (NIP)	33.1	The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
34. Prohibition of Restrictive practices	34.1	In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
	34.2	If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.