Growing Gauteng Together

REQUEST FOR INFORMATION (RFI)

MANAGEMENT INFORMATION SYSTEM (MIS)

REF NO: GEP RFI-MIS-01-2024

NB: KINLDY NOTE THAT THIS IS NOT A TENDER OR RFQ OR RFP, NOR IS IT INTENDED TO ESTABLISH A PANEL OF SERVICE PROVIDERS

MEETING DETAILS:

- **PURPOSE: QUESTION AND ANSWER (Q&A) ENGAGEMENT SESSION**
- **TYPE: VIRTUAL**
- **PLATFORM: MICROSOFT TEAMS**
- **DATE: 22 OCTOBER 2024**
- **TIME: 11:00 AM TO 12:00 PM**
- **LINK: Join the meeting now**

QUERIES ARE DUE ON THE 21 OCTOBER 2024 FOR FINALISATION WITH Q AND A SESSION.

RFI CLOSING DATE: 28 October 2024

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Johannesburg, 2107
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Germiston, 1400
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SEDIBENG OFFICE
36 Merriman Avenue,
Vereeniging, 1930
Telephone: 016 910 1200
Fax: 016 910 1216

WEST RAND OFFICE
23 Eloff Street,
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TSHWANE OFFICE
1st Floor, Block G,
333 Grosvenor Street,
Hatfield Gardens, Hatfield
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Fax: 012 323 4205

HEAD OFFICE
6th Floor, 124 Main Street, Johannesburg, 2107
Telephone: 011 085 2001 | Fax: 011 388 4010
Website: www.gep.co.za

<table>
<tr><td>REF NUMBER:</td><td>GEP RFI-MIS-01- 2024</td><td>CLOSING DATE:</td><td>28 October 2024</td><td>CLOSING TIME:</td><td>11:00</td></tr>
<tr><td>DESCRIPTION</td><td colspan="5">Request for Information for an MIS Solution</td></tr>
<tr><td colspan="6">RESPONSE DOCUMENTS TO BE EMAIL TO scm@gep.co.za</td></tr>
<tr><td colspan="3">BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</td><td colspan="3">FUNCTIONAL & TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</td></tr>
<tr><td>CONTACT PERSON</td><td colspan="2">SCM Office</td><td>CONTACT PERSON</td><td colspan="2">Ms. Nomonde Zulu - fn
Mr Terence Yeni - tech</td></tr>
<tr><td>TELEPHONE NUMBER</td><td colspan="2">011 085 2026</td><td>TELEPHONE NUMBER</td><td colspan="2"></td></tr>
<tr><td>E-MAIL ADDRESS</td><td colspan="2">scm@gep.co.za</td><td>E-MAIL ADDRESS</td><td colspan="2">NZulu@gep.co.za
TYeni@gep.co.za</td></tr>
<tr><td colspan="6">SUPPLIER INFORMATION</td></tr>
<tr><td>NAME OF BIDDER</td><td colspan="5"></td></tr>
<tr><td>POSTAL ADDRESS</td><td colspan="5"></td></tr>
<tr><td>STREET ADDRESS</td><td colspan="5"></td></tr>
<tr><td>TELEPHONE NUMBER</td><td>CODE:</td><td colspan="2">NUMBER:</td><td colspan="2">CELL NO:</td></tr>
<tr><td>E-MAIL ADDRESS</td><td colspan="5"></td></tr>
<tr><td>VAT REGISTRATION NUMBER</td><td colspan="5"></td></tr>
<tr><td>SUPPLIER COMPLIANCE STATUS</td><td>TAX COMPLIANCE SYSTEM PIN:</td><td></td><td>OR</td><td>CENTRAL SUPPLIER DATABASE No:</td><td>MAAA</td></tr>
<tr><td>B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE</td><td colspan="2">TICK APPLICABLE BOX]
☐ Yes ☐ No</td><td>B-BBEE STATUS LEVEL SWORN AFFIDAVIT</td><td colspan="2">[TICK APPLICABLE BOX]
Yes ☐ No ☐</td></tr>
<tr><td colspan="6">[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs)]</td></tr>
<tr><td>ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?</td><td colspan="2">Yes ☐ No ☐
[IF YES ENCLOSE PROOF]</td><td>ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?</td><td colspan="2">Yes No
YES, ANSWER THE QUESTIONNAIRE BELOW]</td></tr>
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1. BACKGROUND

Gauteng Enterprise Propeller (GEP) is an agency of the Department of Economic Development established in terms of GEP Act 5 of 2005 ("the Act") to promote, foster, and develop smaller enterprises in Gauteng. Gauteng Enterprise Propeller utilizes Information and Communication. For GEP's stakeholders to apply for various funding initiatives available at GEP, GEP Online is the primary system facilitating that process.

GEP Online is accessible through a web browser and has been operational since 2017. Once a user has registered on the system the user is then allocated credentials to proceed with the application process. The application including the submission of supporting documents is done on the GEP Online system. GEP Online is not integrated with any other system and has limitations regarding how GEP needs to interact with its stakeholders. As business evolves GEP's systems need to complement the organisation's needs and maturity. To ensure that GEP's systems are aligned with the organisation's strategy necessitated for the development of these terms of reference.

2. PURPOSE

The purpose of this RFI is to invite interested parties to submit information proposals in accordance with the requirements set out in this RFI for a fully integrated Management Information System at Gauteng Enterprise Propeller (GEP).

3. BACKGROUND

The Gauteng Enterprise Propeller (GEP) is a Provincial Government Agency established in terms of the Gauteng Enterprise Propeller Act (No. 5 of 2005), under the guide of the Gauteng Department of Economic Development (GDED) to ensure the development of "Sustainable SMMEs and co-operatives propelled into the mainstream economy of Gauteng." To achieve this, the GEP has set the following vision for the new five-year term that lies ahead: "Propelling entrepreneurs into sustainable enterprises that contribute meaningfully to inclusive economic growth and job creation."

4. PURPOSE OF THE REQUEST FOR INFORMATION

This RFI is a solicitation that will be sent to a broad base of potential suppliers for purposes of gathering information, and not to make a selection or an award. The information collected will not be used to lead to sourcing from a specific service provider nor will it be used to write the ultimate specification in a manner that would suite just one specific supplier.

5. INFORMATION REQUIRED

- The recommended infrastructure details for deploying the proposed solution either on a Cloud platform or on-prem.
- The solution deployment architectural plan with diagrams, identifying components and specifications for each component with description.
- The description must detail the number of servers, specifications for each resource (Web server, Application, DB, File server, Resource Monitoring servers etc.), Operating System and configuration as well as function of each server, Network Bandwidth Requirements and Storage Requirements.
- Solution security, disaster recovery plan, and backup requirements.
- GEP uses Microsoft Technologies. If GEP is expected to manage the different layers, the MIS solution must run on Microsoft platforms. Alternatively, the application should run as Platform As A Service (PAAS) or (SaaS) Software as a service.

6. PROBLEM STATEMENT

GEP endeavours to improve its delivery of great customer experience and tracking of customer applications and enquiries across all touch points. Currently, the problems that are faced by GEP are to provide meaningful turnaround times and efficient feedback to customers when they enquire about application progress and other queries.

6.1. Customer Challenges

- Customers do not have associated system user profiles to log into
- No Tracking of applications by customers
- No meaningful feedback to customers when making queries/enquiries;
- Customers do not receive application progress alerts
- No Customer-Centric processes;
- Non-existent functional guideline or manual
- End-to-end GEP process automation (key processes affecting GEP customer)

6.2. End-User Problems

- Lack of quality / Inaccurate reporting to stakeholders;
- Enhanced customized reporting (across all management levels & shareholders)
- Manual and tedious processes of capturing and processing of applications;
- Unreliable Document Management;
- Limited user restrictions and permission
- Poor turnaround times;
- Duplications amongst others.
- Approval processes (internal approval process to be automated to improve turnaround times)
- Early warning for managers/executives for backlogs and lack of usage by users
- Recording of each instance of all user activities
- Debt Management (module for Contact Centre to schedule calls to debtors)
- Improved Data governance, management and integrity
- Enhanced Due Diligence on applicants and customer profiling
- Advanced automated verification process (address, location, ID, Company Registration, Financial Status, Ownerships) including Credit score check with ITC and Home Affairs)
- No customer relation management

7. SCOPE

The MIS should be accessible to users through a link that will be placed on the GEP’s website. External users should be able to access the system through this link and will be allowed to create an account on the system. Once the account is created users would log into the system using their credentials to submit an application for various funding interventions offered by GEP.

The fundamental purpose of the solution entails the capturing of digital applications through the web interface available online.

To deliver an exceptional customer experience and benefit from a full-fledged solution, the following key functionalities are vital to incorporate:

- Contact Center Management component
- Customer Relations Management component

In addition to the above, as a core function, the solution must be able to allow GEP staff to perform loan management activities performed on the current Loan Management System and should be able to integrate to:

- **ITC** Credit Bureaus during the financial application processing for credit verification checks
- **CIPC** for enterprise existence checks.

7.1. Manuals

It is assumed that the solution will make provision for the "how to" manuals for first time end-users who wish to complete digital applications online. "How to" manuals will be made available in different file formats including videos, documents, images and perhaps voice notes by way of a clickable hyperlink option or other methods.

7.2. Warranty and Indemnities

The developer should warrant GEP that the software (and use of it) will not infringe third party copyright. This is tantamount to the developer saying they haven't misappropriated third-party software to develop what they provide you.

7.3. Ownership

Where the intention is for GEP to own the project IP, it is necessary to ensure that the software solution developer agrees to take all necessary steps to formalise the relevant assignment of IP to GEP, consisting of the source code and the database.

7.4. Functionality Requirements

- Automation of GEP Contact Centre and Enquiries
- Integration and Automation of GEP Customer Relation Management
- Receive proposals / applications and enquiries on a central platform
- Processing of proposals / applications
- Processing of enquiries
- Customized reporting:
  - ✓ Legislative requirements
  - ✓ Provincial requirements (Office of the Premier)
  - ✓ GDED requirements

- ✓ GEP's requirements (Board and Board Committees; EXCO; MANCO; Regions, Strategy, Monitoring and Evaluation; and other business units

- Alerts (Early Warning system and Escalations):
  - ✓ For backlog
  - ✓ When Activities that are not performed
  - ✓ Users not logging on (per group, per region, per day, per week, per month, Quarterly, annually

- Verify the location or proof residential address of applicants (FICA)
- Verification and Validation of applicants/customers' credit information to credit bureaus
- Verification and Validation of companies with CIPC
- Remove any incomplete application and inform the applicant
- Reduce turnaround-times or lesser, by automating key and core business processes end-to-end (customer value stream automation)
- Autosave functionality during the application process and roll-back to previous working state in case of disruption

7.5. Automatic Call Distribution (ACD) to manage the flow of incoming calls and to route them to the most appropriate agent.

- A dialer to place and complete calls.
- Call recording system to capture all interactions so that they can be replayed if there is a question about an interaction.
- Interactive voice response (IVR) and speech recognition to handle calls when agents are not on duty.
- Quality management application to measure how the contact centre agents adhere to internal policies and procedures that are meant to provide a quality service; and to give insight into the contact centre performance.
- Computer Telephony (CTI) that will bring up the relevant customer details on the contact centre agent desktop when it delivers a call.
- Campaign Management – The contact centre system should provide for promotions / communications to all clients registered on the database via mail and/or Bulk SMS, with an option for clients to OPT OUT in compliance with the Protection of Personal Information Act and other relevant acts and legislation pertaining to the use and storage of personal information.

The Customer Relation Management system component to have a capability to capture and track progress of proposals / applications submitted via the Regional and Satellite Offices, Head Office and Online submissions which are subjected through the Deals Screening Process.

7.6. Processing of Applications functional requirements is as follows:

- GEP should be able to capture proposal details on the system, including the relevant proponent details (Including proposals submitted via the Request For Proposals/Applications & Walk-ins Applicants).
- Supporting the application documentation will be scanned and should be stored on the system and be linked to the proponent
- The proponent should be able to complete and / or submit their proposals / applications online, together with the required supporting documentation.
- The system should reject the proposal / application if the supporting documentation is not submitted in full.
- The system should generate a reference number that is linked to the application
- The system should send an SMS and/or E-mail to the proponent acknowledging receipt of their proposal / application and provide them with the generated reference number that will be used to track progress of their proposal / application.
- The Deals Screening Panel Administrator should be able to forward the application to a recipient in the executing Department and update the deals repository register accordingly
- All interactions (to and fro') with the proponent regarding their proposal / application prior to it being forwarded to the executing Department should be captured in the system
- The executing Department should be able to assign the application to the responsible person in the department and update the deals repository register accordingly
- The responsible person in the executing Department should be able to complete the due diligence, appraisal report and financial model documentation on the system and link these to the respective application.
- All interactions with the applicant during the due-diligence and appraisal processes, together with the applicant's responses should be captured in the system
- The responsible person should be able to update the progress of processing the application, including the customer interactions and their responses on the deals repository register
- Should 5 working days elapse without there being an update on the deals repository register, an alert should be sent to the responsible person in the executing Department and to the Contact Centre agents?

- Proponents should be able to track the status of their applications on-line via the issued reference number

7.7. Enquiries System functional requirements

- The Enquiries system component will be used to track and monitor the status of enquiries and applications by clients/customers, stakeholders and shareholder
- For all new enquiries, the Contact Centre agents should be able to capture the details of the enquirer and the enquiry when a client calls
- The system should generate a unique reference number related to the call
- The Contact Centre agent should be able to assign the details of the call to the relevant executing department
- The executing department should be able to update the progress of the call
- Should 5 working days lapse without there being an update on the enquiry, an alert should be sent to the responsible person in the executing Department and to the Contact Centre agent.
- The Contact Centre agent should be able to update the status of the enquiry (Assigned, In Progress, Resolved, Closed, Cancelled, etc.)
- For all calls, the system should deliver a “screen pop” bringing up the updated deals repository register with the latest update of the caller’s application progress
- The contact Centre agent should be able to record the details of the interaction above in the system
- Status of enquiries should be available on-line for clients via the issued reference number

7.8. Reporting System functional requirements

- The Automated Reporting Systems (for Contact Center, Processing of applications and Enquiries) should generate reports in tabular, graphical and narrative formats and on Excel, PD, CSV, and HTML.
- Contact Centre performance reports
- Contact Centre Agents quality reports
- Number of applications received, approved, rejected
- Number of applications per sector, per transversals (Youth, Women, PWD), demographics / region and value of the required funding
- Status of applications per sector, transversal and demographics

- No of applications terminated due to no response from proponents
- Enquiries per region per area
- Status of enquiries (Opened, In Progress, Closed, etc.) per region
- All the above reports should be downloadable in Excel, PD, CSV, and HTML.

8. STAKEHOLDERS (POTENTIAL INTERFACES)

Agency/Bureau	Stakeholder	Support Role	Interfaces
Provincial Government	*GDED*	*Reports*	*TBD*
National Government	*Department of Small Businesses*	*Reports*	*TBD*
Office of the Premier			
Credit Bureau	*TBD*	*Verification and Validation of applicants/customers' credit information*	*TBD*
DTI	*CIPC*	*Ownership Verification/Validation*	*TBD*
DFIs	*TBD*	*Data Warehouse*	*TBD*
SAPS	*TBD*	*Criminal Records*	*TBD*
GEP Clients	*A potential client*		*TBD*
SARS	*TBD*	*Tax Compliance verification*	*TBD*