



REQUEST FOR INFORMATION (RFI) 33/2023/24: TO ASSESS THE MARKET'S ABILITY TO DESIGN, SUPPLY, DELIVERY, IMPLEMENTATION AND MAINTENANCE OF A CUSTOMISED, FULLY MANAGEABLE AND INTEGRATED CASH RECEIPTING SYSTEM FOR THE CITY OF CAPE TOWN

1. Purpose

- 1.1. The provision of a Cash Receipting Solution for the City of Cape Town to be deployed to approximately 90 sites where approximately 160 POS Units are operational.
- 1.2. The solution should be inclusive of a front-end and back-end (Hardware and Software)

2. Background

- 2.1. The City of Cape Town is in the process of procuring a Cash Receipting Solution to meet its Revenue Collection requirements in terms of the Municipal Finance Management Act (MFMA). The solution must be all-inclusive i.e. both Software and Hardware.

3. Request for Information

- 3.1. This Request for Information (RFI) is not a request for proposal, request for quotation, offer or invitation for bid, nor does its issuance restrict the City of Cape Town in its eventual implementation activities.
- 3.2. The responses to the Request for Information will provide the City of Cape Town with information about products currently available in the market to support its required business capabilities.
- 3.3. The City of Cape Town may request additional information from the respondents and may request demonstrations (proof of concepts) to be provided. It is therefore important that respondents provide accurate and honest information in their responses.
- 3.4. This Request for Information will be published with the aim to collect information on multiple products and solutions offerings.

4. Timeline

The City is currently conducting research on available technologies, after which a decision shall be taken whether or not to publish a Request for Proposal.

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| 4.1. RFI Release date: | Tuesday, 07 May 2024 |
| 4.2. RFI Closing date: | Friday, 31 May 2024 |

5. Product and Solution Offering Information

The business is in the process of procuring and effective, efficient and reliable Cash Receipting Solution to:

- Achieve levels of effectiveness in Revenue collection
- Meet MFMA Revenue collection requirements

6. The Cash Receipting System

The scope includes but not limited to the following:

Front End

- Supply, delivery and installation of Point of Sale (POS) Cash Office Hardware (Reputable known brands only): CPU unit, touch screen monitor-17 inch, biometric scanner for user access control, barcode scanner, display pole, cash drawer, dual function thermal printer, facilitate integration with banking PED (Pin Entry Device), keyboard and mouse, all related cabling.
- The user interface must accommodate offline functionality before and after login, in the event of network failure
- Single sign on via the UI is preferred using Microsoft Active Directory
- The vendor must provide a minimum of a 3 year warranty for the POS hardware
- All new hardware (POS Terminal) replacements must use a City approved OS image and required to be tested by the vendor.
- The vendor will be responsible for all device drivers
- The front end software must be compatible with Windows 11 OS and Office 365
- The OS image for POS terminal will be provided by the City of Cape Town
- The vendor must provide all dependant software (non-Microsoft) related to the proper functioning of their solution and where applicable must provide all related licenses, at their cost.
- The POS solution must support network printing
- The vendor must provide site fitting and installation eg cash drawers, at the sites
- The vendor must conclude all testing of the front-end solution.

Back End (N-Tier Architecture)

- The Back End solution must be hosted in the City's data centres
- The Back End Solution must be compatible with Windows Server and SQL Server software

- The vendor must perform the installation of their solution (software) on the servers (Production, Disaster Recovery and QA)
- A server hardware specification must be provided in order to support the hosting of the software solution (server hardware will be procured by the City via existing tenders)
- The solution must provide a secure user access management function (preferably AD Authentication)
- The solution must provide detailed Audit Reporting of ALL front end activities
- The solution must provide for Industry Best Practices in terms of POS Cash Management
- The solution must provide for detailed Reporting (default and custom)

Integration

- The solution must be able to integrate (send and receive) with all required 3rd Party Applications/Systems (Internal and External) to validate related transactions eg Contravention Systems; SFTP; SAP

Maintenance and Support (General)

- The vendor must maintain their software (front and back end) ie general updates, patches, fixes etc. preferably using a deployment tool that can be audited (highly recommended). This will be done after hours (week days or weekends)
- The service provider will facilitate customized changes to the solution/system to cater for new functional enhancements/payment transactions as required and approved by the City of Cape Town following an SDLC process
- The service provider will provide services such as business analyses/advisory etc. in support of solution/system new functional enhancements/payment transactions/integration following an SDLC process
- The service provide must provide a support service (on-premises and remotely) to all users
- The vendor must provide first line support via a dedicated call center service.
- The vendor must pro-actively monitor their solution (exposure to the cloud or internet is not recommended for this service – approval will be at the discretion of the City)

Maintenance and Support (Operational)

- The vendor must provide an operational maintenance and support service during cash site working hours (weekdays and weekends) or as per City operational requirements, supported by City IS&T operational staff

- The operational maintenance and support will cover the vendor POS solution/system front end and backend (hardware and software) supported by City IS&T operational staff.

Training

- The service provider will provide initial training for all categories of users of their solution
- The service provider will provide training for all categories of users of their solution post implementation on an as required basis for new staff, refresher training, new feature training etc.
- The service provider will provide detailed training material

General

- The vendor must provide detailed documentation of their POS solution/system
- The service provider will provide an overview of their POS solutions footprint in South Africa

7. General Company and Product Information

The responder to provide information relating to the company and product itself:

a. Company Background

Provide details on your company structure and mode of doing business in terms of Design, Supply, Delivery, Implementation and Maintenance of a Customised, Fully Manageable and Integrated Cash Receipting System in South Africa

b. Product and Software Overview

Provide details of the product and software offerings via attachments, brochures, or web articles. Provide details and electronic links to demonstrations. Provide details on trial product offerings and stipulate the trial period.

c. Product Lifecycle and Enhancement Process

Provide details on how the solution can be constantly updated and enhanced based on new requirements from the City. Explain the approach to new developments in terms of the product lifecycle methodology with reference to the development, quality assurance, and training and production systems.

d. Product Architecture and Security

Provide details on how the solution is architected and how it could be offered to the City. Discuss and explain how your solution is inclusive of a front-end and back-end (Hardware and Software).

8. Product Offering References

The responder to provide information relating to the implementation of the product and where the product is successfully deployed:

a. Local Footprint

Provide details of where the proposed and recommended products have been implemented locally in South Africa.

b. International Footprint

Provide details of where the proposed and recommended products have been implemented internationally.

c. Public Sector and / or Government Footprint

Provide details of where the proposed and recommended products have been implemented in the public sector or government sector, either locally or internationally.

d. Contactable References

Provide updated contact details of at least two (2) contactable references, with the details of when the implementation was completed and the scale and type of project as well as the product version number:

- i. Company name and details
- ii. Contact person name and surname
- iii. Role on the implementation
- iv. Telephone number
- v. Email address.

The City requires the ability to engage with reference clients from existing implementations of the solutions.

9. Product Pricing Structure

The responder to provide information relating to the pricing structure of the product and indicated pricing as per the below:

- 9.1. How is the pricing of the solution structured?
- 9.2. Is the pricing once off and perpetual or on a monthly software as a service offering?
- 9.3. Based on the above, please provide an indication of pricing for the solution to be designed, implemented and maintained for an institution equivalent to the size of the City of Cape Town.

10. Interaction with Respondents

- 10.1. Respondents are advised that the City of Cape Town reserves the right not to utilise information gathered during the request for information process in order to complete a specification, which is to be put forth for tendering.
- 10.2. Send any questions to Sikhulule.Mbekeni@capetown.gov.za should you have any queries.

11. Proof of Concept

- 11.1. The City of Cape Town reserves the right to engage respondents to look at different methods to validate and test information provided in response to this RFI. This may include a request for a proof of concept or a demo. This will not result in any financial contribution towards proofing the respondent(s) concepts but will allow the City of Cape Town to engage after the conclusion of this RFI with the aim to ensure the information provided is validated and tested.

12. No Obligation

- 12.1. This RFI places no obligation on the City of Cape Town to embark on any subsequent process to obtain any product or solution offering listed herein and respondents hereto shall obtain no preference or favour by responding to the Request for Information.
- 12.2. Responses to this RFI are voluntary. Do not include any proprietary, classified, confidential, trade secret, or sensitive information in your response. The responses will be reviewed by City staff, and individual feedback will not be provided to any respondent. The City of Cape Town will use information submitted in response to this Request for Information at its discretion. The City of Cape Town reserves the right to use any submitted information on its public websites, in reports, in summaries, in any possible resultant solicitation(s), grant(s), or cooperative agreement(s), or in the future development regarding this subject.
- 12.3. This RFI is for information and planning purposes only and shall not be construed as a solicitation, grant, or cooperative agreement, or as an obligation on the part of the City of Cape Town. The City of Cape Town will not pay for the preparation of any information submitted or for the use of such information. No basis for claims against the City of Cape Town shall arise as a result of a response to this request for information or from the use of such information.
- 12.4. The research obtained from this RFI will inform the technical and functional specification of the proposed goods and services to be obtained, which may then follow an open competitive bidding process, should the City of Cape Town opt to implement such a system (Viability and Feasibility assessment, budgetary provisions, etc.). The City of Cape Town reserves the right not to proceed with any further process, should the research/technology indicates it is not viable and feasible. The City of Cape Town reserve the right to applied different procurement strategies, while exploring different methods to validate and test information provided in response to this RFI.

13. Submission Requirements

13.1. Please provide all inputs electronically on or before **16:00 on Day, 31/05/2024.**

13.2. All responses to be sent: Sikhulule.Mbekeni@capetown.gov.za

13.3. Email subject line: RFI33/2023/24 response from [Insert company name]

13.4. Response format: PDF

Thank you

Demand Management

Directorate of Finance

Department of Supply Chain Management