



**transport**

Department:  
Transport  
REPUBLIC OF SOUTH AFRICA

## EXPRESSION OF INTEREST

PROVISION, MAINTENANCE AND  
SUPPORT OF DRIVING LICENCE CARD  
SOLUTION

Future bid documents will only be made available to parties who have expressed an interest and have complied with the requirement of this expression of interest.

### EXPRESSION OF INTEREST

<b>BID NUMBER:</b>	DLCA/EOI/2021/01
<b>DESCRIPTION</b>	Expression of interest for the provision of a solution for the personalisation, maintenance and support of driving licence cards production capability.
<b>CLOSING DATE:</b>	09 July 2021
<b>CLOSING TIME:</b>	11h00 Central African Time (CAT)
<b>SUBMISSION ADDRESS</b>	459b Tsitsa Street Erasmuskloof Pretoria South Africa 0048
<b>BRIEFING SESSION</b>	No briefing session will be held.
<b>ENQUIRIES / QUERIES</b>	Enquiries must be addressed via email and within South African (08h00 – 16h00) working hours to the following addresses:  SCM - <a href="mailto:tenders@dlca.gov.za">tenders@dlca.gov.za</a>  Technical – <a href="mailto:pmo@dlca.gov.za">pmo@dlca.gov.za</a>

DLCA-FRM-228-00

Version: B0

Version date: 08 September 2020



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## **EXPRESSION OF INTEREST**

PROVISION OF A SOLUTION FOR THE  
PERSONALISATION, MAINTENANCE AND  
SUPPORT OF DRIVING LICENCE CARDS  
PRODUCTION CAPABILITY.

## **1 INTRODUCTION**

This expression of interest (Eoi) aims to collect information from all interested parties who are willing to assist the Driving Licence Card Account (DLCA) with the provision of a solution for the personalisation, maintenance and support of driving licence cards production capability.

### **1.1 Background**

The Driving Licence Card Account (DLCA) is a trading entity of the Department of Transport responsible for the production and delivery of driving licence cards in South Africa. The current driving licence card and supporting infrastructure was introduced in 1998.

### **1.2 Current production environment**

The DLCA currently produces and delivers on average 2,5 million driving licence cards annually. Using a centralized production model, enrolment data is collected through enrollment units and produced in-house at the DLCA card production facility. The production process includes verification of data, personalization, quality control and packaging of the cards produced. The cards are then dispatched to the relevant centres.

The current production environment is using old technology which is no longer efficient and must be overhauled.

### **1.3 New Driving Licence Card Project**

As part of its strategy, the DLCA has embarked on a project to introduce a new driving licence card which will involve the following:

- a. A new card design with improved security features, durable and is internationally recognised;

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- b. Procurement of equipment and related services;
- c. Procurement of related IT and supporting infrastructure; and
- d. Re-engineering of card production processes.

## **2 SCOPE OF WORK**

The interested party should be able to provide the following products and/or services in line with the card design specification to be issued by the DLCA.

- a. Supply and delivery of card material (blank cards);
- b. Supply, delivery and commission of card production equipment (personalisation, quality control and packaging etc);
- c. Provisioning and implementation of the related production software;
- d. Provisioning, implementation and maintenance of relevant IT and supporting infrastructure;
- e. Integration to third-party systems required as part of the production process;
- f. Capacity building of DLCA staff on the production and management of the card production capability;
- g. Maintenance of the card production (personalisation etc) equipment; and
- h. Support of the card production equipment, related IT infrastructure and related software. Support should be provided in three levels.

<b>Level</b>	<b>Description</b>
<b>Level 1 Support On-Site Support</b>	i. Diagnosis of hardware, software application and operating system failures. When necessary, the transfer



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Level	Description
	<p>of the request to maintenance teams for repair or replacement of part is initiated.</p> <ul style="list-style-type: none"><li>ii. Management of spare parts and consumables;</li><li>iii. Solving problems by reconfiguring software and operating systems;</li><li>iv. Advice on the daily use of software applications and equipment;</li><li>v. Monitoring the progress of the applications; and</li><li>vi. Escalation of support requests to level 2 when the problem cannot be solved immediately by level 1.</li></ul>
<b>Level 2 Support On-Site Support</b>	<ul style="list-style-type: none"><li>i. Technical interventions on site including spare parts replacement.</li></ul>
<b>Level 3 Support On-Site &amp; Support</b>	<ul style="list-style-type: none"><li>i. Expert skills for problem diagnosis and restoration;</li><li>ii. In-depth analysis of fault messages, logs, advanced troubleshooting;</li><li>iii. Provision of software updates and escalation to third party software providers if necessary;</li><li>iv. Supply and testing of bug correction and third-party software updates;</li><li>v. Testing of solutions prior to installation; and</li><li>vi. Planned Maintenance Interventions.</li></ul>
<b>Remote support</b>	<ul style="list-style-type: none"><li>i. Provision of remote support for level 2 and 3.</li></ul>



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### 3 QUALIFYING CRITERIA

#### 3.1 Eligibility

The interested party must comply with the following:

- a. Be a company registered under the Companies Act of South Africa or similar registration institution for businesses outside of South Africa and **must be operating** in South Africa.
- b. Must have a minimum of 10 years' experience in high security printing. In the case of a consortium or joint venture, the combined experiences must be at least 10 years.

#### 3.2 Experience

- a. Must have had a successful implementation of driving licence or ID card solution in at least three (3) sites either as a principal contractor and/or as system integrator. The solution should have been implemented nationwide with at least similar volumes.
- b. Clear demonstration of suitable methodologies as well as work plans applicable in these types of national projects. Project should have included nationwide electronic enrollment, application validation, driving licence or ID card personalization and delivery.
- c. Must at least comply (where applicable) with the latest version of the following ISO/IEC standards:
  - i. ISO 18013 (1 – 5)
  - ii. ISO/IEC 14298: 2013
  - iii. ISO/IEC 7810:2019
  - iv. ISO/IEC 9001:2015
  - v. ISO/IEC 27001:2013
  - vi. ISO/IEC 14001



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## **4 SUBMISSION OF DOCUMENTS**

### **4.1 Documents to be submitted**

Interested parties must submit the following documents:

- a. Should provide valid certificates of incorporation;
- b. Relevant joint venture or consortium agreements, if applicable;
- c. Company profile containing verifiable details such as office address, e-mail address, Website address, phone numbers;
- d. Organogram indicating organisational structure, key functional areas and key personnel with their qualifications and experience;
- e. Provide information addressing the capabilities specified in the scope of work (section 2).
- f. Details of projects undertaken including inter alia, project description (ID / DL card, portrait colour, security features), project cost, type of cards issued, system capacity (cards per month) and implementation period. Copies of certificate of completion for the projects should be attached;
- g. Provide at least three (3) references including name of contact person, address, telephone, email and telephone numbers for countries where they undertook similar projects. These persons will be contacted to verify the accuracy of the information;
- h. Proof of registration or affiliation with any relevant association or independent organisation in the high security printing industry; and
- i. Proof of certifications of relevant ISO/IEC standards should be provided.



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### 4.2 Submission structure

The information in the response file must be structured as follows:

**Tab 1** – Organisational information (a – d)

**Tab 2** – Scope of work details (e)

**Tab 3** - Project Experience & References (f & g)

**Tab 4** – ISO standards and affiliations (h & i)

**Tab 5** – Any other additional information the interested party would like to include.

### 4.3 Submission

a. Interested and competent parties are requested to enclose their Eol and other accompanying documents as follows:

Physical Submission	Electronic Copy
<p>1 original and 3 copies must be submitted and addressed as follows:</p> <p><b>To:</b> Supply Chain Management</p> <p><b>Address:</b> 459b Tsitsa Street, Erasmuskloof, Pretoria, South Africa, 0048.</p> <p><b>Reference:</b> DLCA/EOI/2021/01</p>	<p>Soft (electronic) copy of the original document must be submitted on a clearly marked memory stick or CD.</p> <p><b>Telephonic, telegraphic, telex, facsimile or e-mailed responses shall not be accepted.</b></p>

b. It is the responsibility of the interested parties to ensure that response documents are submitted on or before closing time and the correct location as the department will not take responsibility of wrong delivery.



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- c. Interested parties who are using courier services for delivery of their response documents must ensure the delivery is at the correct place / location and time as the department will not be held responsible for wrong delivery.
- d. Due to Covid-19 safety regulations, no prospective parties will be allowed at the opening of the tender box. The submission register will be published on the e-tender portal.

#### **4.4 Due date**

The EoI must be submitted by: **09 July 2021 at 11h00 (CAT)**

## **5 DISCLAIMER**

- a. The DLCA is not bound to consider any EOI and reserves the right to accept or reject any EoI responses at any time without liability or any obligation for such acceptance, rejection or annulment, and without proffering any reasons thereof;
- b. The DLCA may verify any certificates and/or documents submitted with the issuing Authority for verification and authentication purposes;
- c. This advertisement should not be construed as a commitment or obligation on the part of DLCA to award any contract;
- d. All submissions must be made in English;
- e. Qualifying parties may be required to make presentations upon submittal of their expression of interest at their own costs. These presentations will be conducted by the DLCA at any specified location or premises;
- f. Late submission of EoI will not be considered; and
- g. The DLCA shall not be liable for any cost incurred by any interested party in preparing, submitting, discussing or negotiating any agreement with respect to this EoI.