



**REQUEST FOR INFORMATION FOR:**

**THE SERVICE PROVIDERS TO DESIGN, SUPPORT AND PROVIDE  
AN INTEGRATED PROCUREMENT AND FINANCE SOFTWARE SYSTEM  
(AUTOMATED SYSTEM)**

**BID NO: RFI-01-2016/2017**

**Issued: 21<sup>st</sup> October 2016**

**Closing: 22<sup>nd</sup> November 2016**

## **REQUEST FOR INFORMATION FOR:**

### **THE SERVICE PROVIDERS TO DESIGN, SUPPORT AND PROVIDE AN INTEGRATED PROCUREMENT AND FINANCE SOFTWARE SYSTEM (AUTOMATED SYSTEM)**

#### **1. INTRODUCTION:**

- 1.1 Robben Island Museum (RIM) is a public entity responsible for managing, maintaining, presenting, developing and marketing Robben Island as a National Estate and World Heritage Site.
- 1.2 RIM is a living museum which aims to memorise and promote its unique universal symbolism.
- 1.3 RIM comprise of eight (8) departments herein referred to as the end user and the four (4) buyers

#### **2. PURPOSE OF THE RFI**

Respondents are hereby invited for the supply of information on the Integrated Procurement and Finance Software System (Automated System). This Request for Information (RFI) is solely issued for information gathering and acquire a clear understanding of what the market has to offer regarding the Integrated Procurement and Finance Software System (Automated System). This RFI does not constitute either a tender, Request for Proposal (RFP) nor Request for Quotation (RFQ). No conclusions will be drawn between respondents.

#### **3. OBJECTIVE**

- 3.1 Robben Island Museum (RIM) is gathering information about the implementation of an automated procurement system that will ensure that goods are delivered at the right quantity, right quality, right time, right place, and at the right costs.
- 3.2 Robben Island Museum (RIM) through its Supply Chain Management processes needs to practice the highest level of ethical standards to ensure uncompromised service excellence to both our external and internal clients. It is not permissible to requisition or buy goods or services or commit the organisation's funds without documenting the transaction in such a way that a future date is possible to determine who requested, made or approved the expenditure, the purpose of expenditure, destination of goods or services and of any payment made.
- 3.3 The system must enable the buying department, and the budget department to maintain a system that will record and monitor all historic and current purchasing activity and must be capable of generating appropriate reports to inform future activity.

- 3.4 The system must be integrated with RIM's current accounting system (ACCPAC), Central Supplier Database and Microsoft Outlooks(emails)

#### **4. CURRENT PROCUREMENT PROCESS AT ROBBEN ISLAND MUSEUM**

- 4.1 The process indicated hereunder is currently being practiced at RIM in terms of the procurement process, for quotations, for procuring of goods, services and works step by step:

- The user identifies the need;
- The user completes the requisition form called procurement template and forward by hand to Supply Chain Management, (the buyer);
- The buyer will request quotations through email and companies will also respond through email;
- The buyer will download/print quotations received, attach to the requisition of the user and forward to Quotation Committee to evaluate and recommend;
- Quotation Committee will make a recommendation and forward to the end user to support the recommendation;
- Once the end user has supported the recommendation by signing on the requisition, the buyer will take the documents to the budget section to verify and confirm budget availability;
- Once the budget availability has been verified and approved, the document will be take to the delegate to approve the procurement;
- Then buyer will then generate an order on ACCPAC and then email the order to the successful service provider/supplier;
- Once goods/services/works are delivered, the buyer and/ or the end user will certify the goods/services/works received as well as quantity and quality, where applicable;
- Once invoice received by the buyer, it will be captured on ACCPAC against an order that was created, verifying quantity, order number, description of goods and services as well as the amount;
- The order will be closed on ACCPAC, if full payment, and the paperwork/documentation given to Finance Department to process payment;

#### **5. SCOPE OF WORK**

- 5.1 The service provider must provide information for design and provide integrated procurement and finance software system (automated system) that will create a paperless requisition process.

- 5.2 The service provider must be able to provide maintenance services for the solution proposed
- 5.3 The service provider must be able to provide a support services for the solution proposed.

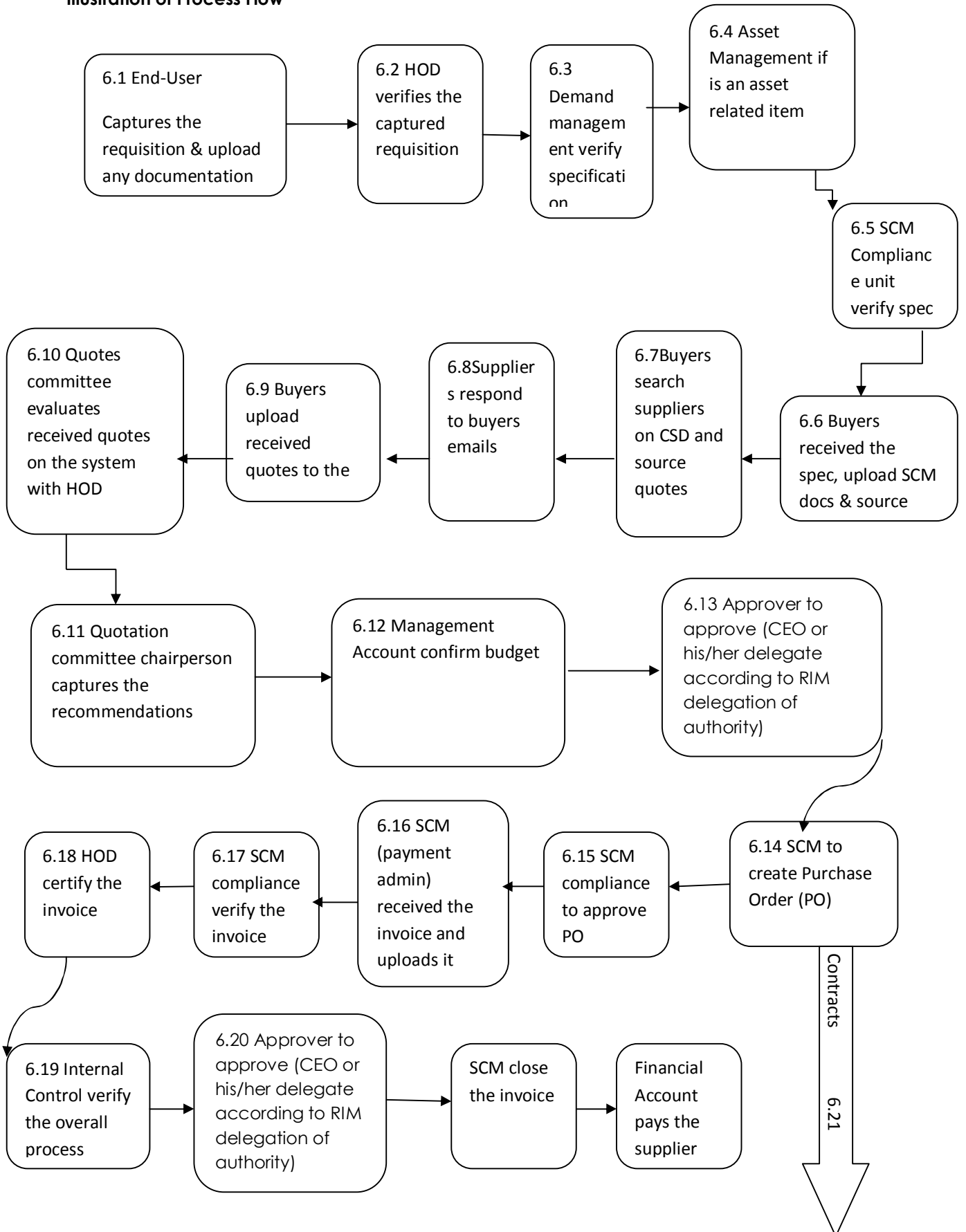
## **6. PROCESS FLOW**

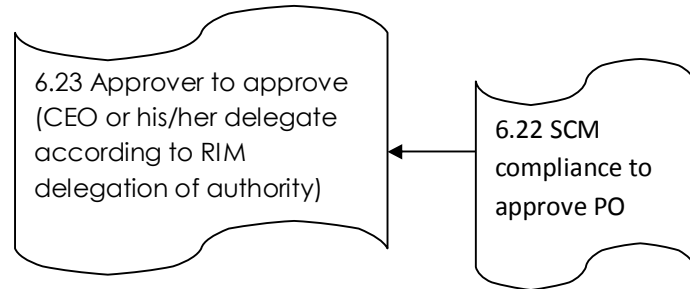
The high level process flow envisioned is as follows:

- 6.1 The end user must capture the requisition on the system and there must be upload function for the user to upload any supporting documentation.
- 6.2 The end user must be able to route the captured requisition to the Head of Department (HOD) to verify the captured requisition. The HOD must be able to adjust budget/trial balance code and adjust estimate of expenditure. The end user must be able to give an estimate of the amount they want to commit.
- 6.3 The HOD must be able to route the verified requisition to Demand Management, SCM to verify/approve the specification i or be able to route it back to the capturer (end user) to correct it if need be with reasons for rejection.
- 6.4 The Demand Management, SCM must verify the specification and if satisfied, route to Asset Management Unit if is an asset related item in order for the Assets Management Unit to certify the purchase of the asset or Compliance Management, SCM if is not asset related.
- 6.5 Asset Management Unit must route to Compliance Management, SCM to verify the specification or be routed back to the capturer to amend and correct the specification.
- 6.6 The Compliance Management, SCM must verify the specification and if satisfied with regard to compliance, route to buyers. If not satisfied should be routed back to the capturer to amend and correct the specification. There must be a tab to choose the buyers
- 6.7 The buyers must have linkage to the Central Supplier Database (CSD) and be able to search suppliers on the CSD and randomly choose and send emails to different suppliers.
- 6.8 Suppliers must be able to send their quotation by email to the buyers.
- 6.9 The buyers must be able to upload the received quotations and supporting documents to the system and route to the quotation committee.
- 6.10 The quotation committee with the end user must evaluate the uploaded quotations on the system with space to comment for each committee member.
- 6.11 The chairperson of the quotation committee must captures the recommendation of the quotation committee and route it to the Management Accountant
- 6.12 Management Accountant must be able to confirm funds/budget with the system being integrated with ACCPAC. Information should include actual figures in trial balance plus open purchase orders

- 6.13 After the Management Accountant has confirmed the funds/budget, must be able to route to approver (CEO or his/her delegate according to RIM delegation of authority) to approve the transaction.
- 6.14 The approver must route to SCM for Purchase Order creation.
- 6.15 Purchase Order created must be routed to Compliance unit to approve the Purchase Order. The information captured in the requisition should be in such a manner that orders getting prepopulated as far as possible.
- 6.16 SCM (payment administrator) must upload the invoice and route to Compliance unit to verify. The system must have space whether it complies or not with comments. Once all information loaded should be routed to Compliance unit. (Status of the order should change to take into account invoice received. Invoice loaded should be a compulsory loading field and not form part of general supporting documents loaded)
- 6.17 The Compliance unit must route the invoice to the HOD to certify it. The system must have a space to put dispute, its nature and amount disputed.
- 6.18 The HOD must route the invoice to the Internal Control unit to verify the overall process with a space to comment.
- 6.19 The Internal Control unit must route the invoice to the Approver (CEO or his/her delegate according to RIM delegation of authority) to approve it on the system.
- 6.20 The Approver (CEO or his/her delegate according to RIM delegation of authority) must route the invoice to SCM to close it.
- 6.21 For contracts, SCM must be able to create Purchase Order.
- 6.22 Purchase Order created must be routed to Compliance unit to approve the Purchase Order.
- 6.23 The Purchase Order created must be routed to the Approver (CEO or his/her delegate according to RIM delegation of authority) to approve it on the system.

### Illustration of Process Flow





## 7. DESCRIPTION OF THE SYSTEM/ FUNCTIONALITIES:

- 7.1 The system must have upload function to allow the buyers to upload SCM governance documents to be able to forward to the service providers.
- 7.2 The system must have drop down tabs
- 7.3 The system must have option to route back to the sender on all the users.
- 7.4 The system must have space for comments on each and every user.
- 7.5 The system must be integrated with Central Supplier Database, ACCPAC and Outlook/emails.
- 7.6 The system must be able to cater for suppliers that are not yet registered on the CSD.
- 7.7 The system must allow the quotation committee to evaluate the received quotations with a space to write the comments.
- 7.8 The system must be able to upload invoices.
- 7.9 The system must be able to upload all contracts documents.
- 7.10 The system must have option to select for normal quotations or contracts.
- 7.11 The system must have start and end dates for contracts and account allocation.
- 7.12 The system must be able to have selection for link to existing Purchase Order or create new Purchase Order.
- 7.13 The system must prompts if the contract is signed.
- 7.14 The system must have two (2) contracts modules, i.e. once-off contract module or long term contract module and be able to identify it and direct it to the relevant module.
- 7.15 The system must have six (6) months alerts before the contract can expire.
- 7.16 The system must be aligned to RIM delegation of authority.
- 7.17 The system must give email alerts to the users.
- 7.18 If the system misses anyone who is on the system, it must be able to route it back to the originator.
- 7.19 The system must have function for search and filter.
- 7.20 The system must be able to upload any documents.
- 7.21 The system must be able to generate exception reports.

- 7.22 The system must be able to generate budget reports.
- 7.23 The system must provide for an 80/20 preference point system, which 80 points is for price and 20 points is for BEE status.
- 7.24 The system must be accessible from multiple physical locations.
- 7.25 The system must be accountable, auditable and economically effective.
- 7.26 The system must allow making recommendations and implementation of improvement and or enhancements on the system (open to continuous improvement).
- 7.27 The system must be able to indicate delivery date and payment date

## **8. COSTING**

- 8.1 The service provider must provide details of costing and structure payable, inter alia, for the:
- Software.
  - Maintenance of the system.
  - Support of the service.

## **9. INFORMATION TO BE INCLUDED**

Responses must include the following:

- 9.1 Company profile
- 9.2 Description/Proposal of the required solution clearly highlighting all areas required and phases of implementation
- 9.3 Detailed breakdown of the total cost of the solution

## **10. CLOSING DATE:**

22<sup>nd</sup> November 2016, Tuesday, by 11h00 a.m

## **11. ENQUIRIES**

For any technical enquiries, please contact: **Ms. Zanele Mkubukeli** at **021 413 4246** or email at: **[zanelem@robben-island.org.za](mailto:zanelem@robben-island.org.za)**

For any Supply Chain Management enquiries, please contact: **Mr. Freddy Raseote** at **021 413 4268** or email at: **[freddy@robben-island.org.za](mailto:freddy@robben-island.org.za)**

## **12. SUBMISSION**

REQUEST FOR INFORMATION MUST BE DEPOSITED IN THE TENDER BOX SITUATED AT:

**ROBBEN ISLAND MUSEUM, V & A WATERFRONT; NELSON MANDELA GATEWAY BUILDING, TENDER BOX SITUATED AT INFORMATION DESK**