

PIC012/2020: REQUEST FOR INFORMATION (RFI) ON THE PROVISION OF AN ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION, RELATED IMPLEMENTATION AND SUPPORT SERVICES

The Public Investment Corporation (PIC) is a registered Financial Service Provider (FSP) and a public entity, wholly owned by the South African Government. PIC invests funds on behalf of public sector entities. Among the PIC's clients are the Government Employees Fund ("GEF"), Unemployment Insurance Fund ("UIF") and Compensation Fund ("CP"):

The PIC is in the process of modernising its processes to achieve its strategic and operational objectives such as, but not limited to the following:

- Fulfilling and exceeding its client expectations by investing in sustainable growth, inclusivity, and transformation;
- Becoming a catalyst for continental integration and a global investor; and
- Growing our client base and investment products offering through innovative thinking.

The PIC requires the use of robust and innovative Information Technology solutions that will enable seamless business processes and related digital business changes. The PIC requests Enterprise Resources Planning (ERP) solution Request for Information (RFI) in order to:

- Identify appropriate suppliers who can respond to an ERP solution RFP should the PIC send out an RFP at a later stage;
- Gather current market information for future implementation of a cloud-based ERP to serve as the vertical business capabilities' solution within the PIC;
- Gather information on the suppliers available in the South African market;
- Consider the degree to which commercially available ERP solutions are likely to meet the PIC's business requirements;
- Obtain representative cost estimates for cloud-based ERP solutions, including licensing/subscription fees, implementation and related services fees, annual maintenance costs, hosting fees, and other ongoing costs that can be used for budgetary and planning purposes;
- Determine the critical success factors for implementation of a cloud-based ERP solution for the PIC;
- Obtain planning estimates appropriate for the implementation, management, and maintenance of a cloud-based ERP solutions, as well as recommended ERP programme approach inclusive of:
 - Readiness assessment;
 - Management of overall Programme and related projects;
 - Business Process Redesign (including performance metrics);
 - Requirements gathering and analysis;
 - End-to-end Design (including Interfaces);
 - Software Configuration and Development;
 - Implementation (pilots and rollouts);
 - Solution Testing;
 - Data Migration (including data cleansing);
 - Change Management; and
 - Operationalisation (incl. Maintenance and Support).

Detailed Documentation will be available on the PIC website: www.pic.gov.za. The Documents will be published on tenders/corporate/Advertised/PIC012/2020 from 3 August 2020.

Closing date for the bid submission: 4 September 2020, Closing time: 11:00 AM
Proposals must be submitted electronically to tenders@pic.gov.za. Reference number: PIC012/2020 must be indicated in all correspondence.

Enquiries: tenders@pic.gov.za

**RFI NO (PIC012/2020): REQUEST FOR INFORMATION ON THE
PROVISION OF AN ENTERPRISE RESOURCE PLANNING(ERP)
SOLUTION, RELATED IMPLEMENTATION AND SUPPORT
SERVICES**

RFI Number : PIC 012/2020
Closing Date : 4 September 2020
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1 INTRODUCTION

The Public Investment Corporation (PIC) is an asset management company wholly owned by the government of the Republic of South Africa duly represented by the Minister of Finance. The PIC manages investments on behalf of public sector funds which include Government Employees Pension Fund (GEPF), Unemployment Insurance Fund (UIF) and Compensation Fund. Established in 1911, the PIC ranks amongst the best and most successful asset management firms in the world and is by far the biggest in Africa. The PIC runs one of the most diversified portfolios, which is made-up of multiple asset classes. These asset classes include listed equities, real estate, capital market, private equity and impact investing. Through listed investments, the PIC controls over 10% of the Johannesburg Stock Exchange and has direct and indirect exposure to almost all sectors of the South African economy. The corporation has a mandate to invest in the rest of the African continent and beyond. Over and above generating financial returns for clients, through its impact-investing programme, the PIC seeks to generate social returns by investing in projects that ensure inclusive growth. The PIC supports the United Nations' Sustainable Development Goals and considers environmental, social and governance issues in all its investments.

The PIC manages assets exceeding R2 trillion; and as the Largest Asset Manager in Africa, it thrives to meet and exceed its clients' expectations.

2 BACKGROUND

2.1 The PIC is in the process of modernising its processes in an effort to achieve its strategic and operational objectives such as, but not limited to the following:

2.1.1 Fulfilling and exceeding its client expectations by investing in sustainable growth, inclusivity, and transformation;

2.1.2 Becoming a catalyst for continental integration and a global investor;
and

2.1.3 Growing our client base and investment products offering through innovative thinking.

2.2 To successfully achieve this, the PIC requires the use of robust and innovative Information Technology solutions that will enable seamless business processes and related digital business changes.

2.3 The PIC's current Information Technology landscape consists of disparate solutions within the support functions, and manual processes leading to a number of challenges including but not limited to:

2.3.1 Difficulties in making timely and consistent data-driven decisions;

2.3.2 Disparate processes leading to inefficiencies and inconsistencies;

2.3.3 Existence of manual and often paper-based processes leading to human error and data integrity issues;

2.3.4 Difficulties in streamlining processes that rely on systems;

2.3.5 Steep amounts of money spent on various software licenses;

- 2.3.6** Integration complexities and costs;
- 2.3.7** Prolonged reporting; and
- 2.3.8** Managing different third parties where processes could be integrated;
- 2.3.9** Aged and fragmented application architecture which is inflexible, prone to security vulnerabilities and is difficult to maintain without reliance on multiple service providers.

3 OBJECTIVES AND SCOPE

In light of the above mentioned challenges, the PIC requests Enterprise Resources Planning (ERP) solution Request for Information (RFI) in order to:

- 3.1** Identify appropriate suppliers who can respond to an ERP solution RFP should the PIC send out an RFP at a later stage;
- 3.2** Gather current market information for future implementation of a cloud-based ERP to serve as the vertical business capabilities' solution within the PIC;
- 3.3** Gather information on the suppliers available in the South African market;
- 3.4** Consider the degree to which commercially available ERP solutions are likely to meet the PIC's business requirements;
- 3.5** Obtain representative cost estimates for cloud-based ERP solutions, including licensing/subscription fees, implementation and relates services fees, annual maintenance costs, hosting fees, and other ongoing costs that can be used for budgetary and planning purposes;

NB: Bidder must include different representative costs indicating costs differences for an ERP solution hosted on PIC private cloud versus hosting the solution on the bidder's cloud

3.6 Determine the critical success factors for implementation of a cloud based ERP solution for the PIC;

3.7 Obtain planning estimates appropriate for the implementation, management, and maintenance of a cloud-based ERP solutions, as well as recommended ERP programme approach inclusive of:

3.7.1 Readiness assessment;

3.7.2 Management of overall Programme and related projects;

3.7.3 Business Process Redesign (including performance metrics);

3.7.4 Requirements gathering and analysis;

3.7.5 End-to-end Design (including Interfaces);

3.7.6 Software Configuration and Development;

3.7.7 Implementation (pilots and rollouts);

3.7.8 Solution Testing;

3.7.9 Data Migration (including data cleansing);

3.7.10 Change Management; and

3.7.11 Operationalisation (incl. Maintenance and Support).

4 DESIRED PIC ERP

4.1 ERP CAPABILITIES

Providers are requested to provide RFI responses detailing the capabilities and functionalities of ERP solutions that are able to meet the following:

- 4.1.1 Financial Management;
- 4.1.2 Human Resources Management;
- 4.1.3 Customer Relationship Management (CRM);
- 4.1.4 Enterprise Asset Management;
- 4.1.5 Legal Documents and Case Management;
- 4.1.6 Project Management;
- 4.1.7 Safety, Health and Environment (SHE) capabilities;
- 4.1.8 Supply Chain Management;
- 4.1.9 Business Intelligence and Analytics; and
- 4.1.10 Governance, Risk and Compliance management.

NB: Providers are encouraged to include capabilities/functionalities that are over and above capabilities desired by the PIC.

4.2 QUESTIONNAIRE

Interested parties are kindly requested to submit **detailed** feedback in response to the following questions. Providers are kindly requested to provide links and/or documentation related to and supporting their replies. Providers are encouraged to provide information that is **over and above** the PIC's provided questionnaires.

No	Questionnaire	Please provide detailed Response in this column
4.2.1	<p>Please describe the ERP solution's core features and functionality.</p> <p>NB: Over and above the ERP solutions features and functionality, the solution must cover the PIC's desired capabilities.</p>	
4.2.2	Please provide a technical description of the solution.	
4.2.3	What pricing models can providers offer for the solution?	
4.2.4	What are the main cost drivers for cloud service implementations?	
4.2.5	What is the indicative cost for the procurement, implementation and support of the solution for a 10-year period? If possible, indicative capital, implementation and recurring costs should be provided.	
4.2.6	What are the typical or expected implementation, integration and change management approaches and timeframes for the ERP solution?	
4.2.7	What are the typical available service levels that are recommended for the maintenance and support of the solution?	

4.2.8	<p>It is envisioned that the implementation of the ERP solution will require a Business Process reengineering exercise.</p> <p>Does the solution provider have both technical and business knowledge and expertise?</p>	
4.2.9	<p>Does the service provider offer data migration services as part of the implementation of the ERP solution?</p> <p>NB: Respondents must submit their data migration strategy/service details as part of their RFI response.</p>	
4.2.10	<p>What is the estimated migration cost and what informs the estimate?</p>	
4.2.11	<p>What challenges do you foresee in migrating existing data from the current systems and manual processes?</p>	
4.2.12	<p>Please describe the solutions products and technology roadmap?</p>	
4.2.13	<p>Kindly indicate which components and/or modules are incorporated in the proposed core solution and which components and/or modules will be sourced from third parties and would therefore require integration.</p>	

4.2.14	Is the Solution Cloud based? If yes, in which country are the datacentres and company offices?	
4.2.15	Please provide a detailed description of the type of service models offered(PaaS or SaaS) for the solution.	
4.2.16	Does the solution allow for processes that handle passwords that are entered by users and/or generated by the solution to be managed entirely on premise or by the PIC (e.g. on a private cloud solution)?	
4.2.17	In view of cybersecurity, how does the service provider keep the security posture of the solution up to date?	
4.2.18	Does the solution support federated authentication through industry standard protocols?	
4.2.19	How responsive is the solution to adapt interface to any device?	
4.2.20	What aspects or features of the solution allow for customisation?	
4.2.21	How are customisations managed during implementation and once in production?	

4.2.22	Does the solution allow third party API consumption to be able to integrate with external solutions?	
4.2.23	What tools does the solution provide for auditing and archiving of data?	
4.2.24	What database(s) is required for the solution and what are associated costs?	
4.2.25	What Operating Systems are required for the solution and what are the associated costs?	
4.2.26	What support options are available?	
4.2.27	What is the typical number of staff required to support the solution?	
4.2.28	What is the level of training that will be provided for the solution and what are the associated costs?	
4.2.29	What is typical implementation period for the entire solution?	
4.2.30	Does the solution provider have a local footprint?	
4.2.31	Does the solution enable the setting up of any type of workflow for each process and is it able to integrate with other systems?	
4.2.32	Describe briefly the Business Intelligence (BI) functionality available within the solution. Does it	

	support KPI dashboards, the modelling of what-if scenarios, KPI reports based on saved templates, enable dynamic as well as on-demand reporting, and predictions based on historical data trends?	
4.2.33	How does the solution enable self-service BI?	
4.2.34	What technologies have been used to build the Solution?	
4.2.35	Does the solution offer standard and customisable reports with the facility to export all reports to CSV, XLSX, and PDF or other formats?	
4.2.36	How easy is it for the non-technical user to generate, customise and parameterize reports according to the specific user's needs?	
4.2.37	Does the solution provide flexibility to customize the standard application functionality to suit the specific PIC business needs?	

NB: This RFI and the prices being requested are for market research only. The scope of this RFI is neither exhaustive nor conclusive of the PIC requirements that may be published in the subsequent call for tenders or expressions of interest.

Providers are encouraged to consider the PIC's size in their responses. The PIC consists of 48(forty-eight) business units and an estimate of six hundred (600) employees housed in one location. Where necessary providers are allowed to make assumptions. Assumptions must be indicated in the RFI response.

5 ADMINISTRATIVE REQUIREMENTS

5.1 CLARIFICATIONS

Any clarification required by a bidder regarding the meaning or interpretation of the document, or any other aspect concerning the submission, is to be requested in writing e-mail to tenders@pic.gov.za .

Clarifications questions must be provided by no later than 25 August 2020 and responses will be provided on 28 August 2020.

5.2 RFI RECEIPT

No late responses will be accepted.

5.3 PRESENTATIONS

The PIC may require presentations and/or site visits at a stipulated date and time from short-listed RFI as part of the bid process.

5.4 IMPORTANT NOTES

5.4.1 Please note that this enquiry is not a Request for Quotation/Proposal but a Request for Information only and

therefore non-committal and does not guarantee business, or an agreement to negotiate a binding agreement;

5.4.2 This RFI is a stand-alone information-gathering and market-testing exercise, intended only to inform the PIC's further decisions. No respondent, through submission of information will gain any right to participate in any future process, and participates herein on the basis that it is providing information voluntarily to strengthen a potentially beneficial process for all stakeholders. In addition, no participant shall be prevented or excluded from participation in the bidding process due to submission of information in response to this RFI.

5.4.3 Through making a submission, a respondent accepts the terms and conditions which govern this process.

5.4.4 All participants responding to this RFI process need to ensure that they have received all information and remain solely responsible for satisfying themselves as to the information required in responding hereto.

5.4.5 The PIC reserves the right not to proceed with any further engagements on the requirements presented.

5.4.6 Responses may be used to support the business justification and funding requirements for implementing an ERP.

6 COMPANY INFORMATION

Please complete the following questionnaire:

1. Company Name:

2. Other Trading Names:

3. Type of Organization: (Public Company ('Limited'), Private Company ('(Pty) Ltd'), Close Corporations ('cc'))

4. Physical and Postal Address of the Company:

Postal Code:	Postal Code:

5. Contact Details

Contact Name	
Contact Number	
Cell Number	
Email Address	
Alternative Contact	
Email Address	
Contact Number	

6. Company Information

Average no. of employees:	
Average annual turnover:	
Type of Enterprise: (e.g. Generic, Qualifying small enterprise, Exempted Micro Enterprise)	
Industry in which the entity operates:	

7. List of Shareholders:

***ID Documents of the Board of directors/members, owners, shareholders or executive committee must be submitted.**

*** CIPC Documents must be attached.**

10. Valid BBEEE Certificate

