

GENERAL NOTICES • ALGEMENE KENNISGEWINGS

DEPARTMENT OF TRADE AND INDUSTRY
NOTICE 735 OF 2015

NOTICE TO SERVICE PROVIDERS

CIPC RFI NO: 001/2015/2016

**DESCRIPTION: REQUEST FOR INFORMATION (RFI):
PAYMENT SOLUTION FOR CIPC**

Contents

Confidentiality.....	3
Introduction and purpose of the RFI.....	3
Scope.....	3
Abbreviation and terminology.....	3
RFI procedure.....	3
How to deliver the answer.....	3
Contacts.....	4
CIPC undertaking.....	4
Timeframe.....	4
Background description of what is requested.....	5
Statement of need.....	5
Requirements.....	5
Form to fill in as answer to the RFI.....	6
The proposed Solution Specification.....	8

CONFIDENTIALITY

Any documentation submitted by tenderer shall be considered confidential in nature, and shall remain the property of the CIPC, unless otherwise stated by the tenderer at the time of submission. All or any information provided to service providers by the CIPC, shall be regarded as strictly confidential and will not be made known to third parties without the written consent of the CIPC.

1. Introduction and purpose of the RFI

Respondents are hereby invited for the supply information on a payment solution system to the CIPC. With this RFI we request information regarding your company and your products/services. This RFI is neither a tender, RFP nor RFQ. No award shall be made in terms of this RFI. No conclusions will be drawn between respondents. There is no commitment from the CIPC to procure any payment solution from any of the suppliers. The information is only required by the CIPC for planning purposes.

2. SCOPE

Specific information is requested according to the information below. Suppliers to complete the form below Annexure "A"

THE PROPOSED SOLUTION SPECIFICATIONS

The proposed solution is a web based transactional receipting model. The description of the process is summarized below. The following proposed processes were discussed with CIPC ICT and business functions:

- ✓ A customer registers on the CIPC website;
- ✓ The customer selects the required service. E.g. Annual Return, Register a company etc.;
- ✓ The customer completes the pre-populated form online;
- ✓ The transaction costs are calculated and displayed to the customer;
- ✓ There are two different transaction mechanisms:
 - Where the payment and service rendered are simultaneous; or
 - Where there is a multi-step process service with no upfront payment until notification by the relevant business unit.
- ✓ The customer is presented with 2 payment options for:
 - An EFT transaction through the customer's bank;
 - A SSID payment through their bank;
- ✓ A customer receives a unique reference number to be used on a deposit at any of the major banks. (A pre-populated deposit may be printed).
- ✓ After the transaction is completed the following will take place:-
 - An EFT will take between 15mins -1hr to process;
 - A SSID is instant; and
 - A manual deposit has 72 hours to be paid before the transaction is voided on the CIPC system and the process must be repeated.
- ✓ Depending on the type of transaction the customer will receive notification by email and SMS that the transaction is in process or has been completed;
- ✓ If the service and payment were simultaneous the customer will receive a PDF certificate;
- ✓ If the transaction was pushed into the workflow for example a company registration, then after the relevant business unit has verified the compliance with documentation requirements, the customer is notified to then log in and process their payment;
- ✓ After payment has been made the tracking process begins; and
- ✓ Alternatively if the transaction is rejected on a compliance basis the customer has 72 hours to rectify or the transaction is voided
- ✓ The solution needs to cater for batching of transactions. In other words, multiple transactions are processed and one payment is made for all the transactions in that batch. Both batch and individual reference numbers must be catered for.

3. ABBREVIATION AND TERMINOLOGY

SCM:	SUPPLY CHAIN MANAGEMENT
CIPC:	COMPANIES AND INTELLECTUAL PROPERTY COMMISSION
RFI:	REQUEST FOR INFORMATION
RFQ:	REQUEST FOR QUOTATION
RFP:	REQUEST FOR PROPOSAL
ICT:	INFORMATION COMMUNICATION TECHNOLOGY
EFT:	ELECTRONIC FUND TRANSFER
SSID:	SERVICE SET IDENTIFIER

4. RFI PROCEDURE

- To answer this RFI please fill in the attached form.
- Contact person listed below is available for assistance in case that is needed.
- This RFI is neither a tender, RFP nor RFQ. No award shall be made in terms of this RFI. No conclusions will be drawn between respondents. There is no commitment from the CIPC to procure any detection or early warning system from any of the suppliers. The information is only required by the CIPC for planning purposes.
- Information documents (clearly endorsed with the above RFI number) may be submitted CIPC. The CIPC reserves the right not to accept any information submitted.

4.1 BRIEFING SESSION

Date: 11 August 2015
Time: 11h00
Venue: BLOCK D, DG 16 BOARDROOM
"THE DTI" CAMPUS
77 Meintjies Street
Sunnyside
Pretoria:

4.2 HOW TO DELIVER THE ANSWER

Information documents must be addressed for the Attention of:

The Manager: Supply Chain Management

Sealed proposals will be received at the: The bid box is situated at:

CIPC, Main reception, Entfufukweni Building

(Block "F"), 77 Meintjies Street,

Sunnyside, "the dti" Campus,

Pretoria

NB: It is the prospective bidders' responsibility to ensure that responses reach CIPC, timeously. CIPC shall not be held responsible for delays in the postal service.

4.3 CONTACTS

For questions regarding this RFI, you are welcome to contact:

1. SCM QUERIES (PROCEDURE OF SUBMISSION OF THE RFI) TO BE ADDRESSED TO

Mr Solomon Motshweni

Tel: 012 394 3971

Email address: smotshweni@cipc.co.za

OR

Ms Ntombi Maqhula

Tel: 012 3945 5344

Email address: nmaqhula@cipc.co.za

2. TECHNICAL QUERIES TO BE ADDRESSED TO

Mr Andre Kritzinger

CTO

Tel: 012 394 5467

Email: akritzinger@cipc.co.za

OR

Mr Louie Muller

Manager: Revenue

Tel: 012 394 5367

Email address: lmuller@cipc.co.za

4.4 TIMEFRAME

This is the timeframe for the RFI

OPENING DATE:	27 JULY 2015
CLOSING DATE: (LAST DATE FOR SUBMISSION OF ANSWER)	01 SEPTEMBER 2015
BRIEFING SESSION:	11 AUGUST 2015 (VENUE DETAILS ON PAGE 4 OF 7)
LAST DATE FOR QUESTIONS:	19 AUGUST 2015

5. CIPC UNDERTAKING

The CIPC undertakes not to share any information submitted in terms of this RFI with alternative suppliers. *The information obtained will be used for purposes of inputs to the CIPC planning purposes.*

6. BACKGROUND DESCRIPTION OF WHAT IS REQUESTED

6.1 CIPC's mandate is the registration of companies, close corporations, cooperatives and intellectual property rights. Related services include the disclosure of information as well as dispute resolution arising out of infringements to these rights. In order to execute its mandate effectively, CIPC requires the integrity and efficiency of its processes and reliability of information and services provided to all its stakeholders. More information can be found on www.cipc.co.za.

The organisation must be at the cutting edge of technology, utilizing only the most modern and efficient resources and facilities. This must enable CIPC to provide its customers with an efficient, accurate and modern platform to transact in real-time. By providing web based "pay as you go" a facility to its customers CIPC is greatly reducing the administrative burden for both its customers and the organisation itself.

6.2 STATEMENT OF NEED

_____ Accepting funds – customers are required to use their CIPC customer codes as a reference for their deposits. However, these _____ customer codes /names are generated by the customers themselves. This leads to very similar account details for different customers. E.g. Peter1, Peterl and Peterl (capital i). As the services provided by CIPC are prepaid there is no control or limit on the _____ amount of funds that can be deposited into a customer account; Checking funds – as a result of the above issues there are an _____ inordinate amount of resources and time utilised in checking and allocating these deposits.; and Revenue transactions – due to the _____ fact that different systems are being utilised to process various transactions in the CIPC environment, this may lead to potential _____ discrepancies within the revenue systems.

Investigations that were conducted identified critical anomalies which could compromise CIPC's integrity and client security. The findings from the investigations are not new; instead, they confirm a common theme that has long been highlighted as a potential risk to the organisation.

These issues as well as the issues discussed later in this document will demonstrate the need to move away from the existing prepaid and customer codes system to the modern transactional method of trading which is being used by most large service entities.

6.3 REQUIREMENTS

CIPC is in the process of fundamentally modernising and dematerialising its business model, utilising only the most modern and efficient resources and facilities available. This must enable CIPC to provide its customers with an efficient, accurate and modern real-time transactional platform. By providing a web based "pay as you go" facility to its customers, CIPC could greatly reduce the administrative burden for both its customers and the organisation itself.

This could/should comprise at least a Payment Gateway which will channel systems services through multiple payment mechanisms and platforms. This must be conveniently available to the customer with all associated auditing, logging and high-availability functionality required to ensure 24/7/365 availability to all stakeholders.

ANNEXURE "A"**6. Form to fill in as answer to the "RFI"**

Question	Answer
Company name	
Company address	
Company web page	
Main products/services	
Main market/customers	
Ownership structure with ownership status in percentage	
Structure of mother corporation, joint ventures, subsidiaries, partnerships or other relevant relations	
Number of years on the market	
Company location(s)	
Environmental management system(s)	
Quality management system(s)	
Describe your business continuity management	
Employees	
Production	
Marketing and sales	
Quality department	
Financial information	
Last year turnover	
Last year gross margin	
Last year profit	
Stock markets where your company is listed	
Contact person and responsible for answering this "RFI"	
Telephone	
Email	
Capacity conditions today	
Anticipated capacity conditions within 12 months	
Conditions that's listed in the "RFI" and can't be met	
Description of products or services that are already delivered to customers today, and could be comparable to what is requested in this "RFI"	
Reference customers using comparable products or services (including contact information)	
Reference customers using your products or services today, although they are not comparable with what is requested in this "RFI" (including contact information)	