General Notices • Algemene Kennisgewings

DEPARTMENT OF TRADE AND INDUSTRY

NOTICE 102 OF 2016

NOTICE TO SERVICE PROVIDERS

REQUEST FOR INFORMATION (RFI) FOR AN ON-LINE CUSTOMER ENQUIRY SYSTEM
CIPC RFI NO: 002/2015/2016

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 CIPC to procure system from any of the suppliers. The purpose of this request is to gather information and acquire a clear understanding of what the market has to offer regarding a technical on-line system solution to facilitate the receipt, queuing, resolution, monitoring and reporting of written customer enquiries CIPC receives. The description of the process is summarized in the Terms of Reference that will be made available to respondents during the briefing Session. The same information can be requested via email see contact details below

2. RFI PROCEDURE

- Service providers to note that the RFI is published in the **Government Bulletin** and the **National Treasury Portal** and **Newspapers**
- The RFI Terms of Reference will be made available on *CIPC WEBSITE UNDER TENDERS, RFI 2015/2016:* www.cipc.co.za OR can be requested via email addresses below

2.1 RFI RESPONSE FORMAT

- Proposed Solution: Functional, Environmental and Technical specifications and integration assumptions;
- Proposed Implementation Approach: Requirements, Planning and appropriate resourcing;
- Proven successful implementation references (success stories); and
- Required maintenance and support environment and pre-requisites

2.2 SCM QUERIES / REQUESTING OF TOR TO BE ADDRESSED TO

Ms Ntombi Maqhula OR Mr Solomon Motshweni
Email address: nmaqhula@cipc.co.za / smotshweni@cipc.co.za

2.3 TECHNICAL QUERIES TO BE ADDRESSED TO

Ms Glodina Bekker: *Business Process:* Email: gbekker@cipc.co.za
AND
Ms Carol Marshall: *Technical and System issues*: Email: cmarshall@cipc.co.za

3 TIMEFRAME

Below is the timeframe for the RFI

OPENING DATE:	09 MARCH 2016
CLOSING DATE:	30 MARCH AT 12H00
LAST DATE FOR QUESTIONS:	23 MARCH 2016

DETAIL OF THE BRIEFING SESSION

BRIEFING SESSION: (*NOT* A COMPULSORY BRIEFING SESSION)	DATE:	17 MARCH 2016
	TIME:	10H00
	VENUE:	THE DTI BUILDING CIPC BLOCK F ENTFUTFUKWENI BUILDING, ROOM 7 NDYANGU BOARDROOM 77 MEINTJIES STREET, SUNNYSIDE, "THE DTI" CAMPUS, PRETORIA:

1. INTRODUCTION

The Companies and Intellectual Property Commission (CIPC), herewith referred to as 'the Commission' was formed by the amalgamation of the Office of Companies and Intellectual Property Enforcement (OCIPE) and the Companies and Intellectual Property Registration Office (CIPRO), and is mandated by the Companies Act, 2008 (Act 71 of 2008). CIPC is an organ of state, outside the public service but within the public administration.

Main functions of Commission:

- Registration of Companies, Co-operatives and Intellectual Property Rights and maintenance thereof
- Disclosure of Information on its register
- Promotion of education and awareness of Company and Intellectual Property Law
- Promotion of compliance with relevant legislation
- Efficient and effective enforcement of relevant legislation
- Monitoring compliance with and contraventions of financial reporting standards, and making recommendations thereto to Financial Reporting Standards Council (FRSC)
- Licensing of Business rescue practitioners
- Oversight role of Independent Review professional bodies
- Report , research and advise Minister on matters of national policy relating to company and intellectual property law

2. PURPOSE

The purpose of this request is to gather information and acquire a clear understanding of what the market has to offer regarding a technical on-line system solution to facilitate the receipt, queuing, resolution, monitoring and reporting of written customer enquiries CIPC receives.

3. BACKGROUND

CIPC has a progressive strategy of becoming a more e-services orientated organization. CIPC Customers are currently engaging and transacting with CIPC through various channels, i.e.:

- Website
- Collaboration partners
- Self Service Terminals
- Service Centres
- USSD
- Call centre
- Webinars
- User-Information sessions
- Roadshows and exhibitions

CIPC has identified the need to channel all enquiries and queries to a central point of entry for more effective and efficient management and feedback. Customer queries provide vital data and business intelligence which should drive tactical and strategic interventions, hence the need to utilise an appropriate solution. The Client Engagement and e-Communications journey is aimed at creating a Customer Engagement Centre which would provide a seamless "omni" channel, multi-channel multimedia, multi device integration functionality on a single platform eventually, to ensure CIPC remains abreast and equipped for this digital age. A single view of the Customer would drive measurable Customer value and a satisfying Customer experience. Consideration should, therefore, be given regarding compatibility (amongst other things) of this required solution with the existing and future CIPC systems envisaged.

4. CUSTOMER ENQUIRY SOLUTION REQUIREMENTS

A single point of entry for all written CIPC enquiries must be channelled via the Enquiry system and requires amongst other (but not limited to) the following:

a. Customers must be able to log onto the enquiry system via the CIPC website with his or her existing customer code and password (which is provided by the CIPC);

b. The Customer's CIPC customer code and password must be used to be integrated and enabled to sign on to the Enquiry system. The system must integrate in real-time with existing CIPC systems to provide a seamless experience. This will also include; that if the customer changed his or her customer profile, that access to the online enquiry system will not be hampered.

c. Appropriate fields must be created according to CIPC's needs. The customer logging and enquiry needs to populate the fields when submitting an enquiry to CIPC;

d. The system must generate a ticket number as a reference;

e. It must be possible to select a specific skillset (category) (e.g. name reservation of a company or company registration), and based on that process, the query must be "queued" and submitted;

f. Back office team members must be able to log onto the online enquiry system, access multiple enquiry queues, respond to the enquiry via the same system and if necessary upload documents in multiple formats (e.g. PDF, TIFF, Word, Excel, JPEG, HTM); be notified/log on to the system, receive the ticket query and respond to the ticket;

g. The customer and back office team members must be able to respond multiple times on a single logged enquiry.

h. Each business unit must be able to "Filter" the tickets to view tickets relevant to their particular division or unit.

i. Ability to filter specific trends;

j. Access control levels need to be built into the system – for example to ensure that only the Annual Return team can answer the queries related to Annual Returns;

k. More than one person per business unit need to be able to work on a single queue and staff should not be able to work on the same query simultaneously;

l. It must be possible to draw detailed reports – regarding the status of each ticket, detailed statistics per business unit, number of queries answered per person etc. The MIS reports must be customizable – for example each manager must be able to draw reports specifically relevant to their unit. It must also be possible to sort the reports based on any of the fields required for query resolution and/or trends analysis;

m. It must be possible to view data required by filtering all the tickets according to date or department or category;

n. The "raw data" must be exportable to Excel or accessible to Crystal Reports for further detailed analysis;

o. The content of tickets (full content) must be printable from the system and also it must exportable into Word for quality assurance;

p. Provision must be made for different statuses of a specific enquiry, for auditing purposes. For example Received, In progress (or processing), Completed, Queried, Resubmitted;

q. Ability to attach at least three attachments (not more than 7Mb per attachment) and upload via the QRS in various formats (e.g. PDF, TIFF, Word, Excel, JPEG, HTM);

r. Customers must be able to view the responses by signing on to the website as well as receiving an email notification of problem solved and the attachments to the ticket must also be send by e-mail to the customer;

s. Ability to automatically send a reply to customers as soon as a ticket is lodged to confirm receipt – customised per specific skillset/category;

t. It must be possible to save the standard responses/procedures and just copy and paste it for repetitive queries;

u. Automatic escalation of enquiries to a next levels (at least 3 levels up to senior manager) must be possible according to pre- set turn around standards agreed upon with appropriate alerts;

v. Customers must be able to open and close responses if not satisfied/satisfied;

w. Administrators of the system must be able to effect changes, redesign, add categories, skillsets and users (etc.) without having to request such changes from the service provider;

x. There should be system prompts to certain fields making it impossible for the user to close the enquiry without it being addressed.

5. TECHNICAL REQUIREMENTS

Information required is as follows:

a. The technology of the system e.g. Database management system , operating system, language/framework, including any proprietary software utilised;

b. The architecture and design of the system, including logical data model;

c. The interface points (e.g. what API's and "sockets" are available/required), and compatibility features;

d. To which technology platforms or product suites/functionality can it be integrated, e.g. content/document management, case management etc.;

e. System capacity and volumes which can be handled, response times capability;

f. Performance monitoring and management features and functionality to ensure high availability;

g. Customisability of system functionality and features, customisation process, 'look and feel';

h. Non-functional capabilities, e.g. security, scalability, reliability, maintainability, usability;

i. Hardware and Software requirements;

j. Licensing model;

k. Maintenance and Support options;

l. Functional and Technical specifications;

m. Implementation methodology/process options;

n. Post implementation user training, education and support options; and

o. Reference sites.