



03 October 2025

Dear Tenderer

RFB NO. 00461/2025 APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

SUBJECT:

You are hereby invited to tender for the abovementioned Services in accordance with the documents of enquiry contained herein.

Elucidation of the Enquiry

Should any part or parts of the enquiry require further explanation, be ambiguous or contradictory, elucidation prior to submission of your proposal, and is to be obtained from:

All Commercial and Technical queries:

Mbali Masilela Tel: 011 703 7006 and e-mail: mbali.masilela@nbcrlfi.co.za

Submission of Tender

Your tender is to be submitted in the manner described in the **Instructions to Tenderers** contained in **Section A** and testimonial guide template of the enquiry document by not later than the **26 October 2025 at 12:00pm. Questions for clarity on tender will close on 12 October 2025 at 12:00pm.**

Further to note-the intension to tender closing date is 12 October 2025 at 12:00pm. Failure to respond to intension to tender will result in disqualification of your submission.

Yours faithfully

Lerato Skhosana

Acting Procurement Manager

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

**NATIONAL BARGAINING COUNCIL FOR THE ROAD FREIGHT AND LOGISTICS
INDUSTRY**

RFB NO. 00461/2025

**APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN
EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF
36 MONTHS.**

INDEX

SECTION

DESCRIPTION

SECTION A: INSTRUCTIONS TO TENDERERS

SECTION B: FORM OF TENDER

SECTION C: CONDITIONS OF AGREEMENT

SECTION D: SPECIFICATIONS

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

SECTION A

APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

INSTRUCTIONS TO TENDERER

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

NATIONAL BARGAINING COUNCIL FOR THE ROAD FREIGHT AND LOGISTICS INDUSTRY

RFB NO.00461/2025

APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

INSTRUCTIONS TO TENDERERS

TENDER THAT CONSISTS OF ONE ORIGINAL MUST BE SENT VIA A LINK THAT WILL BE PROVIDED BY THE TIME AND DATE STIPULATED IN THIS ENQUIRY.

NB: TENDERS MUST NOT BE ADDRESSED OR DELIVERED TO INDIVIDUALS.

1. CLARIFICATION OF ENQUIRY DOCUMENTS

Should there be doubt as to the meaning of the enquiry document; the Tenderer shall seek clarification before submitting a tender. All additional information supplied shall be made available to all other Tenderers. All queries shall be submitted by not later than **12 October 2025.**

2. AGREEMENT CONDITIONS

The Conditions of Contract shall be the Conditions of Contract contained in the enquiry document. The Tenderer may submit a tender containing proposed variations or qualifications to the Contract Conditions.

3. MAIN OFFER AND ALTERNATIVE PROPOSALS

Tenderers shall submit a main offer on the forms provided in accordance with the requirements set out in the enquiry

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

Tenderers may in addition submit alternative offers, which shall clearly indicate either technical and/or financial advantages to the NBCRFLI.

4. SUFFICIENCY OF TENDER

No alterations will be allowed once a tender has been submitted. In the event of any discrepancies occurring between the prices and particulars detailed by the Tenderer in the forms provided with the enquiry and those contained in any additional letter or document by the Tenderer, the former shall prevail.

5. TENDERER TO INFORM THEMSELVES FULLY

The Tenderer is to examine the scope of services provided. Should there be any doubt as to the meaning of the scope of services, or ambiguity as to the scope of the enquiry, the Tenderer is to immediately notify the NBCRFLI and have the matter rectified, otherwise it will be taken that the enquiry is fully understood, and no liability for errors will be admitted due to the foregoing.

6. EXTENSIONS TO TENDER CLOSING DATE

Under no circumstances will requests for extensions to the tender closing date be considered unless there are delays in providing additional information that is due from NBCRFLI.

7. REJECTION OF TENDERS

A tender may be rejected if: -

- 7.1 It is received after the time and closing date stipulated in the enquiry or a subsequent official amendment thereto.
- 7.2 It contains any omission, erasure, alteration, text addition or irregularity.
- 7.3 It does not include the required information necessary for proper comparison and evaluation.

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

- 7.4 It is not in accordance with the commercial and technical requirements of the evaluation.

8. CONFIDENTIALITY OF ENQUIRY DOCUMENTS

The enquiry document shall be treated as strictly confidential by the Tenderer.

Tenders received will be treated as confidential and no aspect of any tender will be disclosed to third parties by NBCRFLI.

9. ACCEPTANCE OF TENDERS

The NBCRFLI reserves the right to reject any tender, or accept portions of tenders received, without being obliged to give reasons.

10. VALIDITY

Tenders shall remain open for acceptance for 120 (hundred and twenty) days from the closing date.

11. EXPENSE IN PREPARATION OF TENDERS

The NBCRFLI will not be responsible for any expenses or losses, which the Tenderer may incur in the preparation of the tender.

12. CONDITIONS UNDER WHICH TENDERS WILL BE CONSIDERED

No tender will receive consideration unless it is complete and in accordance with the requirements of this enquiry specification. Should the Tenderer wish to offer services which in his opinion is considered an improvement arrangement or selection the Tenderer may submit such an offer as an alternative to the main offer.

13. SUBMISSION OF TENDERS

13.1 Tender - Soft Copy

An online link will be affected by the NBCRFLI specifically for the Service Providers who have submitted their details for the Intention to tender to be submitted to mbali.masilela@nbcrfli.co.za by the

12 October 2025 at 12:00 pm.

RFB NO. : **00461/2025**

DESCRIPTION : **APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.**

CLOSING DATE : **26 October 2025 at 12:00pm**

The Tenderer shall prepare one original set and of the documents comprising the Tender and supplementary information.

14. EVALUATION CRITERIA

PROPOSED FUNCTIONAL EVALUATION CRITERIA

The evaluation of the functional/technical details of the proposal will be based on the following criteria: Evaluation

14.1 All tenders will be evaluated by a bid evaluation committee.

14.2 The evaluation of the bids will be done in a three (3) stage process:

14.2.1 The **first stage** will be the evaluation of bids on functionality.

14.2.2. The **second stage** of evaluation will be the presentation.

14.2.3 The **third stage** is

- **Price = 80 points**
- **Preference = 20 points**

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

STAGE 1: CAPABILITY/FUNCTIONALITY

- A total point of 100 is allocated for functionality
- Tenders shall score a minimum of 70 points on functionality from submitted document in order to move on to the next stage where they will be required to a presentation.

15. EVALUATION CRITERIA

15.1 Functionality

CRITERIA	Rating					Weight	Total
	1	2	3	4	5		
The functionality proposal will be evaluated on a scale of 1-5 in accordance with the criteria below.							
1. Capacity and Experience (10 points) The bidder must demonstrate that they have the capacity to render the required service by submitting a company profile detailing similar projects that were successfully implemented and supported in the past 10 years. Substantiate: a) Detailed Company profile including demonstrated experience in providing Audit management solution and exposure to Bargaining Council environment = 5 b) Company profile not demonstrating experience = 0						10	
2. Written reference letters (20 points) Provide at least five (5) reference letters from contactable existing/ recent clients (within the past 5 years) where similar audit management software was successfully completed. Substantiate: The letter must be on the client's letterhead, and it should contain name, address, phone number, and duration of the contract, the details of the Project leader and a detailed description of the services: i 5 relevant reference letters and above = 5 ii 4 relevant reference letters = 4 iii 3 relevant reference letters = 3 iv 2 relevant reference letters = 2 v 1 relevant reference letter = 1 No appointment letters from clients will be accepted as reference letters.						20	

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

CRITERIA	Rating					Weight	Total
	1	2	3	4	5		
The functionality proposal will be evaluated on a scale of 1-5 in accordance with the criteria below.							
3. Methodology Bidders Methodology and approach must demonstrate knowledge and understanding of project execution and software design and implementation. The bidding company must outline and explain the methodology and approach that will be followed. 1.3.1. Approach (20 points) a) Clear Response/ Proposal covering the entire Scope of this project: i. Detailed approach that is aligned with scope of services = 5 ii. Approach that is partially aligned with scope of services = 2 iii. Approach not aligned with scope of service = 1						20	
1.3.2 Project Implementation Plan (10 points) Provide details about the resources and processes, turnaround times of the project / Project schedule. A clear approach for the duration of the project term covering key milestones (<i>Phase 1 to 9</i>). i. Draft project implementation plan covering key milestones and deliverables, resources/processes, turnaround times of the project / Project schedule and aligned with scope of services = 5 ii. Project implementation plan that is partially aligned with scope of services and does not cover entirely resources and processes, turnaround times of the project / Project schedule = 2						10	
4. Team qualifications and capabilities The bidders should provide or submit detailed curriculum vitae and certified qualifications of key personnels to be allocated to the project. Substantiate: Detailed Curriculum Vitae and qualifications of the team should consist of a minimum of five (5) individuals as per the following:						5	

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

1.4.1 Project Leader/Director (15 points) a) Tertiary qualification i.e., honours degree /post-graduate or equivalent (NQF 8) in the field of Auditing, Finance or Risk Management with a minimum of 10 years' experience b) The team leader must possess any of the following professional certificates and relevant experience, registered with IIA/ISACA/RMSA and in good standing: i. Certified Internal Auditor (CIA); ii. Certified Information System Auditor (CISA); and iii. Certification in Risk Management Assurance (CRMA). Relevant qualifications (Tertiary and Professional certificates) and Years of experience: i 10 Years proven experience and above = 5 ii 5 – 9 and Years proven experience = 3 iii 1 – 4 Years proven experience = 1						15	
1.4.2 Project Manager (10 points) a) Tertiary qualification i.e., degree or equivalent (NQF 7) with a minimum of 5 years' experience. b) Must be Certified Associate in Project Management (CAPM), Prince 2 or PMBOK Certification Relevant qualifications (Tertiary and Professional certificate) and Years of experience. i 5 and above Years proven experience = 5 ii 3 – 4 Years proven experience = 3 iii 1 – 2 Year proven experience = 1						10	
1.4.3 IT Software Developer (5 points) a) Tertiary qualification i.e., bachelor's degree or equivalent (NQF 7) in the field of Information Technology with a minimum of 7 years' experience. b) Must be Certified Software Developer. Relevant qualifications (Tertiary and Professional certificate) and Years of experience: i 7 Years proven experience and above = 5 ii 4 – 6 and Years proven experience = 3 iii 1 – 3 Years proven experience = 1						5	
1.4.4 2 x Support and Maintenance Consultants (5 points)						5	

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

Tertiary qualification i.e., degree or equivalent (NQF 7) in Internal Audit or IT Degree with a minimum of 3 years' experience.							
i. Consultants with relevant qualifications = 5							
ii. Consultant with relevant qualifications = 3							
TOTAL						100	
Minimum Threshold Points = 70							

STAGE 2: PRESENTATION (20 points)

Bidders who are successful in Stage 1 will progress to this stage, which involves a compulsory presentation lasting **60 minutes** (including question and answer session) through Microsoft Teams to the bid evaluation committee.

The presentation should be based on the following:

- a) Methodology and detailed approach that is aligned with service scope that will be used **(5 points)**.
- b) Detailed project implementation plan aligned with service scope and must also include the following **(5 points)**:
 - i. Provide details about the resources and processes of the company.
 - ii. Turnaround times of the project / Project schedule. A clear approach for the duration of the project term.
 - iii. Tools that will be used.
 - iv. Experience of the team. The focus should be more on the Project Leader and Team Leader experience in conducting similar assignments.
- c) Demonstration of the solution in line with the scope and highlighting the key features and standard reporting available within the system **(10 points)**.

Score Guide

Rating	Definition	Score
Excellent	Exceptional demonstration by the bidder of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the goods / services.	5
Good	Above average demonstration by the bidder of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services.	4
Acceptable	Demonstration by the bidder of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods	3

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

The percentage for functionality will be calculated as follows

$$Ps = \frac{So}{Ms} \times AP$$

Where:

Ps = percentage scored for functionality by bid under consideration

So = total score of bids under consideration

Ms= maximum possible score, i.e. 5x **(a)** 100=

Ap = percentage allocated for functionality (in this bid = 100)

- i. The value scored for each criterion will be multiplied by the specified weight for the relevant criterion to obtain the marks scored for each criterion.
- ii. The scores for each criterion will be added to obtain the total score.
- iii. This score will be converted to a percentage and only bidders that have met or exceeded the minimum qualifying score of 80 percent of 100 percent on functionality will be evaluated further.
- iv. Bidders not meeting a minimum qualifying score of 80 percent on functionality will be disqualified.

Sub-Contracting

A tenderer will not be awarded points for BBBEE status level if it indicated in their proposal/tender document submitted that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an Exempted Micro Enterprise (EME) that has the capability and ability to execute the sub-contract.

A tenderer awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher BBBEE status

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

level than the successful tenderer concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

The tenderer is required to provide information regarding sub-contracting on the schedule of proposed sub-contractors form as well as the schedule for transformation requirements in Section B of this enquiry.

General

During the evaluation process NBCRFLI may engage with one or more tenderers for clarification of their tender. Tenderers must also note that presentations may be required and as a result they must be always prepared when submitting their tender documents. Based on the results of the evaluation process, NBCRFLI will approve the awarding of the contract to the successful tenderer subject to a due diligence being conducted.

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

SECTION B

**NATIONAL BARGAINING COUNCIL FOR THE ROAD FREIGHT AND LOGISTICS
INDUSTRY**

RFB NO. 00461/2025

**APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN
EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF
36 MONTHS.**

FORM OF TENDER

INDEX

A. Proposed Solution and Standard Forms

Item Title

- 1. Company's Profile and Proposed Solution
- 2. Tenderer's references
- 3. Schedule of Proposed Sub-Contractors
- 4. Alterations by Tenderer
- 5. BEE and Tax Clearance Certificate
- 6. Supplier Registration Form
- 7. Declaration of Interest

B. Financial Proposal: Item Title

- 1. Offer
- 2. Summary of Costs

A. PROPOSED SOLUTION and STANDARDS FORMS

A 1. COMPANY PROFILE AND PROPOSED SOLUTION

Tenderers to provide the company profile and the Solution.

A.2 TENDERER'S REFERENCES

Tenderers to provide three (3) contactable references of relevant services carried out in the last five years that best illustrate the experience of the tenderer. Use the example below.

A.3 SCHEDULE OF PROPOSED SUB-CONTRACTORS

The Tenderer shall detail below all Sub-contractors that he proposes to employ to render of any part of the Services, together with a description of the service he proposes to sub-contract. Notwithstanding the inclusion of any Sub-contractor herein, this shall be read in conjunction to clause 14 [Evaluation] above in Section A and the conditions on scope document of this enquiry as well as the schedule for transformation requirements.

NAME	WORK TO BE SUB-CONTRACTED	APPROXIMATE VALUE

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

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A.4 ALTERATIONS BY TENDERER

Should the Tenderer desire to make any departures from or modifications to the Conditions of Contract, Schedule of Prices, or to qualify his tender in any way, he shall set out his proposals clearly hereunder, or alternatively state them in a covering letter attached to his tender and referred to hereunder, failing which the tender will be deemed to be unqualified.

PAGE	CLAUSE OR ITEM	PROPOSED ALTERATIONS

A.5 BEE AND TAX CLEARENCE CERTIFICATE

Tenderers are required to provide a valid BEE and Tax Clearance Certificate.

A.6 SUPPLIER REGISTRATION FORM

It is expected of tenderers who are not registered on the NBCRFLI's accredited Supplier Database to register using the prescribed form. Once the form is completed it may be submitted together with the tender. The NBCRFLI reserves the right not to award tenders to tenderers who are not registered on the Database.

NBCRFLI

Your Road Freight Partner.

SUPPLIER REGISTRATION FORM

All sections marked with an apteryx "" are compulsory to complete*

Please Note

- ◇ This form must be completed by all applicants wishing to register as suppliers on the NBCRFLI supplier database. Please reflect all the resources the firm has such as: Years of Experience, No of employees etc. Also reflect the expertise and experience that the company has. Other relevant additional documentation may also be attached. The NBCRFLI will determine the suitability of firms for entry into its database, based on the information provided.
- ◇ All sections of the application form must be completed in full.
- ◇ The application form is to be completed by the duly authorised official of the contracting firm.

Registration pre-requisites

- ◇ Proof of company registration and/or any other form of legal standing must be submitted.
- ◇ A *current and original* Tax Clearance Certificate from South African Receiver of Revenue Service [SARS] certifying that the taxes of the applicant are in order or that suitable arrangements have been made with SARS to bring them in order. The Tax Certificate will be reworded at the allocated space for the VAT number with the words "compulsory if turnover is more than R1, 000 000". Where the person is not required to be registered for VAT, the Receiver of Revenue will write issue the certificate with blank VAT reference number.
- ◇ Submit proof of Professional Registration with the relevant Professional Body.
- ◇ Submit Company composition on the form attached as Section "C" also referred to as CK1
- ◇ Attach Black Economic Empowerment (BEE) Strategy/Transformation Strategies/ strategies to empower the Disabled/physically challenged.
- ◇ Company Profile
- ◇ Proof of banking details

A.7 DECLARATION OF INTEREST

DECLARATION OF INTERESTS (KINSHIP, RELATIONSHIP WITH PERSONS EMPLOYED BY NBCRFLI)

In terms of the Procurement Policy, no person or persons employed by the NBCRFLI may be awarded a bid by the Council.

Any legal person, or persons having a kinship with persons employed by the NBCRFLI including a blood relationship, may make an offer in terms of any bid invitation. In view of possible allegations of favouritism, should a resulting bid or part thereof be awarded to persons connected with or related to an employee of the NBCRFLI, it is required that the bidder or his/her authorized representative declare his position vis-à-vis the evaluating authority and/or take an oath declaring his/her interest, where— the legal person on whose behalf this application signed, has a relationship with persons/a person who are/is involved with the evaluation of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarer acts and persons who are involved with the evaluation of the bid.

To give effect to the above, the following questionnaire shall be completed and submitted with the bid.

Do you, or any person have any relationship (family, friend, other) with a person employed with the NBCRFLI or its Administration and who may be involved with the evaluation, preparation and/or adjudication of bids?

Yes/No

If so, state particulars

Are you or any other person connected with this application, employed the NBCRFLI?

Yes/No

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

If so, state particulars

SIGNATURE OF DECLARER

DATE

POSITION OF DECLARER
NAME OF COMPANY OR APPLICANT

I/we, the undersigned (Print name/s)

Certify that the information as finished in this document is correct.

Signature/s

Date

Designation

(Please initial all other pages of this document)

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

B. FINANCIAL PROPOSAL

B.1 BID PRICE / OFFER

Having examined the Specifications and all other documentation contained in the Enquiry document for the above-named Services, we the undersigned, offer to carry out the whole of the said Services in conformity with the said Enquiry document, which includes all these documents for the sum of:

NOTE: REFER TO PRICING SHEET ATTACHED HERETO.

R..... (In words)

.....

.....
(INCLUDING 15% VAT)

We undertake to commence the Services on receipt of the NBCRFLI's representative's instruction to commence.

We agree to abide by the terms and conditions of this Tender for a period of 90 days from the closing date and undertake that it will not be withdrawn and shall remain open for acceptance by you up to the expiration of the said 90 days.

Unless and until a formal Agreement is prepared and executed, this Tender, together with your written acceptance thereof, shall constitute a binding Agreement between us.

Dated this..... day ofyear Signature..... in

the capacity ofDuly authorised to sign tenders for

and on behalf of: Bidder Name

B.2 SUMMARY OF FEES

Summary of proposed fees.	
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RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

SECTION C

RFB NO. 00461/2025

**APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN
EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF
36 MONTHS.**

CONDITIONS OF AGREEMENT

(Any resultant Service Level Agreement will be subject to NBCRFLI's generic terms and Conditions of Agreement)

The blank SLA must be downloaded from the NBCRFLI to familiarised with the terms and conditions

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

SECTION D
SCOPE OF SERVICES

FOR

RFB NO.00461/2025

**APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN
EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF
36 MONTHS.**

SPECIFICATIONS

1. BACKGROUND

The National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI), established in 1946, plays a key role in ensuring labour peace as well as providing an effective service to road freight and logistics industry stakeholders. It achieves this through:

- i. Facilitation and mediation of Industry Collective Agreements;
- ii. Setting minimum standards and conditions of employment between employers and employees within the road freight and logistics industry;
- iii. Managing the industry's annual sick leave and holiday bonus funds;
- iv. Provision of Wellness Services, including the Trucking Wellness and the Health Plan; and
- v. Provision of Disputes Resolution for the Industry.

All these services are provided under the auspices of the Main Collective Agreement. Our focus is to improve the quality of service delivered to our stakeholders, namely industry employers and employees. We achieve this through our various service offerings which are accessible via our 17 offices countrywide.

Internal Audit Department

The Mission of Internal Audit within NBCRFLI is to enhance and protect organizational value by providing risk-based and objective assurance, advice, and insight.

The mandate of Internal Audit is to provide independent, objective assurance and advisory activities designed to add value and improve the organisation's operations. The Internal Audit Function helps Council to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management and control processes.

Over the years, the audit function has seen an increase in the number of assignments carried out through its Annual Plan and has equally grown its staff compliments, in addition to use of co-sourcing partner to deliver on its annual plan.

For some time, the internal audit department relied on the methodology provided by its co-sourced partner. However, this has changed as the department has now developed its own Internal Audit Methodology, Policy and Procedural Manual and audit/templates, in accordance with the newly introduced Global Internal Audit Standards (GIAS).

Standard 9.3 "Methodologies" requires that "the CAE must establish methodologies to guide the Internal Audit Activity in a systematic and disciplined manner to implement the Internal Audit Strategy, develop the Internal Audit Plan and conform with the Standards".

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

The overall objective of the audit methodology is to describe the processes of NBCRFLI Internal Audit Function. It outlines the procedures which will generally govern the Internal Audit Function.

The Internal Audit Activity provides the following services:

- i Assurance services.
- ii Advisory services.
- iii Fraud Prevention and Investigative Services.

The structure of the internal audit department comprises of the following positions:

- 1 x General Manager (GM);
- 1 x Personal Assistant to the GM;
- 2 x Senior Auditors (Internal and IT Audit);
- 1 x Senior Forensic Administrator; and
- 2 x Internal Auditors.

In line with the level of maturity of the audit function and the need to deliver on assignment(s), efficiently and effectively, NBCRFLI requires a robust, best-in-class Audit Management Software Solution within its Internal Audit Department.

2. OVERVIEW OF COUNCIL CORE BUSINESS PROCESSES

2.1 OPERATIONS DEPARTMENT

2.1.1 Disputes Resolution

One of the core functions of the NBCRFLI, in terms of the Labour Relations Act, is to manage the dispute resolution process within the Road Freight and Logistics Industry, as per its mandate to manage and enforce the conditions of employment between industry employers and employees. In order to resolve unfair dismissal and disputes of a similar nature, the NBCRFLI is accredited by the CCMA to perform dispute resolution by using CCMA accredited commissioners. These commissioners are also used to arbitrate enforcement disputes. The Disputes Resolution section ensures that Disputes Resolutions are resolved timeously in order to maintain industrial peace within the industry. The disputes typically involve unfair dismissal and unfair labour practices.

2.1.2 Enforcement

The Council aims to ensure that the provisions of the Council's Agreements are complied with by all stakeholders in the road freight and logistics industry. A key role played by Council includes ensuring compliance and enforcement of the Main Collective Agreements within the

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

road freight and logistics industry. To this end, the Council makes great efforts to ensure that all who fall under its jurisdiction are registered. The designated agents play a vital role in the achievement of this goal to promote, monitor and enforce compliance with any Collective Agreement concluded.

The following sections form part of enforcement:

a. Returns Control

The Returns Control section maintains strict control over non-compliance of monthly levy contributions. This involves the identification of non-compliant companies as well as the conciliation of agreement contraventions.

b. Arbitration

This section deals with the arbitrations of agreement contraventions, such as the enforcement of invoices and late payments per levy number.

c. Litigation

The Litigation section keeps strict control over non-compliance in general. This includes reviewing post arbitration agreement contravention cases as well as demarcation cases.

d. Exemptions

The Exemptions section deals with all applications for exemptions from the provisions of Collective Agreements. The exemption applications from both parties and non-parties to the Council are heard by the Independent Exemptions Body.

2.3 FUNDS AND WELLNESS ADMINISTRATION

2.3.1 Funds Administration

Through Council's Funds and Wellness Administration department, we effectively and efficiently process all funds on behalf of the NBCRFLI. This includes annual leave, sick leave, 13th cheque funds, wellness funds and levies. As stipulated in the main collective agreement, employers who are registered with Council make monthly contributions, which are processed against the respective trust funds. Whenever a need arises, a payout application is submitted to Council and the requested funds are paid to respective employees.

Funds and wellness administration department are also responsible for Trade Union and Employers Organisation Membership, in order to ensure that employers and trade unions parties to Council are sufficiently representative of the road freight and logistics as per the Labour relations Act.

2.3.2 Trucking Wellness

Trucking Wellness, an initiative of the National Bargaining Council for the Road Freight and Logistics Industry (NBCRFLI), is a primary healthcare delivery programme dedicated to the wellness of those employed in the road freight and logistics (RFL) industry. The programme is a sterling example of a successful and sustainable public-private partnership in that it is funded by the NBCRFLI together with various partners who share the Council's vision of

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

fighting the prevalence of HIV/AIDS in the RFL industry. Through the Programme, many lives continue to be saved and improved.

2.3.3 NBCRFLI Health Plan Benefits

The Wellness Fund Health Plan protects the wellbeing of employees within the Road Freight and Logistics Industry. It is available to all active NBCRFLI members who are contributing to the Wellness Fund and meet the stipulated eligibility criteria. The Council and the service provider work hand in hand to identify members' specific needs annually. This makes the plan more focused on what our industry members requirements are, resulting in a tailor-made solution.

3. BUSINESS APPLICATIONS

The following is the list of critical business applications:

Application name		Supported Business Process
1.	SAP ECC Functional and Basis	Procurement and Finance
2.	Telnet/Pick & Online	Funds and Wellness Administration
3.	E-business	Funds and Wellness Administration
4.	K2 Black Pearl	Operations (Enforcement)
5.	Agents Inspection Portal	Operations (Enforcement)
6.	MITEL PABX	Call Centre
7.	SAGE People	Payroll and Human Resource

4. THE OBJECTIVES OF THE REQUEST FOR PROPOSAL

The primary objective is to appoint a suitable service provider to supply and implement an easy-to-use Audit Management solution with the capability to perform continuous auditing and monitoring to efficiently manage the entire Audit Workflow of NBCRFLI for a period of 36 months.

5. SCOPE OF SERVICES

A suitable service provider will be expected to supply and implement an easy-to-use Audit Management solution with the capability to perform continuous auditing and monitoring which must include, but are not limited to the following:

5.1 AUDIT MANAGEMENT

To provide solution that will automate the Internal audit activities with the ability to customize/configure the system to meet NBCRFLI audit methodology as aligned to the GIAS.

5.1.1 Planning

- a) Ability to create an Audit Universe and develop Three (3) Year Rolling Plan and Annual Operational Plan based on risk assessments or other criteria.
- b) List of Project Types (e.g. Forensic Audits, Internal Audits (Assurance and Advisory etc.)
- c) Provide budgeting support for audit plans that will report on deviations from projected to actual project time.
- d) Allow for Annual Internal Audit Plan Questionnaires/surveys to be generated and sent to auditees, allowing them to complete the questionnaire online and feedback to be recorded.

5.1.2 Electronic Workpapers:

- i. Notification / Audit Announcement letter
- ii. Opening Meeting agenda
- iii. Opening Meeting Minutes template
- iv. Request for Information (RFI)
- v. Pre-Engagement Questionnaire
- vi. Team Briefing Agenda
- vii. Declaration of independence and objectivity
- viii. Audit Planning memorandum
- ix. System Description System / Process description/walkthroughs
- x. Audit program (Objectives, Risks, Controls and Audit procedures/test).
- xi. Working Paper templates used (sample testing)
- xii. Audit / Project completion checklist
- xiii. Project performance review forms (IA staff)
- xiv. Closing Meeting Minutes template
- xv. Internal Audit report template

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

xvi. Risk Acceptance Form

xvii. Client Evaluation / Satisfaction survey

- b) Provide flexibility to add/delete/modify audit steps in standard audit programs.
- c) Ability to assign specific audit step to individual auditor.
- d) Must provide two-way cross-reference between documents, and support point-to-point hyperlinks for Word, Excel, PowerPoint and PDF files.
- e) Ability to record results from tests (i.e. raising findings).
- f) Assign action plans to the person responsible for implementation and implementation date.
- g) Record management responses and agreed action plans for exceptions/observations reported.
- h) Central point for uploading audit project evidence. Evidence obtained in performing audit testing including attaching scanned documents and annotate documents (Word, Excel, PowerPoint, and PDF) with standard tick marks/comments from within the solution.
- i) Ability to write review notes with links to targeted work papers.
- j) Ability to print completed workpapers, review notes, audit programs, and other electronic documentation created within the system for backup purposes.
- k) Allow search capabilities within audit findings, projects, and the document
- l) Ability to assign a severity rating to findings.
- m) Allow for client satisfaction surveys to be generated and sent to auditees, allowing them to complete the questionnaire online and feedback to be recorded.

5.1.3 Audit Reporting

- a) Provide standard reports for tracking audit planning, project tracking, and outstanding issues.
- b) The solution should include functionality allowing for the archiving and roll-forward of audit engagements.
- c) Must provide reporting option that allow management to respond directly to findings/queries raised in the system to be automatically populated in the system.
- d) Ability to track and report on issues in a variety of ways including audit project, audit manager, or departmental area.
- e) Audit review and sign-off.

5.1.4 Time Reporting

- a) Ability to capture and track time for chargeable, e.g. audit projects, and non-chargeable activities e.g., annual leave. Allow for comments to be included with the non-chargeable activities.
- b) The ability to report on actual versus budgeted time.
- c) Ability to generate administrative reports.

5.1.5 Reporting and Decision-Making

- a) Consolidated reporting dashboards for the executive management and governing structures at a consolidated and combined assurance level.
- b) Other reports used/drafted by internal audit which includes the following:
 - Internal Audit department quarterly report.
 - Review of Current Audits Against Audit Plan (quarterly).
 - Review Statement on the Effectiveness of Internal Controls (annually).
- c) Customizable reports e.g. Departmental non audit project reports.

5.1.6 Audit Follow-up and Findings Tracking

- a) Notify the relevant audit clients of action plans that are due for implementation.
- b) Allow internal audit to generate a report of the status of implementation of the action plans (Implemented and in-progress)
- c) Track and automatically follow up on all pending findings based on action/implementation, dates as agreed with management on the audit report, and through sending reminder e-mails.
- d) Allow management to upload evidence for implemented action plans.
- e) Generate reports of open items (findings not resolved, partially resolved, resolved), and repeat findings, statistical summaries, etc.
- f) Allow the capture and monitoring of audit findings not raised only by the internal audit team e.g. Including external auditors.
- g) Produce other reports used/drafted by internal audit (Audit Com report) on the status of audit findings.

5.2 FRAUD PREVENTION AND INVESTIGATIVE SERVICES

a) Ability to record electronically the following:

- Reported fraud incidents.
- Fraud Allegations register.

b) Ability to record electronically the following associated with Investigative services from planning, execution and reporting including uploading of supporting evidence:

- Preliminary fraud Investigation.

c) Reporting dashboard for active and closed fraud incidents.

5.3 KEY FEATURES AND FUNCTIONALITIES

a) Advanced security features including user roles and permissions to control access levels.

b) Create an intuitive and user-friendly interface for easy navigation.

c) Design dashboards for quick access to key information.

d) Implement a scheduling system for regular audits.

e) Provide notification features to remind users of upcoming audits.

f) Incorporate features to ensure compliance with internal policies and external act, laws and regulations.

g) Maintain a detailed history of past audits and results.

h) Implement archiving mechanisms for long-term data retention.

5.4 SYSTEM CONFIGURATION AND INTEGRATION AND CAPABILITIES

a) Must support the entire Audit lifecycle.

b) The system should be compatible and flexible to enable continuous auditing and monitoring capabilities that can be integrated with NBCRFLI systems (existing ERP system and any other systems that may require exchanging of data)

c) Compatibility with Microsoft Office products: Office 365

d) Microsoft Windows operating systems.

e) Provide multiple security levels in the application that allow for separation of duties.

- o Ensure compliance with data protection regulations e.g. POPIA.
- o Provide audit logs for tracking changes and user activities.
- o Implement encryption for data in transit and at rest.

NB:

Please specify if the solution is Cloud based or will require on premise hosting.

5.5 TECHNICAL REQUIREMENTS (ON PREMISE HOSTING)

Provide requirements for each workstation where the Client software will be installed and Database Server requirements:

5.5.1 Client - Operating System

- Processor.
- Available Hard Disk Space.
- Minimum Available RAM.
- Network Card.
- Minimum Screen Resolution.
- Offline requirements capabilities.

5.5.2 Database Server:

- 1SQL Server.
- 2Hard disk Space.
- 3Minimum Available RAM.
- 4Network Card.
- 5Processor.

5.5.3 Other requirements:

- Application Server.
- Terminal / Remote Desktop Server.

6. REPORTING AND DELIVERABLES OF THE PROJECT

- a) Supply Audit Management solution with capabilities of Continuous auditing and monitoring where data is hosted in South Africa.
- b) Full Implementation of the system (including customization, development/ configuration). The service provider shall be mandated to submit a revised project implementation plan to GM: Internal Audit covering the following key milestones and detailed sub activities, resources and duration:

- i.Phase 1 - Project planning
- ii.Phase 2 - Requirements understanding deployment and Configuration
- iii.Phase 3 - System setup and Data migrating of prior year audit engagements
- iv.Phase 4 - Super User Training
- v.Phase 5 - Technical Installation & Testing
- vi.Phase 6 - User Training and Support
- vii.Phase 7 - User Acceptance Testing
- viii.Phase 8 - Go Live
- ix.Phase 9 - Implementation sign off

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

c) A service provider shall submit a weekly report of tasks completed and planned tasks for the upcoming week including details of hours spent.

d) Provide licenses for users as follows:

- 2 - Full System Access Licenses.
- 6 - System Access Licenses with limited permissions but ability to work on projects allocated.

e) Maintenance, and support of the system for a period of 3 years.

f) Provide resources as part of the service provided that will allow for self-paced refresher training, separate from training provided as part of the implementation.

g) Submit project close out report.

7. FINANCIAL PROPOSAL

7.1 All bidders are required to provide proposed pricing for each phase. Firms are required to submit a table of pricing as per below:

#	Description	Amount
Phase 1	Project planning	R
Phase 2	Requirements understanding deployment and Configuration approach	R
Phase 3	System setup and Data migrating of prior year audit engagements	R
Phase 4	Super User Training	R
Phase 5	Technical Installation & Testing	R
Phase 6	User Training and Support	R
Phase 7	User Acceptance Testing	R
Phase 8	Go Live	R
Phase 9	Implementation sign off	R
Eight (8) user licenses and support for first year		R
• 2 - Full System Access Licenses. • 6 - System Access Licenses with limited permissions but ability to work on projects allocated 7.2 License,		
Total		R
VAT		R

RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

Year 1 (Implementation, license, support and maintenance) total cost	R
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7.2 License, Support and Maintenance for Year 2 and 3:

#	Year 2	Year 3
User license	R	R
Support and Maintenance	R	R
VAT	R	R
Total	R	R

**Please specify the index for the inflation increase.*

7.3 Total Cost for 3 years:

#	Amount
Implementation Cost (Setup and Configuration)	R
License, Support and Maintenance	Year 1 R
	Year 2 R
	Year 3 R
Sub total	R
VAT	R
Total	R

8. DURATION OF APPOINTMENT

The estimated overall duration of the project phases should be for a period of four (4) months from commencement date.

9. DUE DILIGENCE

NBCRFLI reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period.

10. MANDATORY /PRE-QUALIFICATION REQUIREMENTS

Description	Comply	Do Not Comply
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RFB NO. 00461/2025: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND IMPLEMENT AN EASY-TO-USE AUDIT MANAGEMENT SOLUTION TO NBCRFLI FOR A PERIOD OF 36 MONTHS.

The proposed solution must meet the following mandatory conditions		
1. An off-the-shelf (cloud or on premise), commercially available solution		
2. Support multi-user concurrent sessions, user authentication, session		
3. Full support and maintenance and include documentation, updates, and technical support administered through a Service Level Agreement (SLA)		
4. Capabilities of enabling Continuous auditing and monitoring		