

REQUEST FOR INFORMATION

RFI NUMBER: RFI 12 2026-2027

RFI DESCRIPTION: DESIGN AND IMPLEMENTATION OF AN INDIVIDUALISED TOTAL REWARDS STATEMENT SOLUTION

This RFI calls for suitably qualified suppliers to provide information to Competition Commission of South Africa (CCSA) regarding a provision of **paper-based submission for the design and implementation of an individualised total rewards statement solution.**

Issue date: 21 September 2026

Closing Date: 05 October 2026 16:00

For enquiries contact CCSA Supply Chain Management E-mail: tenders@compcom.co.za

This RFI is an invitation for person (s) to submit information(s) for the provision of the services as set out in the Specification contained herein. Accordingly, this RFI must not be construed, interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights. No binding contract or other understanding of the supply of services will exist between CCSA.



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Private Bag X23, Lynnwood Ridge
0040, South Africa

REQUEST FOR INFORMATION (RFI)

RFI NUMBER	: DESIGN AND IMPLEMENTATION OF AN INDIVIDUALISED TOTAL REWARDS STATEMENT SOLUTION
RFI TITLE	: RFI 12 - 2026-2027

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	21 SEPTEMBER 2026
RFI Available from	21 SEPTEMBER 2026
Compulsory Briefing Session Date & Time	N/A
Venue for Briefing Session	N/A
RFI Closing Date and Time	05 OCTOBER 2026 at 16:00
Delivery Venue: Electronics Submission	tenders@compcom.co.za
Contact details	tenders@compcom.co.za

CCSA retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to CCSA, please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.



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1. MANDATORY DOCUMENTS

- 1.1 Proof of registration on CSD report (Central Supplier Database)

2. REQUEST FOR INFORMATION:

2. DEFINITIONS

- 2.1 **"RFI"** - a request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 2.2 **"RFI response"** - a written response in a prescribed form in response to an RFI.
- 2.3 **"Respondent"** – any person (natural or juristic) who forwards an acceptable RFI in response to this RFI with the intention of being the main contractor should the RFI be awarded through a competitive bid process.



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3. CONFIDENTIALITY

All information related to this request for information both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the CCSA, written approval to divulge such information will have to be obtained from CCSA.

The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI. Respondents must ensure that: access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This bid remains at all times the property of the Competition Commission of South Africa (CCSA). No rights other than as provided in this bid and in respect of the confidential information are granted or conveyed to bidder/s

Name of Respondent: _____

Physical Address: _____

Respondent's contact person: Name: _____

Telephone: _____

Mobile: _____

Fax.: _____

E-mail address: _____



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4. The manner of submission of the RFI

- 4.1** Respondent shall submit RFI response in accordance with the prescribed manner.
- 4.2** Respondent shall submit one **emailed submission** including relevant supporting documents.
- 4.3** The original copy must be signed by an authorised employee, agent or representative of the respondent.
- 4.4** The subject line on the email submission must be clearly marked with the responding organisation's name and RFI number and description of RFI.
- 4.5** Respondent must clearly outline costing implications of the solution required, as well as any economic factors (i.e. exchange rate implication) that may pose a risk impact against said costing.



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1. BACKGROUND

- 1.1 The Competition Commission (Commission) is a statutory body constituted in terms of the Competition Act, No. 89 of 1998 (the Act). It is one of three, independent competition regulatory authorities established in terms of the Act, with the other two being the Competition Tribunal and the Competition Appeal Court. The Commission is empowered by the Competition Act to investigate, control and evaluate restrictive business practices, abuse of dominant positions, mergers, undertake market inquiries and advocacy in order to achieve equity and efficiency in the South African economy.
- 1.2 CCSA is exploring a solution that will provide each employee with a clear, accurate and secure view of the full value of their remuneration and employer-provided benefits. The solution must integrate with Sage 300 People and support repeatable annual statement generation with minimal manual intervention.

2. PURPOSE OF THE RFI

- 2.1. The purpose of this RFI is to obtain market information on available Total Rewards Statement solutions, including solution capability, implementation approach, integration options, indicative costs, timelines, information-security controls, ongoing support and service-provider experience before CCSA considers a formal procurement process.

3. OBJECTIVES

- 3.1. Assess the availability and maturity of individualised Total Rewards Statement solutions in the market.
- 3.2. Understand integration capabilities and prior experience with Sage 300 People.
- 3.3. Identify practical options for secure, automated or controlled manual data transfer.
- 3.4. Understand implementation requirements, dependencies, timelines and internal resource requirements.
- 3.5. Obtain indicative once-off and recurring costs for planning and budgeting.
- 3.6. Assess data validation, reconciliation, POPIA compliance and information-security controls.
- 3.7. Explore secure employee access, statement distribution and repeatable annual statement-generation models.

4. REQUIRED SOLUTION OUTCOMES

The proposed solution should securely extract or receive relevant employee, payroll, remuneration and benefit data from Sage 300 People and produce individualised statements that are accurate, understandable, Commission-branded and suitable for annual distribution. Each statement should, where applicable, clearly present:

- 4.1 Annual and monthly total cost to company (TCTC).
- 4.2 Guaranteed cash remuneration.
- 4.3 Pensionable remuneration.
- 4.4 Retirement-fund contributions.
- 4.5 Employer-funded risk benefits paid over and above TCTC.
- 4.6 Approved performance incentives.



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4.7 Relevant non-cash benefits and explanatory notes.

The presentation must clearly distinguish guaranteed remuneration, variable or conditional rewards, employer-funded benefits and employee-funded deductions. Employee deductions, including medical aid contributions paid by an employee, must not be represented as additional employer-funded benefits.

5. SCOPE OF INFORMATION REQUIRED

5.1 Solution and Functional Capability

Information required	Respondent response / supporting reference
Solution overview	Describe the proposed solution, deployment model and key functionality.
Statement design	Explain design flexibility, CCSA branding, explanatory notes, multi-page layouts and accessible output formats.
Rewards components	Confirm how the solution classifies and displays guaranteed, variable, conditional, employer-funded and employee-funded components.
Employee lifecycle	Explain treatment of new appointments, exits, transfers, salary changes, incomplete data and retrospective adjustments.
Annual generation	Describe the process for repeatable annual generation, reissues, corrections and version control.
Reporting and audit trail	Describe administration reports, generation logs, approvals, exceptions and audit evidence.

5.2 Sage 300 People Integration and Data Management

Information required	Respondent response / supporting reference
Relevant experience	Provide details of previous integrations with Sage 300 People and references where available.
Integration method	Describe the proposed integration approach, interfaces, file formats, APIs, middleware, connectors and technical prerequisites.
Transfer options	Explain automated and controlled manual data-transfer options, including frequency and responsibilities.
Data mapping	Describe mapping of employee, payroll, remuneration and benefit fields, including configurable business rules.
Validation and reconciliation	Describe completeness, accuracy, duplicate, exception, balancing and sign-off controls.
Dependencies	Identify required Sage configuration, third-party licences, environments, connectivity, internal resources and other dependencies.
Data retention and deletion	Describe retention periods, archiving, secure deletion and exit arrangements.



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5.3 Security, Privacy and Access

Information required	Respondent response / supporting reference
POPIA compliance	Describe the solution and operating controls supporting compliance with the Protection of Personal Information Act.
Hosting and data location	State hosting model, hosting provider, geographic data location and any cross-border data processing.
Security controls	Describe encryption, identity and access management, role-based access, multifactor authentication, logging, monitoring and vulnerability management.
Employee access or distribution	Describe secure portal, mobile, email, password-protected document or other distribution options.
Incident management	Describe security-incident notification, investigation, containment and remediation arrangements.
Assurance	Provide available independent security certifications, audit reports or assurance statements, subject to confidentiality controls.
Business continuity	Describe backup, recovery, service continuity, disaster recovery and availability commitments.

5.4 Implementation, Support and Service Management

Information required	Respondent response / supporting reference
Implementation approach	Provide a high-level implementation plan, phases, deliverables, responsibilities and governance.
Indicative timeline	State the estimated duration and key milestones from initiation to production rollout.
Testing and acceptance	Describe unit, integration, security, user-acceptance, reconciliation and production-readiness testing.
Training and change support	Describe administrator training, user guidance, communications and knowledge transfer.
Support model	Provide support hours, channels, escalation arrangements, service levels and maintenance approach.
Annual support	Describe support for annual data preparation, generation, quality assurance, distribution and correction cycles.
Exit and portability	Describe data export, handover, configuration transfer and termination support.



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6. SERVICE-PROVIDER PROFILE AND EXPERIENCE

Information required	Respondent response / supporting reference
Company profile	Provide legal name, registration number, ownership profile, years in operation and principal business activities.
Relevant experience	Provide at least three examples, where available, of comparable Total Rewards Statement or remuneration communication solutions implemented.
Sage 300 People capability	Identify relevant technical expertise, partnerships, certifications and implementation resources.
Proposed team	Provide roles, qualifications and relevant experience of the proposed team.
Client references	Provide organisation name, contact person, contact details, scope and implementation date, subject to permission.
Subcontracting	Identify proposed subcontractors and the scope they would perform.
Local support capability	Describe South African support presence and escalation capability.

7. INDICATIVE COSTING INFORMATION

- 7.1. All amounts should be stated in South African rand, exclusive and inclusive of VAT, and clearly identify assumptions, validity periods, escalation, exchange-rate exposure and optional items. Pricing is requested for market analysis only and will not be treated as a bid.

Cost component	Basis / unit	Once-off excl. VAT	Recurring excl. VAT	Assumptions / notes
Discovery and solution design				
Sage 300 People integration and configuration				
Statement template design and branding				
Implementation, testing and deployment				
Training and change support				
Software licence or subscription				
Hosting and security services				
Maintenance and technical support				



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Annual statement-generation support				
Optional services				
Other costs				

8. CONFIDENTIALITY AND PROTECTION OF INFORMATION

- 8.1. Information provided by CCSA in connection with this RFI must be treated as confidential and used only to prepare a response. Respondents must restrict access to persons who require it for this purpose and ensure that those persons are bound by appropriate confidentiality obligations. No CCSA information may be disclosed or reproduced for another purpose without prior written approval.
- 8.2. Respondents remain responsible for complying with applicable privacy and information-security requirements when handling personal or confidential information. CCSA may use submitted information for internal evaluation, planning, budgeting and procurement preparation, subject to applicable legal obligations.

9. GENERAL INFORMATION

Enquiries in respect of this RFI should be addressed to:

SUPPLY CHAIN MANAGMENT

E-mail: tenders@compcom.co.za

All queries MUST be e-mailed

END OF THE REQUEST FOR INFORMATION DOCUMENT