



RFI 01/21
REQUEST FOR INFORMATION FOR PROVISION OF A REAL ESTATE MANAGEMENT
SYSTEM

CLOSING DATE: 22 October 2021 at 11:00 am

Issued by:

Ithala Development Finance Corporation Limited
29 Canal Quay Road (for GPS 29 Signal Road),
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Durban

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Procurement Enquires:

Supply Chain Management Unit
Email: tenders@ithala.co.za

For any complaints regarding our supply chain management abuses please contact Larissa Warren at 031 907 8610 or email Complaints@ithala.co.za alternatively you can lodge an anonymous complaint at our toll-free hotline number 0800 0048 23

1. REQUEST FOR INFORMATION FOR PROVISION OF A REAL ESTATE MANAGEMENT SYSTEM

Ithala is a Development Finance Corporation operating within the confines of the KZN Ithala Development Finance Corporation Act, No 5 of 2013.

Our VISION is “To be the catalyst for growth, economic development and empowerment” and our MISSION is “To drive economic development and empowerment whilst remaining financially sustainable”.

We enable, develop, promote and implement innovative investment and transformation solutions to advance sustainable Black Economic Empowerment.

The objectives of Ithala are to promote, support and facilitate social and economic development in the Province of Kwa-Zulu Natal (KZN) by:

1. Mobilising financial resources and providing financial and supportive services to persons domiciled, ordinary resident, or carrying on business within the KZN Province
2. Planning, executing, financing and monitoring the implementation of development projects and programmes in the province of KZN
3. Promoting, assisting and encouraging the development of the Province’s human resources and its social, economic, financial and physical infrastructure
4. Promoting, encouraging and facilitating private sector investment in the Province and the participation of the private sector and community organisations in development projects and programmes and in contributing to economic growth and development generally
5. Acting as the Government’s agent for performing any development related tasks and responsibilities that the government considers may be more effectively performed by a corporate entity

Our primary mandate is implemented by our two operating divisions and a subsidiary with an external market focus, namely:

1. Properties

2. Business Finance

3. Ithala SOC Limited

The quality, price and service that we provide our customers can only be as good as what we receive from our service providers.

We strive for continuous improvement in our critical business areas and seek to establish relationships with suppliers that are equally passionate in their quest for better quality, price and service. By exceeding our requirements and expectations, you will not only ensure that you maintain the current business; you will be positioning yourself for future business within Ithala.

This request for information (RFI) is targeted at service providers who are experienced in Real Estate Management systems hosted on a cloud-based environment.

BACKGROUND

As one of the largest property portfolio holders in KwaZulu-Natal, with over 1 million m² of industrial and commercial space, Ithala is ideally placed to service the various business sectors, spread throughout KwaZulu-Natal.

The Properties Department has assembled a professional team to cater for the various needs of business in the province and to drive economic development and empowerment whilst remaining financially sustainable. In order to cater for these needs and to ensure that Ithala is the leader in economic development and empowerment, three divisions oversee Ithala's properties:

Property Asset Management, Property Management and Technical Services.

2. SCOPE OF SERVICES

Through this RFI Ithala aims to ensure a Real Estate Management solution that will increase the efficiency and effectiveness of the property and lease management processes. Responders are requested to indicate whether their solution meets indicated requirements, or could meet them, and/or indicate best practices.

Potential bidders would be expected to provide all required components of the Real Estate Management solution. This is anticipated to consist of bidder supplied software, implementation services (including design, configuration, testing and deployment), hosting services, and ongoing support services.

The overall solution would include:

- Software and all required licenses or subscription fees
- Ongoing solution support and maintenance services
- Software implementation services, including software design and configuration services for all solution components
- Training services including Skills Transfer
- Documentation
- Application hosting services

Services would be provided at Ithala's direction and discretion and may be provided in collaboration with Ithala staff or third-party support. Services may be provided onsite or remotely, at Ithala's discretion.

3. KEY REQUIREMENTS

Potential Bidders may include the following key requirements in the cost breakdown:

- Software Solution and Licenses - All software and licenses required to operate the solution. If any third-party software components are required, specify the required components and any related licensing implications in your proposal.
- Mobile interface of the solution suitable for both Android and Apple devices.
- Software licensing requirements would be dependent upon the licensing model of the selected solution. For purposes of this proposal, Ithala would consider the user-based licensing model. Proposals should clearly indicate the licensing timing (Annual/ Quarterly/ Monthly). Software licenses would be required to support the following users and environments:
 - System administrators - 4
 - Real Estate Users – 100

- Real Estate clients (using Customer Portal) - 1000
- Environments - 4 (Dev, Test, Production and Failover)
- Hosting Agreement (if applicable): Software hosting agreement specifying levels of service and SLA's, security, management, data centre infrastructure, etc.
- Support and Maintenance Agreement (as applicable): Software technical support and maintenance agreements, providing Ithala with access to technical support staff, software bug fixes and service packs, and the right to future releases of software purchased.
- Project Management Deliverables: Work breakdown structure, task and dependency-driven project schedule, weekly status reports including risk and task progress updates, issues log, test scripts and results.
- Training: End user, administrator training, training materials and skills transfer.
- System Documentation: Comprehensive system documentation including infrastructure designs and System Administration Manuals.
- Solution Configurations: All configuration files and detailed documentation defining system, infrastructure and environment configurations.
- Solution Implementation: A tested and accepted solution implementation.

4. SCOPE OF WORK - STATEMENT OF REQUIREMENTS

Responders to respond with 'X' in the column that represents how the solution meets the requirements in the Statement of Requirements table below. Include comments where necessary to clarify how the solution meets the requirements and/or indicate best practices.

- SUP – Supported
- 3RD – Supported via a third-party solution (kindly indicate name of third party system in comments section)
- FUT – Will be supported in a future release
- NS – Not Supported

4.1. Functionality Requirements

- Functionality Requirements – Property Management

Key Features/Functionality	Priority (0-10)	SUP	3 RD	FUT	NS	Comment
Property Management						
Provides the ability to create and manage Real Estate Leases and related Recoveries	Essential					
Provides the ability to create and manage Portfolios, Properties and related Services	Essential					
Allows categorization of property-by-Property type.	Essential					
Provides the ability to access lease and other related documents.	Essential					
Provides the ability to create and store information related to leases or properties, and where needed account for them (payments, special conditions, correspondence, site visits etc.). Ensure non-delete of crucial notes captured related to tenant and/or property.	Essential					
Provides the ability to archive past tenant information.	Essential					
Provides ability to facilitate Tenant move-in inspection, including recording property condition both narratively and with digital photos.	Essential					
Provides a capability to track and maintain a log of tenant interactions.	Essential					
Provides a Prospect tracking capability, to track & store prospect contact and interaction information.	Required					
Provides advanced graphical reporting capabilities.	Nice to have					
Provides the ability to create forms such as:						
· Property Flyers	Nice to have					
· Tenant Contact Form – All tenant contact and emergency contact Information.	Nice to have					
· Tenant Use Statement.	Nice to have					
· Hold Harmless Agreements – provide tenants and contractors temporary access.	Required					
· Tenant Improvement Requests	Required					
· Maintenance Matrix	Essential					
· Lease templates (month to month, Long-term, terminal) that can be “auto-populated”	Nice to have					
· Lease Abstract providing a summary of individual leases and/or tenants.	Required					
· Template letters – security deposit, insurance issues, escalations, late payments, other miscellaneous notices.	Required					

Term Sheets	Required					
Provides ability to manage collection (rental, services, etc)	Required					
Provides ability for credit control management, including late payment charges, letter of demand etc.	Required					
Provides ability to facilitate verification of first month rent, insurance certificates and approved security deposit collection before occupancy.	Required					

- **Functionality Requirements – Asset Management**

Key Features/Functionality	Priority (0-10)	SUP	3 RD	FUT	NS	Comment
Asset Management						
Provides the ability to store insurance information.	Essential					
Provides the ability to store security deposit information.	Essential					
Provides the ability to access property deed information.	Required					
Provides the ability to upload/download data from/to external sources/applications	Essential					
Provides the ability to escalate leases based on timing and methods set forth in agreements, such as: Escalation Type (CPI-U, Fixed %, Min/Max, Date of Escalation Anniversary)	Essential					
Provides the ability to manage Turnover Rental	Essential					
Provides the capability to assist in budgeting future revenues.	Essential					
Provides the capability to use system data for projecting future revenues based on lease criteria (i.e. CPI, and other factors in the lease).	Essential					
Provides the ability to access system data for use within Ithala's budgeting system, JDE, through an integration.	Nice to have					
Ability to process monthly rent billing showing detailed statement for various leased parcels, buildings, equipment, etc., and with appropriate general ledger distribution.	Essential					
Ability to generate Utility billing by lease on an allocated basis.	Essential					
Ability to generate and output a batch billing invoice data file.	Essential					
Ability to bill mid-month and manually bill anytime.	Essential					
Ability to handle Special billings (Balloon payments, reset to market rates).	Essential					
Ability to manage cost recoveries including data from smart meters	Essential					

Ability to perform feasibility studies	Essential					
Ability to perform financial analysis	Essential					
Ability to perform risk management	Essential					
Provides the ability to access system data for use within Ithala's budgeting system, JDE, through an integration.	Nice to have					
Provides the ability to access system data for use within Ithala's budgeting system, JDE, through an integration.	Nice to have					

- Functionality Requirements – Technical Services

Key Features/Functionality	Priority (0-10)	SUP	3 rd	FUT	NS	Comment
Technical Services						
Provides facilities management functionality:						
· Track and schedule repairs and inspections	Essential					
· Track expected useful life for major building or property systems, components, assets, etc.	Essential					
· Planned maintenance	Essential					
· Track historical repairs and capital improvements.	Essential					
Provides the ability to manage property projects, including the following data points: start date, incremental steps, current status, and completion date.	Essential					
Provide GIS functionality	Required					

- Functionality Requirements – Data Management, Financial Management, and CRM

Key Features/Functionality	Priority (0-10)	SUP	3 rd	FUT	NS	Comment
Data Management						

Allows bi-directional automated data transfers between the proposed system and other databases.	Essential					
Utilizes Web Services and/or published API's to maintain business rules and application logic.	Essential					
Accommodates Ithala's data structure for Asset Management data, consisting of the following object hierarchy: Parcel, Location, Space, Lease, and Lease Line.	Required					
All software components can be used independently of other components without compromising overall system functionality.	Required					
Accommodates Omni Class Construction data classification system.						
Solution utilizes a role-based access control security authentication/access model.	Required					
Financial Management						
Ability to support some form of Integration with GP for Billing (push or pull data)	Essential					
Ability to create custom Finance reports.	Nice to have					
Ability to project revenues, by period, for the life of each lease and summarize in a report.	Essential					
Ability to budget revenues by property, by period, and summarize in a report.	Required					
Ability to produce budget vs. actual reporting for revenues by property, period, location, etc.	Required					
Customer Relationship Management						
Provide a Customer Portal to enable a customer/tenant to view statements and account balances	Essential					
Provide a Customer Portal to enable a customer/tenant to log and track a maintenance issue.	Essential					
Provide a Customer Portal to request a site visit/ interaction with Property Manager	Essential					
Enable automated routing of logged issues to designated officials	Essential					

- Functionality Requirements – Workflow, Document indexing and records management, Search and Reporting, Administration Management and User Access

Key Features/Functionality	Priority (0-10)	SUP	3 RD	FUT	NS	Comment
Workflow						

Provides a workflow, escalation or alerting capabilities, such as:						
· Reminders for security deposits	Required					
· Reminders for all escalations (and related items) and recoveries	Required					
· Reminders for regularly scheduled inspections.	Required					
· Reminders for Turnover Rental.	Required					
· Reminders for lease expiry	Essential					
Provides the ability to distribute Automatic Notifications for key events such as when new leases are signed, leases are terminated, etc., to specified stakeholders.	Required					
Document Indexing and records management						
Documents associated with real estate leases and/or properties should be transmitted to Ithala's workflow and document management system.	Required					
All documents associated with tenants, properties and/or portfolios should be considered records and candidates for storage within Ithala ECM solution.	Essential					
Search and Reporting						
Properties / Leases are searchable by property, tenant, and lease. To include, but not limited to, standard data fields for:						
· Property Description	Required					
· Street Address	Required					
· Lessee ID Number / Company Reg. Number	Required					
· Account Number	Required					
· Lessee Name	Required					
· Type of Lease	Required					
· Lease Status	Required					
· Option to Extend	Required					
· Date of Start of Lease	Required					
· Date of Lease of Termination	Required					
Provides a capability for reporting items coming due in the coming month, including rents and other charges.	Required					
Provides Reports/Reporting capabilities to create reports, such as:						

· Inventory Report by type (office, warehouse, land) with various characteristics: - Size parameters (square footage, acreage, etc.) - Rail access - Water access - Heavy lift - Paved, gravel or dirt surface - Warehouse parameters – level entry, height, ceiling height	Nice to have					
· Property Utilization Report by category – warehouse, land (yard), office	Required					
· Occupancy/Vacancy Report – trend line analysis.	Required					
· Capital Improvements / major repair history.	Required					
· Lease Expiration Report – Property Availability report.	Required					
· Rent escalation dates and calculations	Required					
· Rent Roll Reports	Required					
· Security deposit expiration and/or escalation (cash and bank guarantees)	Required					
· Age Analysis Report	Essential					
· Arrears Analysis Report	Essential					
Reports to be downloadable to PDF and Microsoft Excel.	Required					
Administration Management						
System must be extensively parameter driven, to enable better reporting and portfolio maintenance.	Essential					
Debit Order administration facility – i.e. capture, processing and transmission to Bankserve, processing of unpaid debit orders, reconciliation of EFT accounts and appropriate reporting.	Required					
User Access						
User access will need to be restricted according to specified profiles and user roles.	Required					
Integration with Active Directory	Required					
Security						
Positive user Identification: Ensuring that each user has his/her own individual user id that is used on audit trails.	Essential					
Full password security	Essential					
Does the system provide audit trails on:						
Transactions	Essential					
Enquiries	Essential					

Masterfile / parameter changes	Essential					
Illegal logging-in attempts or at a level not allowed	Essential					
Transaction approval overrides	Essential					
Audit trails should also be available in electronic format	Essential					
Identify levels at which data access is controlled (i.e. application, menu, screen, program, field, etc)	Essential					
Password standards (length, complexity, encryption, expiry) should comply with ISO17799:						
Can the application be set to automatically lock a user's account after a predetermined number of consecutive unsuccessful logon attempts	Required					
Prohibit users from logging into the application on more than one workstation at the same time with the same user ID	Required					
Can the application be set to automatically log a user off the application after a predefined period of inactivity	Required					
Should have a comprehensive embedded audit routine:						
Error identification / handling and reporting	Essential					
Segregation of duties with regards to initiation and approvals	Essential					

4.2. Solution Integration Capabilities

The following is a list of interfacing requirements, where Ithala would like to gain insight from the responders on how their proposed solution meet these requirements. Include comments where necessary to clarify how the solution meets (or does not) the requirements and/or indicate best practices.

No	Description	Supported	Not Supported	Comment
1	System subscribes to the Common Data Model (CDM) as defined by the Open Data Initiative (ODI).			
2	Solution would need to integrate with IDFC JDE Edwards (ERP) for financial and procurement management.			
3	System would need to integrate with a workflow and documents management system. Further details on this interface shall be clarified in the functional requirements specifications.			
4	System would need to integrate with a Smart Meter Integrated System that manages and collects billing info from smart meters.			
5	Solution would need to integrate with Qlik Sense (Business Intelligence) to push relevant data in order to create reports and dashboards necessary for decision making and operational efficiency.			
6	Home Affairs for ID verification			

4.3. Cloud Based Hosting Environment

Ithala is looking for this system to be hosted on a cloud-based environment. Potential Service providers to indicate whether if they provide cloud-based hosting capabilities and indicate associated network bandwidth requirements for optimal performance.

5. RESPONSE

The response from service providers to include the following information:

I. Company Profile

A detailed company profile focusing on areas of expertise specified in the request.

II. Gaps, Clarity, and Missing Information

Responders are requested to indicate based on their expertise and best practices whether the functionality requirements are complete.

- Indicate gaps identified,
- Indicate where clarity is required, and
- Indicate missing or critical information to be shared with potential service providers.

III. Reference Sites

The bidder to supply at least three (3) reference sites where the company successfully implemented real estate management systems.

IV. Proposed Solution

The potential bidders to detail the proposed solution and its capabilities against indicated functionality (section 5.1) and include cost breakdown.

V. Proposed Project Delivery Methodology

The bidder to include the proposed implementation methodology in terms of the Project Methodology and Solution Delivery Life Cycle (SDLC), integration and migration strategy.

6. REQUEST AND FORMAT FOR SUBMISSION OF INFORMATION

In responding to the RFI, potential suppliers are requested to include the following information on the cover page:

To	Ithala Development Finance Corporation (IDFC)	Date	22 October 2021 at 11:00 am
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Attention	Supply Chain Management
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RFI no	RFI 01/21
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Tel no	0319078911	E-mail address	tenders@ithala.co.za
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From	<i>Insert the registered full legal name of the company</i>	Address	<i>Insert registered address of the company</i>
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Address	<i>Insert the physical address of the company</i>
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Sender	<i>Insert the full name of the sender at the company</i>
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Description of the good & services	REQUEST FOR INFORMATION FOR PROVISION OF A REAL ESTATE MANAGEMENT SYSTEM
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No of copies for submission and mode of submission	1 x original RFI to be submitted at tenders@ithala.co.za
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