ISSUED BY:

KWAZULU-NATAL PROVINCE
TRANSPORT
REPUBLIC OF SOUTH AFRICA

POSTAL ADDRESS:	**PRIVATE BAG X9043**
	PIETERMARITZBURG
	3200
PHYSICAL ADDRESS:	**INKOSI MHLABUNZIMA MAPHUMULO HOUSE**
	172 BURGER STREET
	PIETERMARITZBURG
	3200
TELEPHONE NO.:	**033-355-8681**
BID NUMBER:	**ZNB02760/00000/00/HOD/GEN/25/T**
BID DESCRIPTION:	**DEVELOPED BUSINESS PROCESSES FOR IMPLEMENTATION IN WALK-IN CENTRES AS PART OF THE SERVICE DELIVERY IMPROVEMENT PLAN**
DETAILED SPEC.:	**KINDLY REFER TO PAGE 62-221 FOR THE TERMS OF REFERENCE**
CLOSING DATE:	**2 October 2025**
DIRECTORATE:	**ORGANISATIONAL DEVELOPMENT**

SUBMITTED BY:

COMPANY NAME:	
CENTRAL SUPPLIER DATABASE NUMBER:	

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SECTION A: SBD1 - INVITATION TO BID

Invitation to Tender – **Bid No.: ZNB02760/00000/00/HOD/GEN/25/T**

Suitable service providers are invited to bid for**: Developed Business Processes for Implementation in Walk-In Centres as Part of the Service Delivery Improvement Plan**

Tender documents will be available on the www.kzntransport.gov.za and www.etenders.gov.za website at no charge and must be downloaded. A **compulsory briefing session** will be held by the department with interested bidders. Details of the briefing session are below:

Date:	**16 September 2025**
Time:	**10h00**
Venue:	**172 Burger Street, Pietermaritzburg,3200- 1st Floor Boardroom- Executive building**

Any SCM related enquiries may be directed to:

Name:	**Nonhlanhla Manukuza**
Tele:	**033 355 8893**
Email:	**Nonhlanhla.manukuza@kzntransport.gov.za**

Any technical related enquiries may be directed to:

Name:	**Mr Andile Hadebe**
Tele:	**033 355 8681**
Email:	**Andile. Hadebe@kzntransport.gov.za**

Closing of bids:

Date:	**2 October 2025**
Time:	**11h00**

NB: Bids sent via telegraphic, telephonic, telefax, facsimile and late bids will not be accepted. Bids must be deposited in the bid box located at the address specified below:

Bids must be deposited in the bid box located at the address specified below	The department has introduced an automated process where bids are submitted **both hard copy and electronic.**
KwaZulu-Natal Department of Transport Inkosi Mhlabunzima Maphumulo House 172 Burger Street Pietermaritzburg 3200	**Electronic copy must be submitted to the department via memory stick at 172 Burger Street, Pietermaritzburg, 3200** The electronic submission is limited to Tender Section, Form of Offer and Supporting Documents.

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Part A: Invitation to Bid (Returnable Form)

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	ZNB02760/00000/00/HOD/GEN/25/T	CLOSING DATE:	2 October 2025	CLOSING TIME:	11h00
DESCRIPTION	Development of Business Processes for Implementation in Walk-In Centres as Part of the Service Delivery Improvement Plan				

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)
Inkosi Mhlabunzima Maphumulo House
172 Burger Street, Pietermaritzburg, 3201
Monday to Friday: 07h30 until 16h00
Under no circumstances must bidders submit their bids to the official whose name appears on the enquiries.

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	Ms N Manukuza	CONTACT PERSON	Mr Andile Hadebe
TELEPHONE NUMBER	033 355 8893	TELEPHONE NUMBER	033 355 8681
FACSIMILE NUMBER	N/A	FACSIMILE NUMBER	N/A
E-MAIL ADDRESS	Nonhlanhla.manukuza@kzntransport.gov.za	E-MAIL ADDRESS	Andile.Hadebe@kzntransport.gov.za

SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE			NUMBER	
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE			NUMBER	
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CSD No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	☐Yes ☐No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	

Part A: Invitation to Bid (Returnable Form) Continued…

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.	

Part B: Terms & Conditions of Bidding (Returnable Form)

1.	BID SUBMISSION:

1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.

1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**

1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2.	TAX COMPLIANCE REQUIREMENTS

2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.

2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE   THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.

2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.

2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.

2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE   TCS CERTIFICATE / PIN / CSD NUMBER.

2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

………………………………………

CAPACITY UNDER WHICH THIS BID IS SIGNED:

………………………………………

(Proof of authority must be submitted e.g. company resolution)

DATE:

………………………………………

SECTION B: SPECIAL INSTRUCTIONS AND NOTICES TO BIDDERS REGARDING THE COMPLETION OF BIDDING FORMS

Please note that this bid is subject to Treasury Regulations 16A issued in terms of the Public Finance Management Act, 1999, the KwaZulu-Natal Supply Chain Management Policy Framework, Department of Transport's SCM Policy.

1. Unless inconsistent with or expressly indicated otherwise by the context, the singular shall include the plural and vice versa and with words importing the masculine gender shall include the feminine and the neuter.

2. Under no circumstances whatsoever may the bid forms be retyped or redrafted. Photocopies of the original bid documentation may be used, but an original signature must appear on such photocopies.

3. The bidder is advised to check the number of pages and to satisfy himself that none are missing or duplicated.

4. Bids submitted must be completed in all respects.

5. Bids shall be lodged at the address indicated not later than the closing time specified for their receipt, and in accordance with the directives in the bid documents.

6. Each bid shall be addressed in accordance with the directives in the bid documents and shall be lodged in a separate sealed envelope, with the name and address of the bidder, the bid number and closing date indicated on the envelope. The envelope shall not contain documents relating to any bid other than that shown on the envelope. If this provision is not complied with, such bids may be rejected as being invalid.

7. All bids received in sealed envelopes with the relevant bid numbers on the envelopes are kept unopened in safe custody until the closing time of the bids. Where, however, a bid is received open, it shall be sealed. If it is received without a bid number on the envelope, it shall be opened, the bid number ascertained, the envelope sealed, and the bid number written on the envelope.

8. A specific box is provided for the receipt of bids, and no bid found in any other box or elsewhere subsequent to the closing date and time of bid will be considered.

9. No bid sent through the post will be considered if it is received after the closing date and time stipulated in the bid documentation, and proof of posting will not be accepted as proof of delivery.

10. No bid submitted by telefax and telegraphic electronic means will be considered.

11. Bidding documents must not be included in packages containing samples. Such bids may be rejected as being invalid.

12. Any alteration made by the bidder must be initiated.

13. Use of correcting fluid is prohibited.

14. Bids will be opened in public as soon as practicable after the closing time of bid.

15. Where practical, prices are made public at the time of opening bids.

16. If it is desired to make more than one offer against any individual item, such offers should be given on a photocopy of the page in question. Clear indication thereof must be stated on the schedules attached.

17. Bidders must initial each and every page of the bid document.

SECTION C: AUTHORITY TO SIGN

The bidder must indicate the enterprise status by ticking the appropriate box hereunder.

(I) CLOSE CORPORATION	(II) COMPANIES	(III) SOLE PROPRIETOR	(IV) PARTNERSHIP	(V) CO-OPERATIVE	(VI) JOINT VENTURE / CONSORTIUM	
					Incorporated	
					Unincorporated	

I/We, the undersigned, being the Member(s) of Cooperative/ Sole Owner (Sole Proprietor)/ Close Corporation/ Partners (Partnership)/ Company (Representative) or Lead Partner (Joint Venture / Consortium), in the enterprise trading as:

....

hereby authorise Mr/Mrs/Ms

....

acting in the capacity of

....

whose signature is

....

to sign all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise.

NAME	ADDRESS	SIGNATURE	DATE

(if the space provided is not enough, please list all the directors in the resolution letter)
Note:

Members of the enterprise must complete this form in full according to the type of enterprise, authorising the signatory to sign all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise.

Note: Director/s may appoint themselves if they will be the one signing all documents in connection with this bid and any contract resulting therefrom on behalf of the enterprise.

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SECTION D: REGISTRATION ON THE CENTRAL SUPPLIERS DATABASE

1. In terms of the National Treasury Instruction Note, all suppliers of goods and services to the State are required to register on the Central Suppliers Database.

2. Prospective suppliers should self-register on the CSD website www.csd.gov.za.

3. If a business is registered on the Database and it is found subsequently that false or incorrect information has been supplied, then the Department may, without prejudice to any other legal rights or remedies it may have:

   3.1   cancel a bid or a contract awarded to such supplier, and the supplier would become liable for any damages if a less favourable bid is accepted, or less favourable arrangements are made.

4. **The same principles as set out in paragraph 3 above are applicable should the supplier fail to request the updating of its information on the Central Suppliers Database, relating to changed particulars or circumstances.**

5. If the supplier is not registered at the closing time of bid, the supplier will be disqualified at the bid evaluation process.

SECTION E: DECLARATION THAT INFORMATION ON CENTRAL SUPPLIER DATABASE IS CORRECT AND UP TO DATE

This is to certify that, I (name of bidder/'s authorized representative)

……………………………..

who represents (state name of bidder)

……………………..…………...

with CSD Registration Number (bidder CSD registration number)

....

am aware of the contents of the central supplier database with respect to the bidder's details and registration information, and that the said information is correct and up to date as of the date of submission of this bid,

and, I am aware that incorrect or outdated information may be a cause for disqualification of this bid from the bidding process, and/or cancellation of the contract that may be awarded on the basis of this bid.

....

SIGNATURE OF BIDDER OR AUTHORISED REPRESENTATIVE

DATE: ....

SECTION F: OFFICIAL BRIEFING SESSION/SITE INSPECTION CERTIFICATE

Bid Reference No: **ZNB02760/00000/00/HOD/GEN/25/T**

Bid Description: **Developed Business Processes for Implementation in Walk-In**

Centres as Part of the Service Delivery Improvement Plan

****

This is to certify that (bidder's representatives name)

_____

On behalf of (company name) _____-

_____

Attended the briefing on ___/___/_____ (date) and is therefore familiar with the circumstances and the scope of the service to be rendered.

_____

Signature of Bidder or Authorized Representative

(PRINT NAME)

Date: ___/___/_____

_____

Name of Departmental or Public Entity Representative

(PRINT NAME)

Date: ___/___/_____

Departmental Stamp With Signature

SECTION G: SBD3.3 -PRICING SCHEDULE (FIRM PRICES)

<u>PRICING SCHEDULE</u> **– PROFESSIONAL SERVICES**

Name of bidder…………………………………	Bid number: **ZNB02760/00000/00/HOD/GEN/25/T**
Closing Time: 11h00	Closing date: 2 October 2025

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	Unit Price	Total for each unit
1	1	System Development (inclusive of Project Management, customization, configuration, installation, change management and integrations)		
2	1	Mobile Application Development (Andriod and iOS)		
3	1	Acceptance Testing (UAT) support		
4	1	End user Training		
5	1	System Go-Live		
6	1	Handholding/assistance in utilizing the system (6 Months)		
7	1	PILOT SITES (Six Months)		
8	1	DEPLOYMENT AND TRAINING (Six Months)		
9		SYSTEM USER LICENCE		
9.1	1	Year 1		
9.2	1	Year 2		
9.3	1	Year 3		
9.4	1	Year 4		
9.5	1	Year 5		
10		SUPPORT AND MAINTENANCE		
10.1	1	Year 1		
10.2	1	Year 2		
10.3	1	Year 3		
10.4	1	Year 4		
10.5	1	Year 5		
11		HARDWARE		
11.1	11	Floor Standing Smart Self Service 17'' LCD touch screen		
11.2	22	Self-Service Kiosks (Shesha Screen)		
11.3	5000	Paper roll (Compatible by the Floor Standing Smart Self Service Offered)		
11.4	250	Teller Calling Terminal (with the function to indicate the type of service provided)		
11.5	22	Minimum of 42" Smart Screens, LED Screens for the		

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		Display of Ticket information and running of corporate advertisements including mounting brackets.		
11.6	11	Built IN Audio announcement system (contr. built in amp + 2 speaker) Strandard amplified speakers for all 11 Departmental sites.		
11.7	11	Network Cabling for Self Service Kiosks, Queue Management devices, and Smart Televisions to all 11 Departmental Sites.		
		SUB-TOTAL		
		VAT AT 15% (VAT to change to 15% in the subsequent years as per the decision by National Parliament)		
		GRAND TOTAL (BID PRICE IN RSA CURRENCY WITH ALL APPLICABLE TAXES INCLUDED)		

I (full name)_____, in my capacity as _____, the duly authorized representative of _____(business name) hereby declares that the offer is in accordance with the attached specification, notes to suppliers & accepts all conditions/clauses contained in the said documents.

Signature of duly authorised representative _____	_____ _____	Date: _____

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund

contributions and skills development levies.

Any enquiries regarding bidding procedures may be directed to the –

Ms N Manukuza

Nonhlanhla.manukuza@kzntransport.gov.za

Tel:033 355 8893

Or for technical information –

Mr Andile Hadebe

Andile.Hadebe@kzntransport.gov.za

Tel:033 355 8681

SECTION H: SBD4 - BIDDER'S DISCLOSURE

1. Purpose of the Form

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles

of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa

and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's Declaration

2.1. Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest[1] in the enterprise, employed by the state? Please Tick:

YES	NO

2.2. If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below:

Full Name	Identity Number	Name of State Institution

2.3. Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? Please Tick:

YES	NO

2.4. If so, furnish particulars:

………

………

---

[1] the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

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2.5. Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? Please Tick:

YES	NO

2.6. If so, furnish particulars:

………

………

3. Declaration

I, the undersigned, (name)…………………………………………………………………………. in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1. I have read, and I understand the contents of this disclosure.

3.2. I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect.

3.3. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium[2] will not be construed as collusive bidding.

3.4. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6. There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No

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[2] Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I certify that the information furnished in Paragraphs 1, 2 and 3 above is correct. I accept that the state may reject the bid or act against me in terms of paragraph 6 of the PFMA SCM Instruction 03 of 2021/22 on preventing and combating abuse in the Supply Chain Management System should this declaration prove to be false.

……………………………………………………   ……………………………………………………
Signature   Date

……………………………………………………   ……………………………………………………
Position   Name of Bidder

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SECTION I: SBD6.1 - PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1.   GENERAL CONDITIONS

1.1   The following preference point systems are applicable to invitations to tender:

a)   the 80/20 system for requirements with a Rand value of up to R 50 000 000 (all applicable taxes included); and

b)   the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2   To be completed by the organ of state:

a)   The applicable preference point system for this tender is the 90/10 preference point system.

b)   Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3   Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

a)   Price; and

b)   Specific Goals.

1.4   **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
Price	90
Specific Goals	10
Total points for Price and Specific Goals	100

1.5   Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

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1.6   The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2.   DEFINITIONS

(a)   **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation.

(b)   **"price"** means an amount of money tendered for goods or services and includes all applicable taxes less all unconditional discounts.

(c)   **"Rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes.

(d)   **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e)   **"The Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3.   FORMULAR FOR PROCUREMENT OF GOODS AND SERVICES

3.1.   POINTS AWARDED FOR PRICE

3.1.1   THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20   or   90/10

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin}\right) \qquad \text{or} \qquad Ps = 90 \left(1 - \frac{Pt - Pmin}{Pmin}\right)$$

Where:

Ps   =   Points scored for price of tender under consideration

Pt   =   Price of tender under consideration

Pmin   =   Price of lowest acceptable tender

3.2.   **FORMULAR FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT**

3.2.1   POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20   or   90/10

$$Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax}\right) \quad \text{or} \quad Ps = 90 \left(1 + \frac{Pt - Pmax}{Pmax}\right)$$

Where:

Ps	=	Points scored for price of tender under consideration
Pt	=	Price of tender under consideration
Pmax	=	Price of highest acceptable tender

4.   POINTS AWARDED FOR SPECIFIC GOALS

4.1.   In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2.   In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system: or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)
An EME or QSE which is at least 51% owned by black people	10	
TOTAL	**10**	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3.   Name of Company/Firm: ……………………………………………………………

4.4.   Company Registration Number: ....……………………………………………………....

4.5.   Type of Company/Firm:

☐   Partnership/Joint Venture / Consortium

☐   One-person business/sole propriety

☐   Close corporation

☐   Public Company

☐   Personal Liability Company

☐   (Pty) Limited

☐   Non-Profit Company

☐   State Owned Company

[TICK APPLICABLE BOX]

4.6.   I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i)   The information furnished is true and correct.

ii)   The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct.

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

  (a) disqualify the person from the tendering process.

  (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct.

  (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.

  (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

  (e) forward the matter for criminal prosecution, if deemed necessary.

WITNESSES
 	
1. …………………………………..
 	
2. ………………………………….
	……………………………………
	SIGNATURE(S) OF BIDDERS(S)
	
	DATE: …………………………………..
	ADDRESS …………………………………..
	                  …………………………………..
	                  …………………………………..

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SECTION J: SBD7.2 - CONTRACT FORM – RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE BIDDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE BIDDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE BIDDER)

1. I hereby undertake to supply all or any of the services described in the attached bidding documents to the KwaZulu-Natal Department of Transport in accordance with the requirements and terms of reference stipulated in Bid Number ZNB02760/00000/00/HOD/GEN/25/T at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the purchaser during the validity period indicated and calculated from the closing time of bid.

2. The following documents shall be deemed to form and be read and construed as part of this agreement:

2.1. `Bidding documents, *viz:*

    i)   Invitation to bid.

    ii)   Tax clearance certificate.

    iii)   Pricing schedule(s).

    iv)   Terms of Reference.

    v)   Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2022.

    vi)   Declaration of interest.

    vii)   Special Conditions of Contract.

2.2. General Conditions of Contract; and

2.3. Other (specify).

………

………

………

………………

3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.

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5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

6. I confirm that I am duly authorised to sign this contract.

Name (Print): ……………………………………………

Capacity: ……………………………………………

Signature: ……………………………………………

Name of Company/Firm: ……………………………………………

Date: ……………………………………………

Witnesses:
1 …………………………
2. …………………………
Date: …………………………

CONTRACT FORM – RENDERING OF SERVICES

PART 2 (TO BE FILLED IN BY THE PURCHASER)

1. I……………………………………………. in my capacity as…………………………………………...………… accept your bid under reference number …………………………………………………. dated ………………………. for the rendering of services indicated in the terms of reference.

2. An official order indicating delivery instructions is forthcoming.

3. I undertake to make payment for the goods/works delivered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice accompanied by the deliverables.

4. I confirm that I am duly authorised to sign this contract.

Signed at ……………………………………………………on……………………………………………

Name (Print):   ……………………………………….

Signature: ……………………………………….

Official Stamp:

Witnesses:
1   ………………………
3.   …………………
Date: ………………………

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SECTION K: GENERAL CONDITIONS OF CONTRACT

1.   Definitions

The following terms shall be interpreted as indicated:

1.1.   "**Closing time**" means the date and hour specified in the bidding documents for the receipt of bids.

1.2.   "**Contract**" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.3.   "**Contract price**" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

1.4.   "**Corrupt practice**" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

1.5.   "**Countervailing duties**" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

1.6.   "**Country of origin**" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7.   "**Day**" means calendar day.

1.8.   "**Delivery**" means delivery in compliance of the conditions of the contract or order.

1.9.   "**Delivery ex stock**" means immediate delivery directly from stock actually on hand.

1.10.   "**Delivery into consignees store or to his site**" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

1.11. "**Dumping**" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

1.12. "**Force majeure**" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13. "**Fraudulent practice**" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14. "**GCC**" means the General Conditions of Contract.

1.15. "**Goods**" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.16. "**Imported content**" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.

1.17. "**Local content**" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.

1.18. "**Manufacture**" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.

1.19. "**Order**" means an official written order issued for the supply of goods or works or the rendering of a service.

1.20. "**Project site**" where applicable, means the place indicated in bidding documents.

1.21. "**Purchaser**" means the organization purchasing the goods.

1.22. "**Republic**" means the Republic of South Africa.

1.23. "**SCC**" means the Special Conditions of Contract.

1.24. "**Services**" means that functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

1.25. "**Written**" or "**in writing**" means handwritten in ink or any form of electronic or mechanical writing.

2. Application

2.1. These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2. Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3. Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

4.1. Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

4.2. With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4. Standards

1.1. The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of Contract Documents and Information; Inspection.

5.1. The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2. The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3. Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.

5.4. The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent Rights

6.1. The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance Security

7.1. Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

7.2. The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

7.3. The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:

    i) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
    ii) a cashier's or certified cheque.

7.4. The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, Tests and Analyses

8.1. All pre-bidding testing will be for the account of the bidder.

8.2. If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.

8.3. If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4. If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5. Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6. Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7. Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8. The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and Documents

10.1. Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

10.2. Documents to be submitted by the supplier are specified in SCC.

11. Insurance

11.1. The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

11.2. Upon appointment by the Head of Department the service provider will be required to have a Professional Indemnity insurance of a minimum cover of R10 million.

12. Transportation

12.1. Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental Services

13.1. The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
   a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;

b) furnishing of tools required for assembly and/or maintenance of the supplied goods;

c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2. Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare Parts

14.1. As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and

b) in the event of termination of production of the spare parts:

i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and

ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1. The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2. This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen

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(18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3.   The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4.   Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5.   If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16.   Payment

16.1.   The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

16.2.   The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.

16.3.   Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4.   Payment will be made in Rand unless otherwise stipulated in SCC.

17.   Prices

17.1.   Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18.   Contract amendments

18.1.   No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

19.1.   The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1.   The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the Supplier's Performance

21.1.   Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2.   If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3.   No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4.   The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5.   Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6.   Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at

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the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1. Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for Default

23.1. The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
   a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
   b) if the Supplier fails to perform any other obligation(s) under the contract; or
   c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2. In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3. Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4. If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

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23.5. Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6. If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

a) the name and address of the supplier and / or person restricted by the purchaser;

b) the date of commencement of the restriction

c) the period of restriction; and

d) the reasons for the restriction.

23.6.1. These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7. If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction, and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and Countervailing Duties and Rights

24.1. When, after the date of bid, provisional payments are required, or antidumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.

25. Force Majeure

25.1. Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2. If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for Insolvency

26.1. The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

27.1. If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3. Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4. Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5. Notwithstanding any reference to mediation and/or court proceedings herein,
   a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

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b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of Liability

28.1. Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;

    a. the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

    b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing Language

29.1. The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable Law

30.1. The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

31. Notices

31.1. Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.

31.2. The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and Duties

32.1. A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2.   A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3.   No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.

33.   National Industrial Participation (NIP) Programme

33.1.   The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

34.   Prohibition of Restrictive Practices

34.1.   In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).

34.2.   If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

SECTION L: SPECIAL CONDITIONS OF CONTRACT

This bid is subject to the Preferential Procurement Policy Framework Act and the Preferential Procurement Regulations, 2022; the General Conditions of Contract (GCC) and the following applicable other Special Conditions of Contract.

The offers must remain valid for a period of 120 days from the closing date of the submission of bids.

1.   CONTRACT PERIOD
      1.1   5 years

2.   EVALUATION CRITERIA
      There are four (4) main stages in the selection process, namely, ensuring that bids comply with
      Administrative Compliance, the price and preference points, Mandatory Requirements and functionality

      2.1 Step 1 - Administrative Compliance
      Check and verify compliance with the submission and completion of compulsory bid documents viz
      Annexure A, Sections A to L. Failure to comply with any of the sections contained in the bid document
      that constitute step one will render the bid invalid

The following documentation must be submitted:

Criteria		Yes	No	Remarks
PART A	INVITATION TO BID (SBD 1)			
PART B	TERMS AND CONDITIONS FOR BIDDING (SBD 1)			
SECTION A	SPECIAL INSTRUCTIONS REGARDING COMPLETION OF BID			
SECTION B	MEMBERS RESOLUTION			
SECTION C	REGISTRATION ON CENTRAL SUPPLIERS DATABASE			
SECTION D	DECLARATION THAT INFORMATION ON CENTRAL SUPPLIER DATABASE IS CORRECT AND UP TO DATE			
SECTION E	OFFICIAL NRIEFING CERTIFICATE			
SECTION F	PRICING SCHEDULE			
SECTION G	BIDDER'S DISCLOSURE			
SECTION H	PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022 (SBD6.1)			

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SECTION I	CONTRACT FORM			
SECTION J	GENERAL CONDITIONS OF CONTRACT			
SECTION K	SPECIAL CONDITIONS OF CONTRACT			
SECTION L	TERMS OF REFERENCE			

2.2 PREFERENTIAL POINT EVALUATION

2.2.1 This bid will be evaluated using the 80/20/ 90/10 preference point system.

2.2.2 Bidders must comply with SBD 6.1 Declaration form to claim preference points.

2.3 TECHNICAL MANDATORY REQUIREMENTS

NB: KZN DOT reserves the right to verify all information provided.

MANDATORY REQUIREMENTS	SUBSTANTIATING EVIDENCE OF COMPLIANCE (used to evaluate bid)	BIDDER DECLARATION	
		COMPLY	NOT COMPLY
(1) BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS Bidder must provide a Certificate of Compliance with Information Security Management	(a) Bidder must provide a Certificate of compliance with Information Security Management - ISO 27001. NB: KZN DOT reserves the right to verify if the certificate is valid at time of bid.		
(2) BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS The bidder must be a registered Original System Manufacture/Original Equipment Manufacture Gold/Silver/Platinum partner for the supply, configuration, installation, implementation, maintenance and support of the e-Service Solution.	(a) Bidder must attach a valid certificate or letter from Original System Manufacture/Original Equipment Manufacture indicating that the bidder is an accredited Gold/Silver/Platinum Original System Manufacture/Original Equipment Manufacture partner for the supply, configuration, installation, implementation, maintenance and support of the e-service Solution. NOTE: KZN DOT reserves the right to verify the information provided.		

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2.4 INSTRUCTION AND EVALUATION CRITERIA

(1)   The bidder must complete in full all of the TECHNICAL FUNCTIONALITY requirements.

(2)   The bidder must provide a unique reference number (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, KZN DOT reserves the right to treat substantiation evidence that cannot be located in the bid response as "NOT COMPLY".

(3)   Functionality will be evaluated by conducting the following two (2) stages in the tender processes:

   a)   Desk Top Evaluation

   b)   System Demonstration

(4)   Weighting of requirements: The score for functionality will be calculated as follows:

   Each Bidder will be evaluated on each individual criterion as indicated in the tables in sections no.(8) 2.4.1 and 2.4.2 below.

   The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction of the best possible score for all criteria

(5)   Minimum threshold. This score will be converted to a percentage and only bidders that have met or exceeded the minimum threshold of 80% for functionality for Desk Top Evaluation will be considered to proceed to the System Demonstration Stage.

   Only Bidders that have met or exceeded the minimum threshold of 80% for functionality for System Demonstration Stage will then be considered for further evaluation.

(6)   All of the system requirements must be demonstrated in full.

(7)   To be eligible to proceed to the next stage of the evaluation, the bidder must meet the Minimum aggregate threshold of 80% For the system demonstration of Technical Functionality

(8)   Weighting of requirements: The full scope of requirements functionality for Desk Top Evaluation will be determined by the following weights:

No.	Technical Functionality requirements	Weighting
1.	Overall bidders experience	20%
2.	Implementation methodology	20%
3.	Resourcing	20%
4.	Proposed solution	40%
	TOTAL	100%

(8.1) Weighting of requirements: The full scope of system demonstration on the technical functionality requirements will be determined by the following weights:

No.	System demonstration requirements (technical functionality)	Weighting
1.	System Demonstration requirements	100%
TOTAL		100 %

2.4.1 TECHNICAL FUNCTIONALITY

DESK TOP EVALUATION:

NON-MANDOTARY REQUIREMENTS	SUBSTANTIATING EVIDENCE AND EVALUATION CRITERIA		WEIGHT (%)
1. OVERALL BIDDER'S EXPERIENCE REQUIREMENTS The Bidder must substantiate its past <u>10 years' experience</u> in delivering any e-Service Management System or Queue Management System NB: To substantiate, the bidder must attach reference letters from its clients where the proposed e-Service Management System or Queue Management System were delivered.	Evaluation Criteria: 1 a) Total <u>number of Projects</u> and/or Services delivered in the past 10 Years.		20%
	1 Project	1 Points	
	2 Projects	2 Points	
	3 Projects	3 Points	
	4 Projects	4 Points	
	5 Projects	5 Points	
2. IMPLEMENTATION METHODOLOGY Provide a detailed project plan (GANTT chart) including method statement that response to the proposed solution implementation. Detailed project plan for implementation, installation, configuration, customization, data imports and training of staff and commissioning. Key areas of consideration on the project plan	Evaluation Criteria:		20%
	No project plan = 0	0 Points	
	Project plan with (2) key areas address and no project methodology	2 Points	
	Average: Project plan with (2) key areas address with a project methodology	3 Points	
	Satisfactory: Project plan with (3) key areas address with no project methodology	4 Points	
	Project plan with (3) key areas address with a project methodology	5 points	

NON-MANDOTARY REQUIREMENTS	SUBSTANTIATING EVIDENCE AND EVALUATION CRITERIA	WEIGHT (%)
include: 1. Project Management Methodology 2. Project Phases (based on delivery timelines) 3. Project Activities 4. Timelines 5. Resource Allocations	55	
3. RESOURCING Bidders to provide a list of relevant resources that will be part of the team that will work with KZN DOT with the following key role or expertise: Project Management; Business Analysis, Software Development and Change Management. Project Manager and Business Analyst will/may be residing at DOT premises for the duration of the implementation. Points will only be allocated if detailed CVs and qualification per each resource is submitted Attach certified copies of qualifications	**Project Manager: The resource must have the following qualification plus the required experience.** A Bachelors' Degree or Higher Qualification in Information Systems / Information Technology / Informatics from an accredited training institution plus proof of Prince 2 or PMBOK certification Evaluation Criterias: | Less than 1 year experience in managing similar projects	0 Points
---	---
2 year experience in managing similar projects	2 Points
3 year experience in managing similar projects	3 Points
4 year experience in managing similar projects	4 Points
5 year experience in managing similar projects	5 Points		20%

NON-MANDOTARY REQUIREMENTS	SUBSTANTIATING EVIDENCE AND EVALUATION CRITERIA	WEIGHT (%)
	56	
	Business Analyst: The resource must have the following qualification plus the required experience.	
	A Bachelors' Degree or Higher Qualification in Information Systems / Information Technology / Informatics	
	Evaluation Criterias:	

Less than 1 year experience in systems / solutions implementation and / or development	0 Points
2 year experience in systems / solutions implementation and / or development	2 Points
3 year experience in systems / solutions implementation and / or development	3 Points
4 year experience in systems / solutions implementation and / or development	4 Points
5 year experience in systems / solutions implementation and / or development	5 Points

Software Development Specialist: The resource must have the following qualification plus the required experience.

A Bachelors' Degree or Higher Qualification in Information Systems / Information Technology / Informatics

NON-MANDOTARY REQUIREMENTS	SUBSTANTIATING EVIDENCE AND EVALUATION CRITERIA		WEIGHT (%)
	Evaluation Criterias:		
	Less than 1 year experience in systems / solutions implementation and / or development	0 Points	
	2 year experience in systems / solutions implementation and / or development	2 Points	
	3 year experience in systems / solutions implementation and / or development	3 Points	
	4 year experience in systems / solutions implementation and / or development	4 Points	
	5 year experience in systems / solutions implementation and / or development	5 Points	
	Change Manager: The resource must have the following qualification plus the required experience. Three (3) year relevant Degree or Diploma Information Technology Evaluation Criteria:		
	Less than 1 year experience in similar projects	0 Points	
	2 year experience in similar projects	2 Points	
	3 year experience in similar projectS	3 Points	
	4 year experience in similar projects	4 Points	
	5 year experience in similar projects	5 Points	

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NON-MANDOTARY REQUIREMENTS	SUBSTANTIATING EVIDENCE AND EVALUATION CRITERIA	WEIGHT (%)
4. PROPOSED SOLUTION NB: The bidder must provide system screenshots of each requirement from the proposed solution to provide substantiation of functional requirements. **A. Key Solution Requirements** a) Complete an online vehicle registration form (Showing personal and vehicle details and show reference number of application submitted. b) Complete an online vehicle license renewal form. (Showing personal and vehicles details). c) Submit application for deregistration of motor vehicle. (Showing personal and vehicles details). d) Complete learner's application form and book the date for the leaner's license test (Show personal details of applicant, show available booking dates, show notification of booked date, and check the status of your application online). e) Issue automated reminders to the applicant and push	Evaluation A. Proposed Solution Scoring 	Functional Requirements	Requirements Met (Yes/No)	Points Allocated
(a)		5 Points
(b)		5 Points
(c)		5 Points
(d)		5 Points
(e)		5 Points
(f)		5 Points
(g)		5 Points
(h)		5 Points
(i)		5 Points
(j)		5 Points		40%

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NON-MANDOTARY REQUIREMENTS	SUBSTANTIATING EVIDENCE AND EVALUATION CRITERIA	WEIGHT (%)
notification on mobile application. f) Make payment for learner's license test. (Options for debit/credit card and EFT.) g) Write a learner's license test online and see results immediately after the test. h) Upload learner's license questions. i) Create unique number for each service on Queue Management (i.e. renewal of motor licence, application of learners and drivers licence, renewal of drivers licence, payment (rates, motor licence, drivers licence, learners licence, rates, etc.)). j) Issue virtual queueing ticket (i.e. SMS, WhatsApp, Mobile App).	59	

Minimum threshold. This score will be converted to a percentage and only bidders that have met

or exceeded the minimum threshold of 80% for functionality for Desk Top Evaluation will be considered to

proceed to the System Demonstration Stage.

Only Bidders that have met or exceeded the minimum threshold of 80% for functionality for System

Demonstration Stage will then be considered for further evaluation.

NB: The bidder must score at least 50% in each of the above non-mandatory requirements (1 to 4). Even if the bidder

has scored 80% threshold but fails to score 50% on one or more of the non-mandatory requirements above, the bidder

will be considered non-responsive.

2.4.2 SYSTEMS DEMOSTRATION EVALUATION

SYSTEM DEMONSTRATION REQUIREMENTS	Evidence and evaluation criteria (used to evaluate bid)	Weighting
(1) FUNCTIONALITY The product/solution must perform: a) Complete an online vehicle registration form (Showing personal and vehicle details and show reference number of application submitted). b) Complete an online vehicle license renewal form. (Showing personal and vehicles details). c) Submit application for deregistration of motor vehicle. (Showing personal and vehicles details). d) Complete learner's application form and book the date for the leaner's license test (Show personal details of applicant, show available booking dates, show notification showing booked date, and check the status of your application online). e) Issue automated reminders to the applicant and push notification on mobile application. f) Make payment for learner's license test. (Options for debit/credit card and EFT.) g) Write a learner's license test online and see results immediately after the test. h) Upload learner's license questions. i) Create unique number for each service on Queue Management (i.e. renewal of motor license, application of learners and driver's license, renewal of driver's license, payment (rates, motor license, drivers license, learners license, rates, etc.)). j) Issue virtual queueing ticket (i.e. SMS, WhatsApp, Mobile App).	Provide product indicating how the proposed solution meets the applicable requirements/functionalities. Technical Evaluation Team Scoring Table: **Scoring Table:** | #	Score Allocation	Score | |---|---|---| | (a) | 0,5,10 | | | (b) | 0,5,10 | | | (c) | 0,5,10 | | | (d) | 0,5,10 | | | (e) | 0,5,10 | | | (f) | 0,5,10 | | | (g) | 0,5,10 | | | (h) | 0,5,10 | | | (i) | 0,5,10 | | | (j) | 0,5,10 | | | Total | | 100 | Score Allocation: Score of 0 points will be allocated where no evidence is provided Score of 5 points will be allocated if substantiating evidence is partially addressing the required functionality Score of 10 points will be allocated if substantiating evidence is fully addressing the required functionality Score calculation: Score = sum of (a) to (j) = % Performance Minimum Threshold: 80%	100%

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Bid Appeal Tribunal (BAT)

The Bid Appeals Tribunal was established per the Treasury Regulation 16A9.3 and Section 18(1) of the KwaZulu-Natal Supply Chain Management Policy Framework. Treasury Regulation 16A9.3 empowers National and Provincial Treasury to establish a mechanism to consider complaints and make recommendations for remedial actions to be taken for the non-compliance with the norms and standards. Section 18(1) of the KZN SCM Policy Framework empowers the MEC for Finance to establish an independent and impartial Bid Appeals Tribunal. In line with Paragraph 19 of the KZN SCM Policy Framework of 2006 the following procedure must be followed to lodge an appeal:

1.2 The bidder must, within five working days of receipt of the notification of an award, deliver written notification of an intention to appeal.

1.3 The bidder may, together with the notification of intention to appeal under paragraph (2) of the KZN SCM Policy Framework, deliver a request for written reasons for the award of the said bid.

1.4 The Bid Adjudication Committee or a delegate of an accounting officer must deliver to the appellant the written reasons requested under paragraph (3) of the KZN SCM Policy Framework within ten working days.

1.5 The appellant must, within ten working days of receipt of the written reasons delivered under paragraph (4) of the KZN SCM Policy Framework, or, failing a request for written reasons under paragraph (3) of the KZN SCM Policy Framework, within ten working days of giving notice under paragraph (2) of the KZN SCM Policy Framework, submit written representations to the Bid Appeals Tribunal, indicating sufficiently and without unnecessary elaboration the grounds and basis of the appeal and the nature of the complaint.

1.6 Upon receipt of a notice of intention to appeal, the Bid Appeals Tribunal must notify other bidders who may be adversely affected by the appeal, in writing of the appeal and invite them to respond within five working days. The address provided for the lodging of appeals is:

1. Via email to:

Batsecretariat@kzntreasury.gov.za; or

2. Via post/hand delivery to:

The Chairperson,

Bid Appeals Tribunal,

Private Bag X9082,

Pietermaritzburg,

3200

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SECTION M: TERMS OF REFERENCE

Terms of Reference/ Specifications

Document enquiries can be directed to: Records Management Office, SITA SOC Ltd, Number 17 Kosi Place; Umgeni Business Park; Durban 4051, SOUTH AFRICA

Attention: Vinesh Lachman
– kznconfig@sita.co.za
Telephone: 031 242 9355

Approval

The signatories hereof, being duly authorised thereto, by their signatures hereto authorise the execution of the work detailed herein, or confirm their acceptance of the contents hereof and authorise the implementation/adoption thereof, as the case may be, for and on behalf of the parties represented by them.

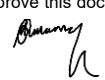|	07-11-2022
On behalf of SITA: Lead Consultant KZN Provincial and local consulting: Siphiwe Mkhize	**Date**

	07/11/2022
On behalf of SITA: Senior Manager PLC, Lungi **Jeremiah**	**Date**

Signed by:Ntuthuko Percival Ndamane
Signed at:2022-11-16 13:05:17 +02:00
Reason:I approve this document

	16/11/22
On behalf of the KwaZulu-Natal Department of Transport: Chief Information Officer, Ntuthuko Ndamane	**Date**

Foreword

This document does not form part of any other document nor does it replace or supersede any other document. This document is subject to SITA's configuration management processes; therefore, all changes to this document shall be handled in accordance with SITA's change control processes via KZN Config/DRM office.

Acknowledgements

<List acknowledgements if none insert N/A>

References

a) SITA Act, 1998.
b) SITA General Regulations.
c) SITA policy .
d) PFMA.
e) SITA DOA.

Peer Review

Version	Author/S		Reviewer		Final Check	
	Name	**Date**	**Name**	**Date**	**Name**	**Date**
0.1	Nonhle Gwala	05 July 2022	Mr S Ngcobo	14 October 2022	Siphiwe Mkhize	27 October 2022
1.0						

Amendment History

Revision	Date	Change request	Change comment
A.0	2022/07/05	New document	Draft
1.0	2022/10/13	Final Document	First release
1.1	2022/11/03	Revised document	Page 2, 15, 19, 26, 35 and 43

Information Source

Source Name/reference	Date	Comments
Mr S Ngcobo	30 May 2022	Details analysis workshop was held and requirements were conducted

1.   Introduction

1.1 Aim

The aim of this document is to define the user requirements for the development of eLicensing System for the KZN DOT.

Using the identified business requirements, applying best practice and harvesting from the current business functions informs the "to be delivered" functional and system solution to ensure the most effective and improved business and functional solution for the requirements.

1.2 Background

The Department developed its SDIP for the 2018-2021 MTEF. The situational analysis was conducted to assess the current situation within the Motor License Bureaus (MLB's) and Driving License Testing Centre (DLTC's) with a view to highlight the successes and problem areas. It was discovered that most of the challenges are long queues and waiting times to receive service, be it the registration and renewal of motor licenses, or application and issuing of learner and driving licence. To align the Department with improvement in systemsand processes in the Driving License Testing Centre (DLTCs) and Motor License Bureaus (MLB's) in order to improve service delivery, the management of DLTCs and MLBs resolved to automate systems and processesas per the 2018 – 2021 SDIP.

Due to the complex nature of services offered in the above-mentioned walk in centres / service delivery points, the Department solicited the consultancy services to conduct a research on which services can be automated and the benefits of automation thereof.

The following services are rendered in the Motor License Bureau (MLB) and the Driving License Testing Centre (DLTC):

a) Provision of registration and licensing of motor vehicle (MLB)
b) Provision of learners and driving licenses (DLTC)

1.2.1   Vision

The vision of the KwaZulu-Natal Department of Transport is:

"Prosperity through smart transport system".

1.2.2   Mission

The mission of KwaZulu-Natal Department of Transport is:

"We will strive to provide mobility through an affordable transportation system that is safe, integrated, regulated and efficient to support the movement of goods and people and that enables the socio-economicdevelopment needs of our province and its citizens"

1.2.3   Values

The values that guide and define the ethos of the Department are the following:

- a) Good governance
- b) Professionalism
- c) Innovation
- d) Leadership
- e) Teamwork

2.   Problem statement

There are currently long queues, undesired service times due to aging systems and processes, resulting to frustrated citizens being serviced by the Department. If the Department ignores these problems, resources will need to be increased to handle the cascading problems.

Furthermore, this may adversely affect the Department in meeting deadlines, which will result in loss of revenue, create unnecessary litigations, and further damage the Department's reputation.

In a nutshell, the following problems were identified:

a) Long queues

b) Long service times

c) Aging processes

d) Paper-heavy processes

e) Lack of complaints management

f) Lack of access for citizens with limited physical abilities

g) Alleged fraud

h) Lack of access to the internet

i) Manual operations

j) Current legislative framework

3. Objectives and Business Requirements

3.1 Business and management Objectives

The overall objective of this project is to improve services delivery and overall operational efficiency in the DLTCs and MLBs through automation using an end-to end processes. Through automation, the Department will therefore, be able to provide customers with simpler, better, and faster services.

3.2 Project Objectives

The project is intended to provide the Department with a fully functional eLicensing Management system that meets the management and departmental objectives within allocated period and within the allowable budget. The project has been initiated with a compilation of a comprehensive requirements specification (this document).

3.3 System Objectives

The proposed e-Licensing Management System has the following objectives:

a) Enable the Department to manage authorisation of driving and learner's license;

b) Prevent irregular and fraudulent re-registration of stolen vehicles

c) Manage driving license renewals

d) Manage bookings for leaner's and drivers licensing

e) Monitor and measure queuing performance;

f) Minimise long waiting times;

g) Provision of real-time reporting

4. Organogram and Functions

4.1 Organisation structure

Figure 1 and 2 in this section depicts the organisation structure of Motor License Bureau (MLB) and DrivingLicense Testing Centre (DLTC).
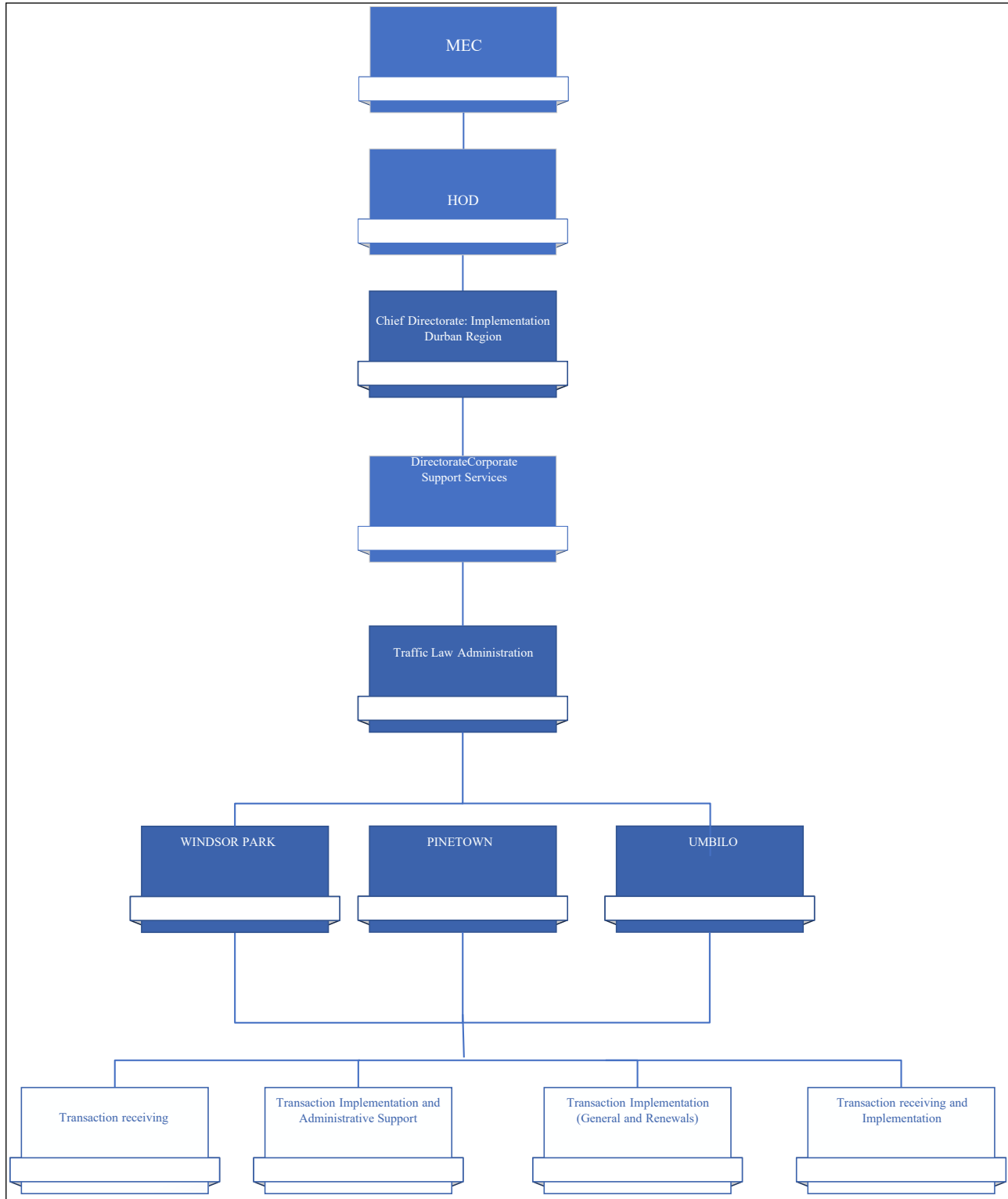
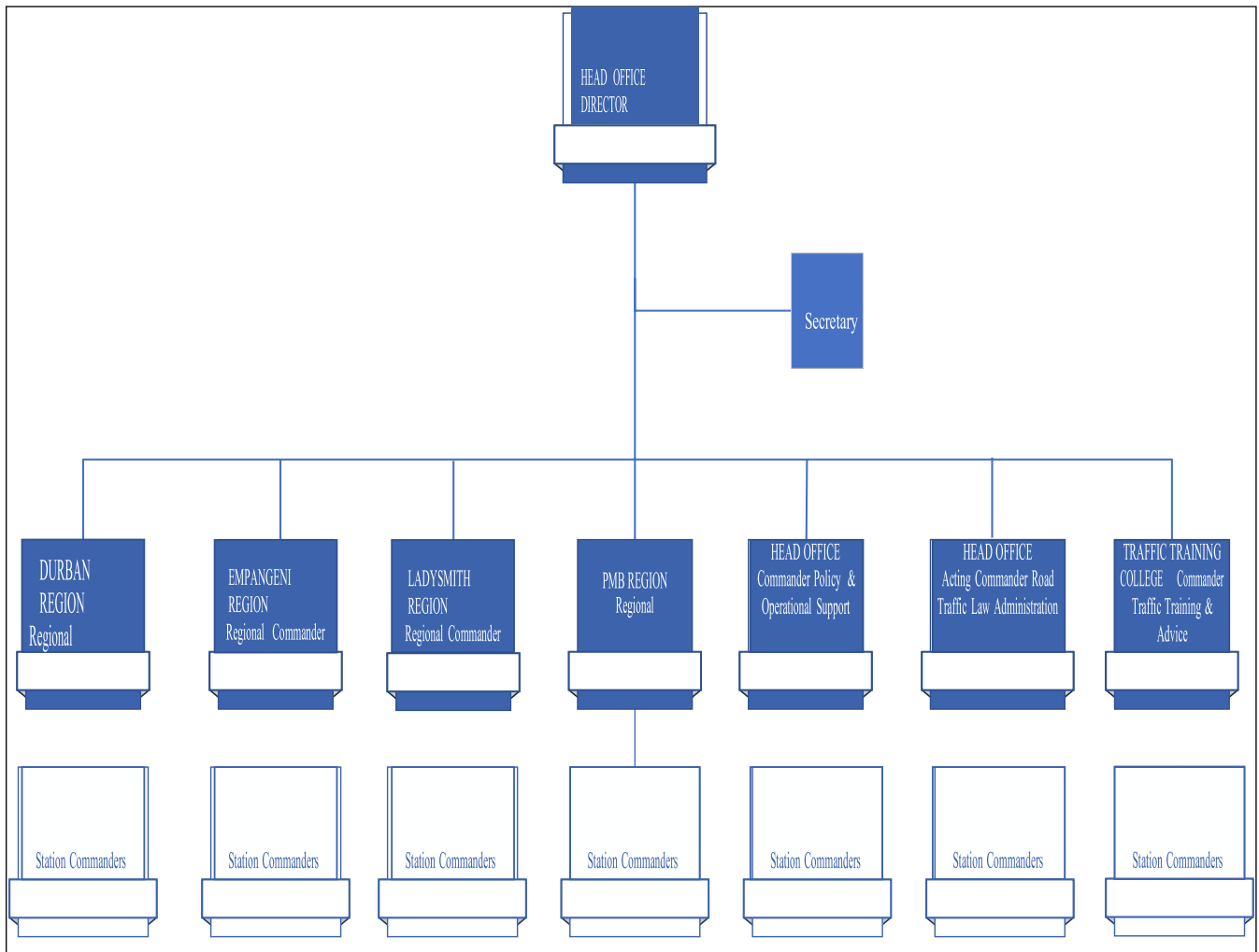**Figure 1: Motor License Bureau (MLB) Organisation Structure**

Figure 2: DLTC Organisation Structure

4.2 Functions

The primary services provided by the Motor Licensing Bureau (MLB) Directorate are the following:

a) Establishing a register of all motor vehicles through the registration of manufacturers of motorvehicles;

b) Identifying and monitoring the source of motor vehicles through the registration of manufacturers,importers and builders of motor vehicles;

c) Identifying the title holder and owner of every registered motor vehicle;

d) Recording full particulars in respect of every registered motor vehicle in order to positively identify every motor vehicle;

e) Collecting annual motor vehicle licence fees and keeping the particulars of all registered motor vehicles up to date through the licensing of motor vehicles, thus keeping in line with road safety requirements;

f) Ensuring that licence discs are issued only in respect of motor vehicles that have been certified as roadworthy and in respect of which the appropriate motor vehicle licence fees have been paid;

g) Recovering of outstanding licence fees due on any of his/her other vehicles (linking debt);

h) Maintaining a register of all vehicles suspended by law enforcement officials;

i) Registration of Vehicle Testing Stations;

j) Issue of Traffic Register Numbers to persons or body of person without acceptable identification;

k) Registration and Issue of Trade Numbers;

l) Issue of temporary and special permits; and

m) Registration of Operators

The primary services provided by the DLTC Directorate are the following:
a) Issuance of learners' permits or provisional licences.
b) Facilitates the theory and practical testing necessary for obtaining a driver's licence.
c) Assist with the interview process of persons requesting the transfer of Family Island and foreignlicences.
d) Responsible for issuing and renewal of driver's licences.
e) Facilitates registration, renewal and transfer of vehicles.
f) Ensure that motor vehicles are inspected and deemed road worthy.
g) Responsible for the management of public franchises in the country (grant, licensing, transfer, etc.).
h) Responsible for collection, entering, cleaning, and processing of Road Traffic information.
i) Upskills officers at the KZN -Traffic Training College by offering courses in Examiner for DrivingLicences (EDL), Examiner of vehicles (EOV) and other short courses.

4.3 Problems/ Challenges/ Issues

The following are challenges encountered with the current system:
a) Service Centres are Congested
b) Long queues
c) Long service times
d) Aging processes
e) Paper intensive processes
f) Lack of complaints management
g) Lack of access for citizens with limited physical abilities
h) Alleged fraud
i) Lack of access to the internet
j) Manual operations
k) Current legislative framework

5. Proposed System Scope

5.1 High level scope

The proposed system will cater for the following functions at a high level:

1. Develop, supply, and manage e-Services platform

The e-Services portal must provide an end to end process from the time of application to the time the service is delivered to a customer. It must provide information through a secure website that allows end users the ability to apply for a service, pay fines, access digital forms and provides the ability to renew vehicle and driving licenses. The e-Service should also provide for FAQs (Frequently Asked Question) and online support to handle customer queries. The e-Services platform should be able to provide the followingservices:
a) Provide online learners license application
b) Provide online driver's license application
c) Ability to provide online driver's license card renewals;
d) Ability to provide online test for learners;
e) Ability to book for a learner's license test
f) Ability to book for driver's license test
g) Provide online PrDP applications
h) Ability to provide online vehicle registration;
i) Ability to provide online vehicle license renewal;
j) Ability to provide online application for vehicle change of ownership;

5.2 Assumptions

The following assumptions have been made:

a) The application will be hosted on KZN DOT server infrastructure in Pietermaritzburg.

5.3 Benefits

a) Reduce wait times

b) Improve service quality

c) Increase customer loyalty

d) Achieve staff satisfaction

e) Improve staff productivity

f) Utilize customer data

g) Reduce operational costs

h) Increase revenue

i) Prevents Queueing Clashing

j) Provide real-time information on fraudulent driving or vehicle licenses

k) Provide improved service with regard to the payment of traffic fines, etc.

5.4 Stakeholders

Relevant key stakeholders of the KZN DOT:

a) Project Sponsor;

b) Motor Transport Services

c) SITA

d) Internal IT Directorate

e) Motor Licensing Bureau (MLB f)
   Road Traffic Inspectorate (RTI)

g) Driving License Testing Centre (DLTC)

5.5 Project Type

This project will be based largely on the systems development life cycle applying the relevant approaches, methods and methodology. The eLicensing System is a web-based system that interacts with database and also integrate with eNatis and Queueing Management system for efficient and effective customer services. It is majorly used to manage interactions with the customers and control the queues in order to improve citizens service delivery.

5.6 Integration

a) eNatis system

b) Queueing Management system

c) License Pro (LPRO System)

d) Live Capturing Unit system (LCU)

e) Departments of Home Affairs and South African Revenue Service

6. Requirements

6.1 Functional requirements

Table 1: Functional requirements

REQ No.	Required Feature	Feature Value

REQ001	1. The KZNDOT requires a solution that provides
	    a) Provision of registration and licensing of motor vehicle (MLB)
	    b) Provision of learners and driving licenses (DLTC)
	2. The solution must have a user-friendly interface which requires minimal training to use.
		a) Ease of Use
		b) Minimise the spread of diseases

REQ002	1. The solution must manage the following bookings
	    a) Booking for leaner's license
	    b) Booking for driver's license
	    c) Booking time slot
		a) Bookings

REQ No.	Required Feature	Feature Value

REQ003	1. The solution must enable the end user complete online applications for the following
	    a) DTLC applications
	    b) MLB applications
		a) Applications

REQ004	1. The solution should have the capability to allow the end users to make payment	a) Payment

REQ005	1. The solution must send notifications to end users' email addresses or mobile device
	    a) Payment confirmation notification
	    b) Booking confirmation notification
	    c) Notification to collect licenses
	    d) Escalation notifications
	    e) Allocation of application notification
		a) Notifications

REQ006	1. The solution must generate the reports	a) eLicensing reporting
REQ007	1. The solution must be able to integrate with a backend system e.g. eNatis	a) Integration
	1. The solution should have the capability to allow the user to write leaner's test online	a) Online leaners test

7. Detailed Business Processes

7.1 Driving License Testing Centre High Level Process

This high-level process described the all the services that are managed by the Driving License Testing Centre (DLTCs)
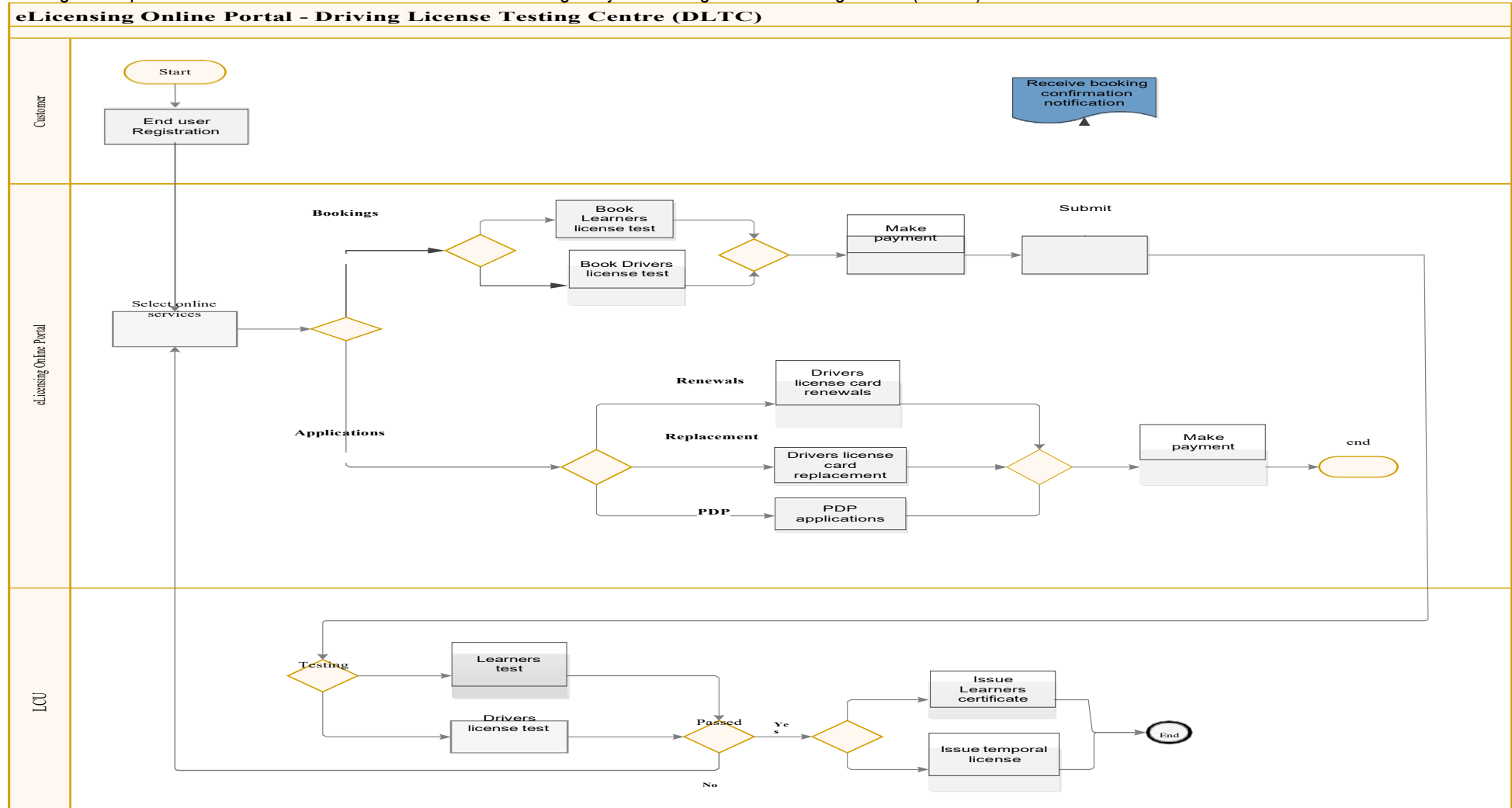

Figure 3: DLTC high level business process

7.2   Driving License Testing Centre High Level Use Case

The use case diagram depicts how different types of users will interact with the proposed system to therequest DLTC services.
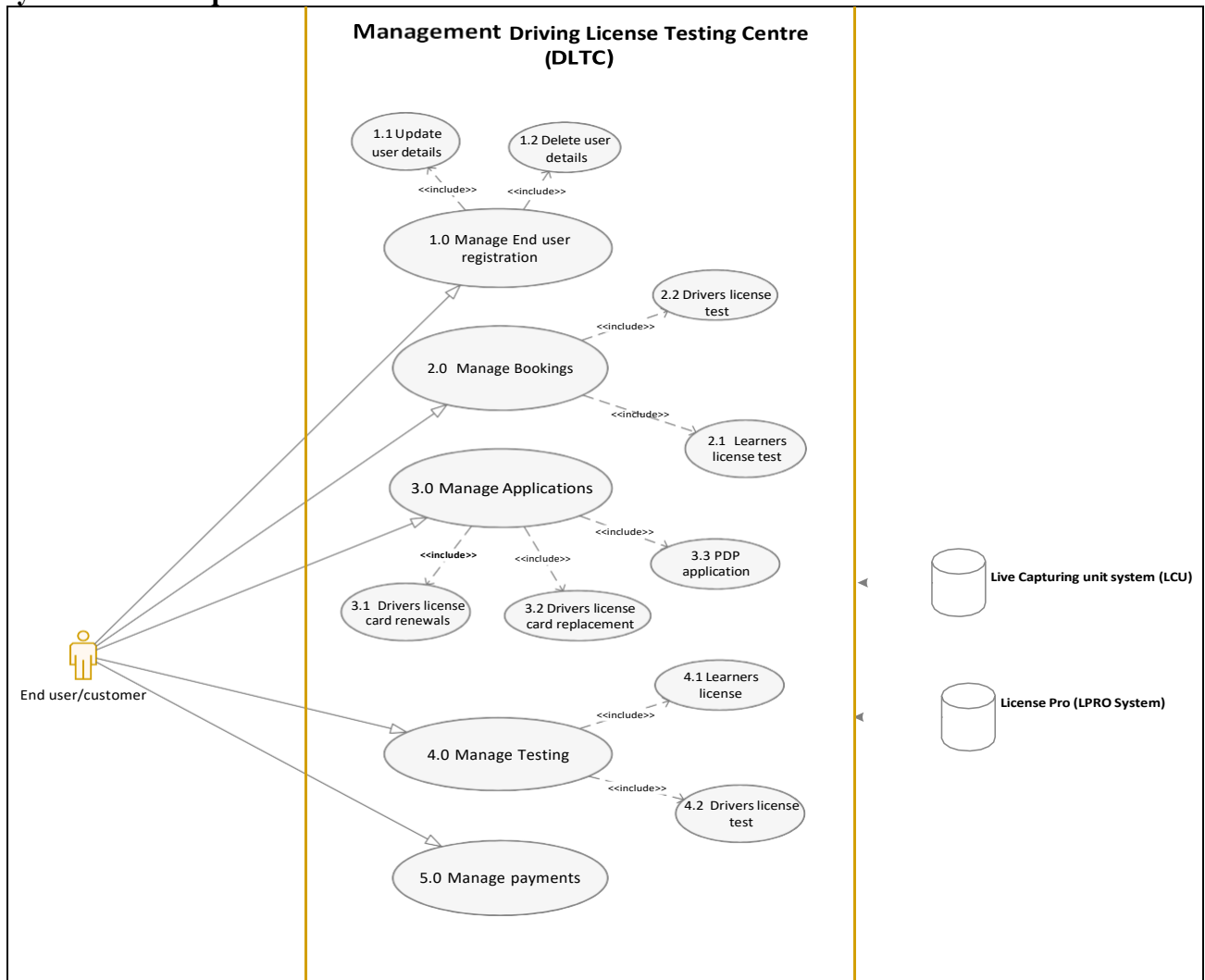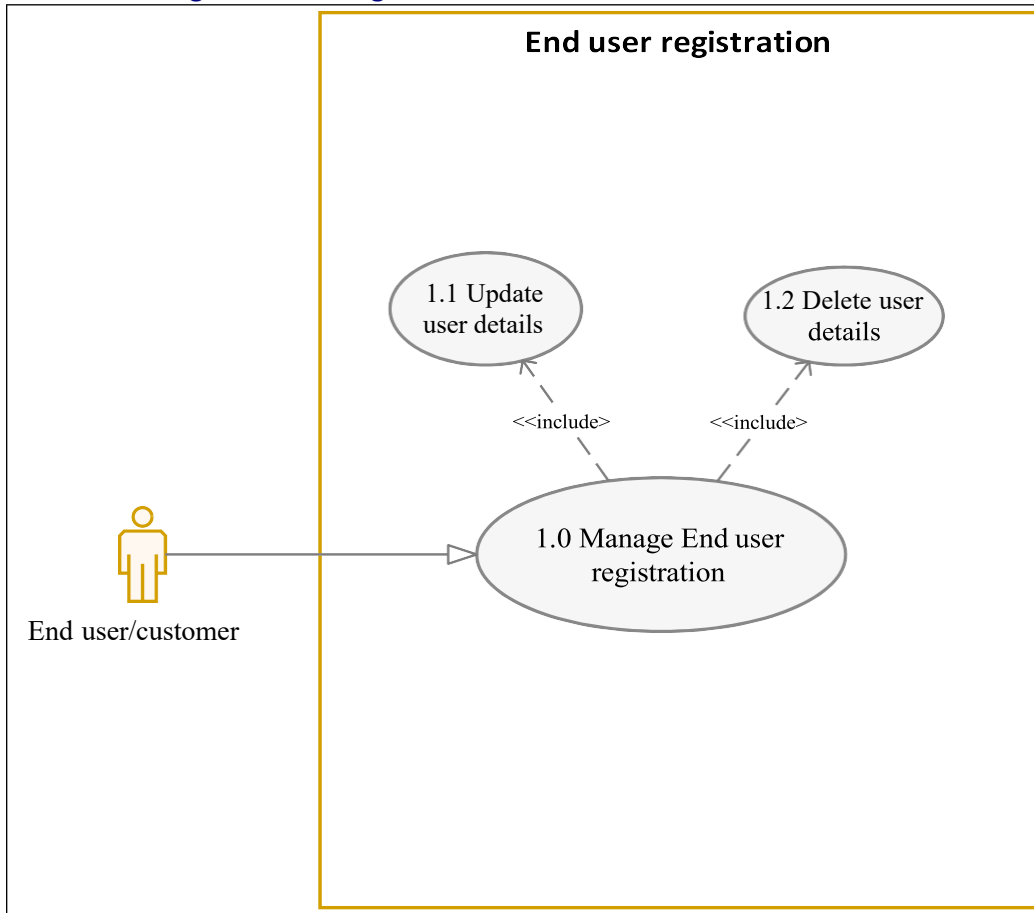

Figure 4: Driving License Testing Centre High Level Use Case

7.2.1 Use Cases Details

The use case diagram depicts how different types of users will interact with the proposed system to request the services.

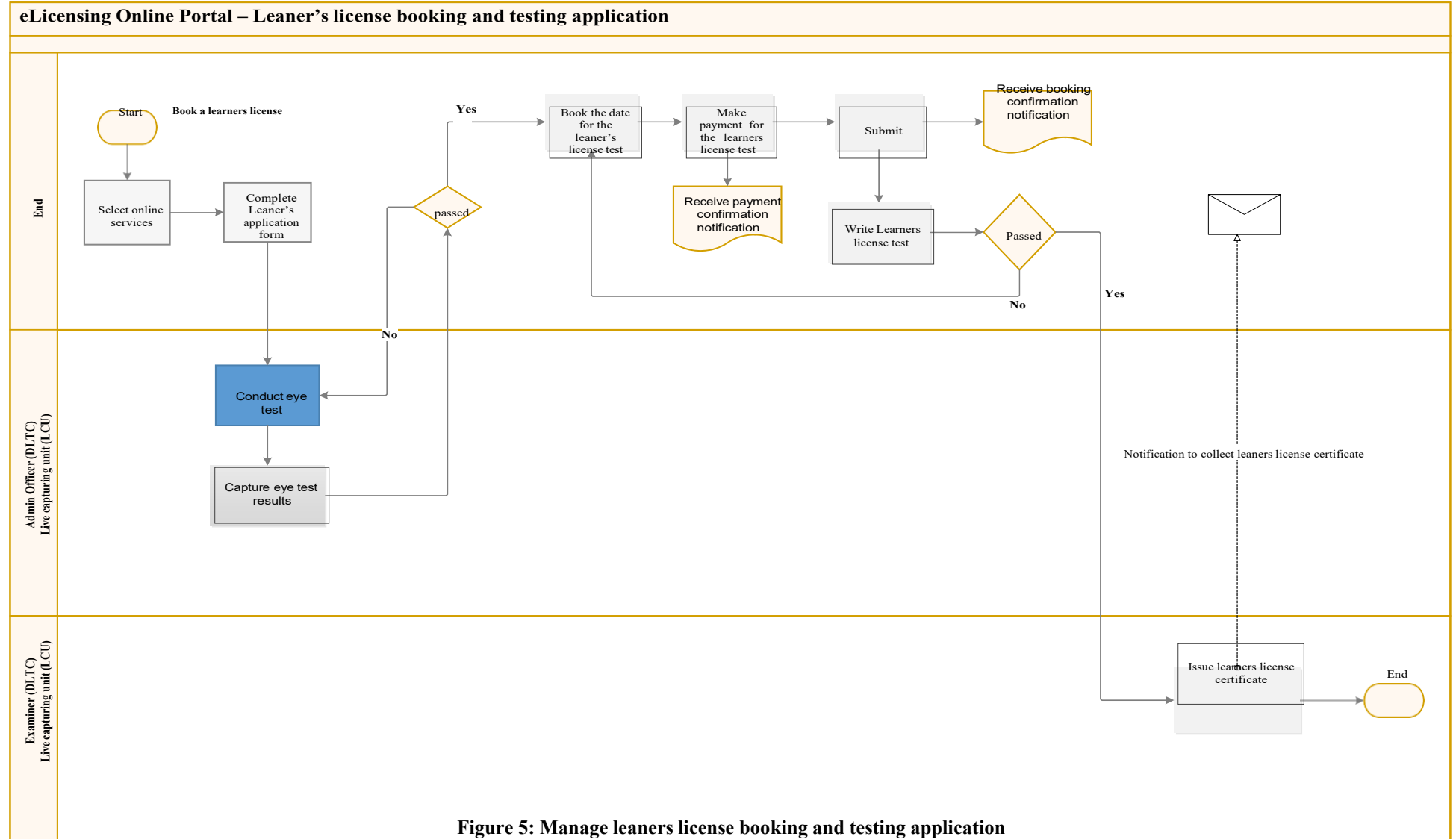#### 7.2.1.1 Manage End User Registration Use cases

7.2.1.2 Manage End user Registration

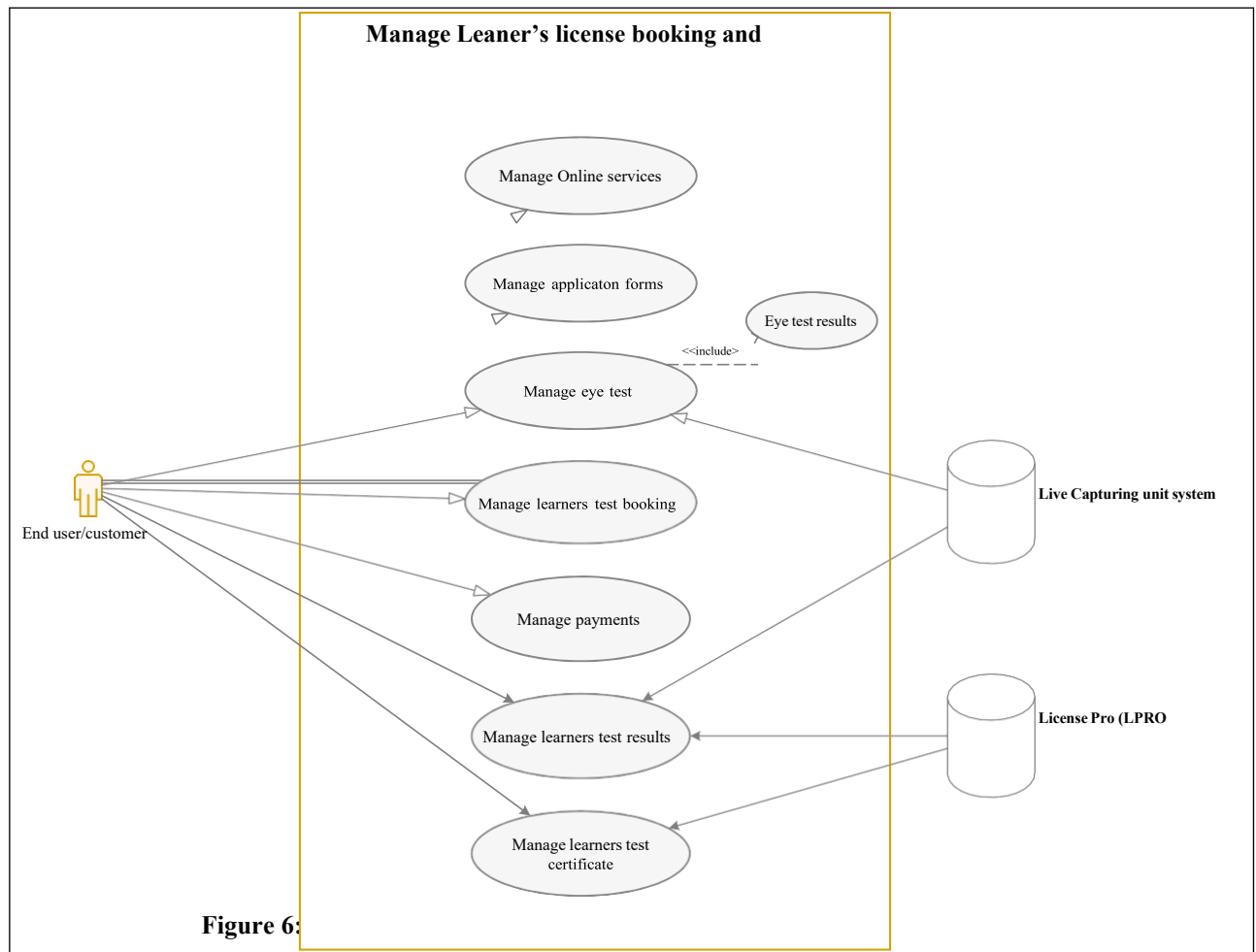**Table 2: Manage End User registration**

Use Case ID:	REQ001
Use Case Name:	Manage End user registration
Created By:	Nonhle Gwala
Date Created:	05 July 2022
Actors:	End user
Description:	The use case describes user's action to access eLicensing system
Trigger:	Request to access the eLicensing system
Pre-conditions:	Request for eLicensing services
Post-conditions:	End user successfully registered.
Normal Flow:	1. This use case is initiated when the citizen/ user registers his/ her details to the system. 2. Select "User Registration" from the menu. 3. System displays options to capture information: 4. Enter the First Name 5. Enter the Surname 6. Enter identity number 7. Select Province 8. Enter postal address 9. Enter physical address 10. Enter contact details 11. Enter the email Address of the user. This will be used as the user s' login. **12. Select "Submit" button.** 13. System then validates that all information is entered correctly and saves. 14. A system generated password will be sent to the End user via their email address. 15. When the end user logs on for the first time, the End user will be forced to change their password.
Alternative Flows:	1. No name/surname provided, display appropriate error message and halt
	processing. 2. No email address provided, display appropriate message and halt processing.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	The solution must enable the end user to edit/ update the personal details The solution must enable the end user to delete the personal details
Assumptions:	Not applicable
Notes and Issues:	Not applicable

Last Updated By:	Nonhle Gwala
Last Revision Date:	2909 2022

7.3 Manage Leaner's license booking and testing application

Figure 5: Manage leaners license booking and testing application

7.3.1 Manage learner's license booking and testing Use Cases

Figure 6:

7.3.1.1 Select online services

Table 3: Select online services

Use Case ID:	REQ002		
Use Case Name:	Select online services		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	The system displays all the services available for selection.		
Trigger:	Request for booking leaners license		
Pre-conditions:	End user registration		
Post-conditions:	The request to book learners license has been selected		

Normal Flow:	1. The end user selects the service type
	2. Select service type dropdown list
	   a) Book Learners license
	   b) Book driving license
	   c) Learners test
	   d) Driver's license card renewals
	   e) Professional drivers permit (PDP)
	   f) Driver's License card replacement
	   g) Exchange of foreign licensing
	3. Click "Submit" button.		

Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		

Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	Not applicable
Assumptions:	Not applicable
Notes and Issues:	Not applicable

7.3.1.2 Complete learner's application form

Table 4: Complete learner's application form

Use Case ID:	REQ003		
Use Case Name:	Complete leaner's application form		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	Client		
Description:	Upon selection of the service type, the end user completes the online application form.		
Trigger:	The request to book learners license test		
Pre-conditions:	Request for eLicense online services		
Post-conditions:	The leaner's application form has been completed		

Normal Flow:	1. The end user completes the application form with the following details;
	
	Personal details
	   a) First name
	   b) Surname
	   c) Identity number
	   d) Address
	   e) Gender
	   f) Marital status
	   g) Email address
	   h) Province
	   i) Town
	   j) Telephone number
	   k) Cell phone number
	   l) Province
	   m) Disability
	   n) Language
	Collection method
	   a) Select preferable collection method
	   b) DLTC collection
	   c) Post office collection
	
	2. Click "Submit" button.		

Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. If the user selects post office collection, the system must display the nearest post office for selection 2. If the user selects DLTC collection, the system must display the nearest DLTC for selection		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

7.3.1.3 Conduct eye test

Table 5: Conduct eye test

Use Case ID:	REQ004		
Use Case Name:	Conduct eye test		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user/ Admin officer DLTC		
Description:	Upon capturing of the application, the end user is requested to do eye test at the nearest DLTC.		
Trigger:	Application for leaners license has been successfully captured and completed		
Pre-conditions:	The request to book learners license		
Post-conditions:	The end user has done eye test		
Normal Flow:	1. The end user goes to the nearest DLTC for eye test. 2. The Admin Officer requests the supporting from the end user 3. The Admin officer conducts the eye test 4. Click "Save" button. 5. The system displays the message "The eye test has been conducted successfully".		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

7.3.1.4 Capture eye test results

Table 6: Capture eye test results

Use Case ID:	REQ005		
Use Case Name:	Capture eye test results		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	Admin officer DLTC		
Description:	The Admin Officer captures the results on Live Capturing Unit (LCU) system once the end user has done the eye test.		
Trigger:	The end user has done eye test		
Pre-conditions:	Application for leaners license has been successfully captured and completed		
Post-conditions:	The eye test results have been successfully captured		
Normal Flow:	1. The Admin officer captures the results on the LCU system 2. Click "Save" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. The LCU system must integrate with eLicensing system 2. The End user must be able to view the eye test results on eLicensing system		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

7.3.1.5 Book the date for the learner's license test

Table 7: Book the date for the leaner's license test

Use Case ID:	REQ006		
Use Case Name:	Book the date for the leaner's license test		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon receipt of the eye test results, the end user registers the date for the learner's license test and obtain an appointment.		
Trigger:	The end user who has successfully passed the eye test and the results are accessible on eLicensing system		
Pre-conditions:	The end user has done eye test		
Post-conditions:	The selected date is available for booking		
Normal Flow:	1. The end user completes the booking form with the following details; **Book date for the learner's license test** a) Select date of testing b) The system displays all the available days grouped by months c) Select preferred date d) The system displays available time slot e) Select preferred time slot **Upload supporting documents** a) Attach ID copy b) Two Black and white photos – picture to be taken by the user's device 2. Click "Save" button. 3. The system displays the message "The selected date is available for booking".		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. The system must not reserve the date if the end user has not made a payment 2. The solution must enable the user to take photos 3. The device of the end user must have a camera		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

7.3.1.6 Make payment for learner's license test

Table 8: Make payment for learner's license test

Use Case ID:	REQ007		
Use Case Name:	Make payment for learner's license test		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	The end user makes a payment once the availability of the date for the test has been confirmed.		
Trigger:	Availability of the selected date		
Pre-conditions:	The end user who has successfully passed the eye test and the results are accessible on eLicensing system		
Post-conditions:	The end user has successfully paid for the leaners license test		

Normal Flow:	1. The end user makes a payment for the learner's license test; **Make payment**
	    a) Enter amount
	    b) Enter account holder name
	    c) Enter card number
	    d) Enter expiry date
	    e) Enter ccv number
	    f) Enter email address (optional)
	
	 2. The system must send the OTP number to the end user
	 3. Enter OTP number
	 4. Click "Pay now" button.
	 5. The system sends a payment notification to the end user
	 The system displays the message "Thank You for your payment, the transaction was successful."		

Alternative Flows:	1. No amount, account holder name, card number provided, display appropriate error message and halt processing. 2. No expiry date, ccv number provided, display appropriate message and halt processing.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. The system must generate a receipt reflecting the reference number, date and time of the test		
Assumptions:	Not applicable		

7.3.1.7 Write learner's license test

Table 9: Write learner's license test

Use Case ID:	REQ008		
Use Case Name:	Write learner's license test		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user and Examiner		
Description:	The Examiner will check all the required documentation on the day of the test		
Trigger:	The end user has successfully paid for the leaners license test		
Pre-conditions:	The date for the learner's license test has been successfully booked		
Post-conditions:	The end user has successfully written learners license test		
Normal Flow:	1. The end user writes online learner's test on the system 2. The system populates the instructions of the test 3. The system sets the time of the test 4. The system populates the test questions 5. The system displays the option to submit the questions and answers 6. The system populates the learner's test results 7. The system displays the message "Congratulations, you have successfully passed your learner's test" or "You have failed your learner's test, kindly rebook your appointment". 8. The information is saved and a system notification is sent to relevant end user		

Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The device of the end user must have a camera;
	2. The camera must be turned on during the time of the examination;
	3. The examiner must be able to see all the end users that writing the test;
	4. The examiner must confirm identity details of the end user before the exam;
	5. If the end user fails the test, he/she is allowed to re-book for the learner's license test
	6. The system must not allow the end user to book the date for the learner's license within 7 working days after if he/she has failed;
Assumptions:	Not applicable

7.3.1.8 Issue notification for collection of leaner's license certificate

Table 10: Issue notification for collection of learners 's license certificate

Use Case ID:	REQ009		
Use Case Name:	Issue notification for collection of learner's license certificate		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Examiner		
Description:	The Examiner issues a notification for collection of the learner's license		
Trigger:	Leaners test results		
Pre-conditions:	The end user has successfully paid for the leaners license test		
Post-conditions:	The notification to collect the leaners license card has been issued		
Normal Flow:	1. The Examiner checks the preferable collection method		
	2. The examiner distributes the learners' license certificate using the preferable method e.g. nearest post office or DTLC		
	3. The examiner sends a notification to the end user's email address or cell phone number		
	4. Click "Submit" button. The information is saved, the notification is sent to the end user.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		

7.3.1.9 Issue learners license certificate

Table 11: Issue license certificate

Use Case ID:	REQ010		
Use Case Name:	Issue license certificate		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	Examiner		
Description:	The examiner issues the learners certificate when the applicant has passed the test.		
Trigger:	The applicant has successfully passed learners license test		
Pre-conditions:	The applicant has successfully paid for the leaners license test		
Post-conditions:	The examiner has issued the learner's certificate		
Normal Flow:	1. The Examiner issues the learners certificate 2. Enter date collected 3. Enter comments 4. Click "Save" button. 5. The system displays the message "Leaners certificate has been issued and collected"		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		

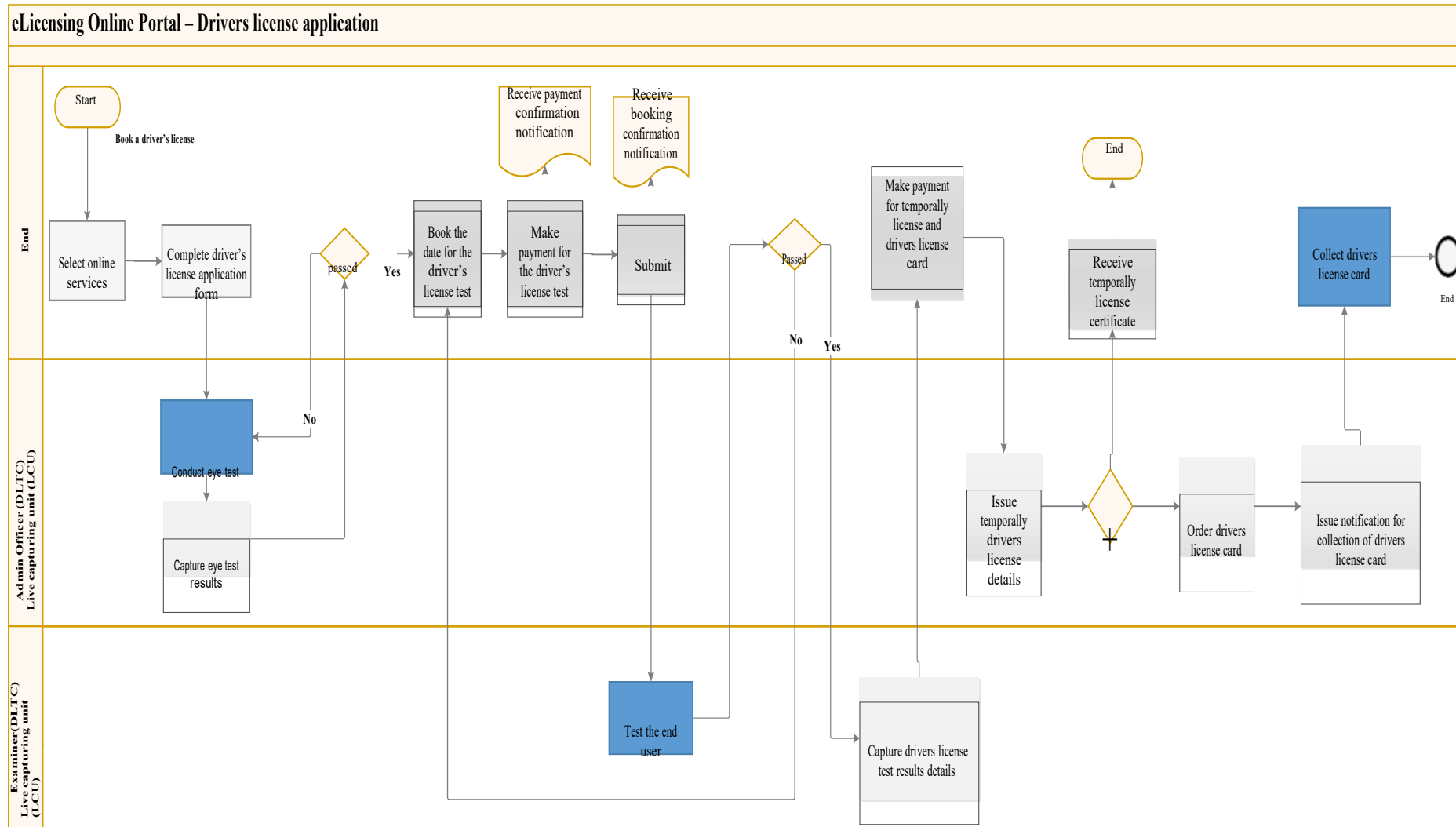**7.4**   Manage Driver's license applications

Figure 7:Manage driver's license applications

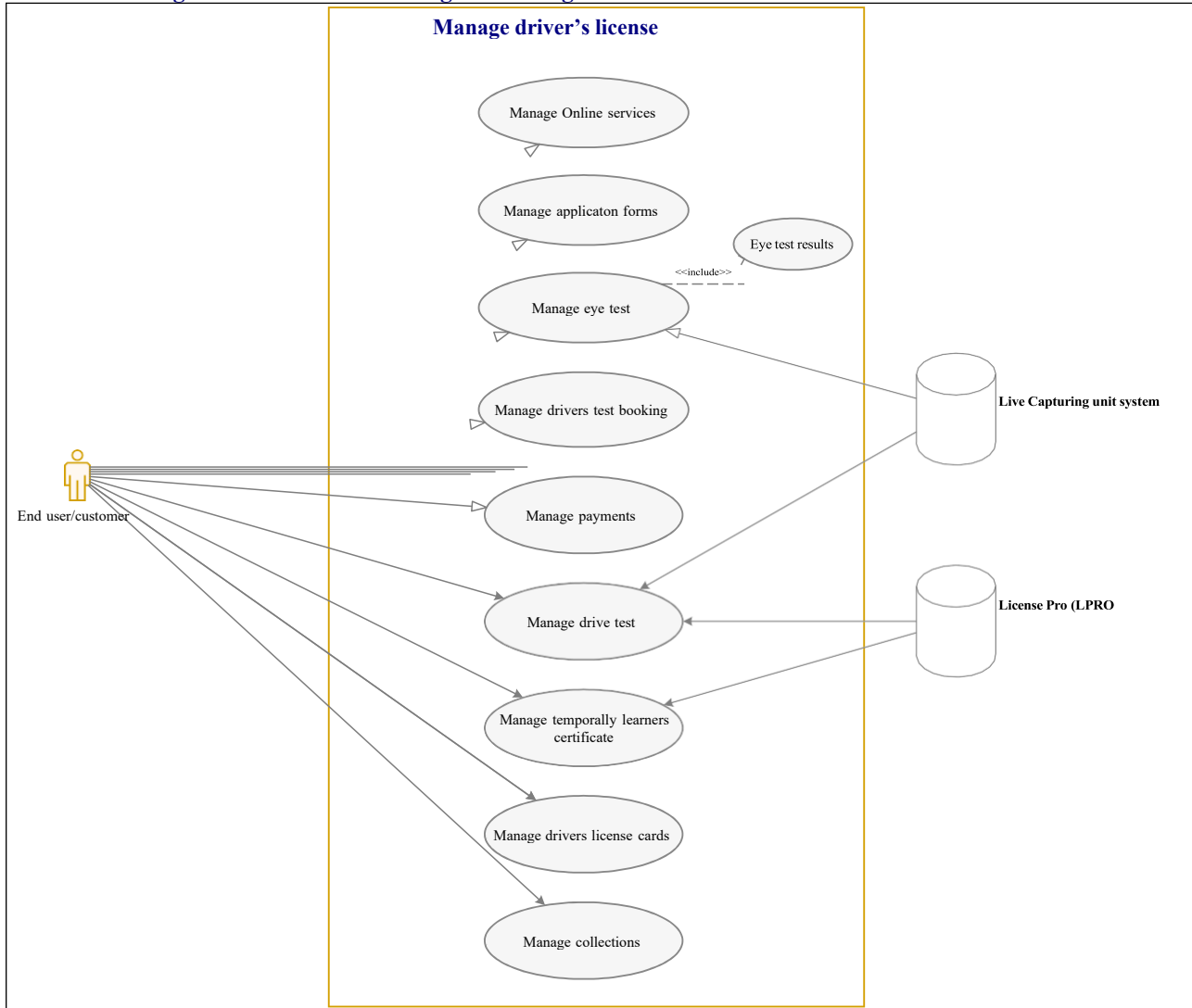### 7.4.1 Manage driver's license booking and testing Use cases

Figure 8: Manage driver's license booking and testing use cases

7.4.2 Select online services

Table 12: Select online services

Use Case ID:	REQ011		
Use Case Name:	Select online services		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	The system displays all the services available for selection.		
Trigger:	Request for booking driver's license		
Pre-conditions:	End user registration		
Post-conditions:	The request to book driver's license has been selected		

Normal Flow:	1. The end user selects the service type
	2. Select service type dropdown list
	   a) Book Learners license
	   b) Book driving license
	   c) Learners test
	   d) Driver's license card renewals
	   e) Professional drivers permit (PDP)
	   f) Driver's License card replacement
	   g) Exchange of foreign licensing
	3. Click "Submit" button.		

Alternative Flows:	Not applicable.		

Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	Not applicable
Assumptions:	Not applicable
Notes and Issues:	Not applicable

7.4.3 Complete driver's license application form

Table 13: Complete driver's license application form

Use Case ID:	REQ012		
Use Case Name:	Complete driver's license application form		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the online application form.		
Trigger:	The request to book driver's license test		
Pre-conditions:	Request for eLicense online services		
Post-conditions:	The driver's license application form has been completed		
Normal Flow:	1. The end user completes the application form with the following details; **Personal details** a) First name b) Surname c) Identity number d) Address e) Gender f) Marital status g) Email address h) Province i) Town j) Telephone number k) Cell phone number l) Province m) Disability n) Language **Collection method** a) Select preferable collection method b) DLTC collection c) Post office collection 2. Click "Submit" button. 3. The system displays the message "The driver's license application form has been completed successfully".		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. If the user selects post office collection, the system must display the nearest post office for selection 2. If the user selects DLTC collection, the system must display the nearest DLTC for selection		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

7.4.4 Conduct eye test

Table 14: Conduct eye test

Use Case ID:	REQ013		
Use Case Name:	Conduct eye test		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Admin Officer (DLTC)/ end user		
Description:	Upon capturing of the application, the end user is requested to do eye test at the nearest DLTC.		
Trigger:	Application for driver's license has been successfully captured and completed		
Pre-conditions:	Selected online service type		
Post-conditions:	The end user has done eye test		
Normal Flow:	1. The end user goes to the nearest DLTC for eye test. 2. The Admin Officer requests the supporting from the end user 3. The Admin Officer conducts the eye test 4. Click "Save" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

7.4.5 Capture eye test results

Table 15: Capture eye test results

Use Case ID:	REQ014		
Use Case Name:	Capture eye test results		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Admin officer DLTC		
Description:	The Admin Officer captures the results on Live Capturing Unit (LCU) system once the end user has done the eye test.		
Trigger:	The end user has done eye test		
Pre-conditions:	Application for driver's license has been successfully captured and completed		
Post-conditions:	The eye test results have been successfully captured		
Normal Flow:	1. The Admin Officer captures the results on the LCU system 2. Click "Save" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. The LCU system must integrate with eLicensing system 2. The End user must be able to view the eye test results on eLicensing system		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

7.4.6 Book the date for the driver's license test

Table 16: Book the date for the driver's license test

Use Case ID:	REQ015
Use Case Name:	Book the date for the driver's license test

Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022

Actors:	End user
Description:	Upon receipt of the eye test results, the end user registers the date for the driver's license test and obtain an appointment.
Trigger:	The end user who has successfully passed the eye test and the results are accessible on eLicensing system
Pre-conditions:	The end user has done eye test
Post-conditions:	The date for the driver's license test has been successfully booked

Normal Flow:	1. The end user completes the booking form with the following details;
	
	Book date for the learner's license test
	   a) Select date of testing
	   b) The system displays all the available days grouped by months
	   c) Select preferred date
	   d) The system displays available time slot
	   e) Select preferred time slot
	
	Upload supporting documents
	   a) Attach ID copy
	   b) Learners license
	   c) Four Black and white photos - picture to be taken by the device
	2. Click "Save" button.
	3. The system displays the message "The selected date is available for booking".

Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must not reserve the date if the end user has not made a payment 2. The solution must enable the user to take photos 3. The device of the end user must have a camera
Assumptions:	Not applicable
Notes and Issues:	Not applicable

7.4.7   Make payment for driver's license test

Table 17: Make payment for driver's license test

Use Case ID:	REQ016		
Use Case Name:	Make payment for driver's license test		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	The end user makes a payment once the availability of the date for the test has been confirmed.		
Trigger:	Availability of the selected date		
Pre-conditions:	The end user who has successfully passed the eye test and the results are accessible on eLicensing system		
Post-conditions:	The end user has successfully paid for the driver's license test		

Normal Flow:	1. The end user makes a payment for the driver's license test;
	Make payment
	    a) Enter amount
	    b) Enter account holder name
	    c) Enter card number
	    d) Enter expiry date
	    e) Enter ccv number
	    f) Enter email address (optional)
	
	2. The system must send the OTP number to the end user
	3. Enter OTP number
	4. Click "Pay now" button.
	5. The system sends a payment notification to the end user		

	1. The system displays the message "Thank You for your payment, the transaction was successful."		
Alternative Flows:	1. No amount, account holder name, card number provided, display appropriate error message and halt processing. 2. No expiry date, ccv number provided, display appropriate message and halt processing.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. The system must generate a receipt reflecting the reference number, date and time of the test		
Assumptions:	Not applicable		

7.4.8 Attend driver's license test

Table 18: Attend driver's license test

Use Case ID:	REQ017		
Use Case Name:	Attend driver's license test		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user and examiner		
Description:	The end user attends driver's license test and the Examiner checks all the required documentation on the day of the test		
Trigger:	The end user has successfully paid for the driver's license test		
Pre-conditions:	The date for the driver's license test has been successfully booked		
Post-conditions:	The end user has been tested for driver's license		
Normal Flow:	1. The end user goes to the preferred DLTC for drivers test. 2. The examiner checks all the required documents 3. Should the end user pass, the transactions details should be captured on Live Capturing Unit (LCU) system. 4. Should the end user fails, the eLicensing system should allow him/her to book again for the driver's license test		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	The examiner must confirm identity details of the end user before the test		
Assumptions:	Not applicable		

7.4.9 Capture driver's license test results details

Table 19: Capture driver's license test results details

Use Case ID:	REQ018		
Use Case Name:	Capture driver's license test results details		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Examiner		
Description:	The Examiner captures the driver's license test results once the end user has passed the driver's test.		
Trigger:	The end user has successfully passed driver's license test		
Pre-conditions:	The end user has successfully paid for the driver's license test		
Post-conditions:	The driver's license test results have been captured		

Normal Flow:	1. The Examiner captures the following details
	  a) Name and surname
	  b) Identification number
	  c) Date of examination
	  d) Time of examination
	  e) Code
	  f) Driver's license Results
	  g) DLTC name		

	h) Name of the Examiner 2. Click "Save" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. The system must notify the end user to make a payment for temporal driver's license card. 2. A driver's license card will be ordered		
Assumptions:	Not applicable		

7.4.10 Make payment for temporally

7.4.11 license and driver's license card

Table 20: Make payment for temporally license and driver's license card

Use Case ID:	REQ019		
Use Case Name:	Make payment for temporally license and driver's license card		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	The end user makes a payment once he/ she has passed the driver's license test		
Trigger:	The end user has successfully passed driver's license test		
Pre-conditions:	The end user has been tested successfully		
Post-conditions:	The end user has successfully paid for the driver's license card or temporal driver license		
Normal Flow:	1. The end user makes a payment for the driver's license card or temporal license; **Make payment** a) Enter amount b) Enter account holder name c) Enter card number d) Enter expiry date e) Enter ccv number f) Enter email address (optional) 2. The system must send the OTP number to the end user 3. Enter OTP number 4. Click "Pay now" button. 5. The system sends a payment notification to the end user 6. The system displays the message "Thank You for your payment, the transaction was successful."		
Alternative Flows:	1. No amount, account holder name, card number provided, display appropriate error message and halt processing. 2. No expiry date, ccv number provided, display appropriate message and halt processing.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Driver's license card not claimed by the applicant within 120 days will be destroyed.		
Assumptions:	Not applicable		

7.4.12 Issues temporal driver's license certificate

Table 21: Issues temporal driver's license certificate

Use Case ID:	REQ020		
Use Case Name:	Issues temporal driver's license certificate		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Admin Officer DLTC		
Description:	The Admin Officer issues the temporal driver's license certificate		
Trigger:	The end user has successfully paid for the temporal driver's license		
Pre-conditions:	The end user has successfully passed driver's license test		
Post-conditions:	The Admin Officer has issued temporal driver's license certificate		
Normal Flow:	1. The Admin Officer issues the temporal driver's license certificate 2. Enter issued date 3. Click "Save" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule:	Not applicable		
Assumptions:	Not applicable		

7.4.13 Receives temporally license certificate

Table 22: Receives temporally license certificate

Use Case ID:	REQ021		
Use Case Name:	Receives temporally license certificate		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	The Admin Officer issues the temporal driver's license certificate		
Trigger:	Issued temporal driver license		
Pre-conditions:	Payment for temporal driver's license		
Post-conditions:	The end user has received temporal driver's license certificate		
Normal Flow:	1. The end user receives a temporal driver's license certificate 2. The End user confirms receipt of temporal driver's license by signing		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		

7.4.14 Order driver's license card

Table 23: Order driver's license card

Use Case ID:	REQ022		
Use Case Name:	Order driver's license card		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Admin Officer DLTC		
Description:	The Admin Officer places an order for driver's license card		
Trigger:	Issued temporal driver license		
Pre-conditions:	Payment for temporal driver's license		
Post-conditions:	The driver's license card has been ordered		
Normal Flow:	1. The Examiner places an order for driver's license card 2. The examiner captures the details of the end users 3. Click "Submit" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		

7.4.15 Issue notification for collection of driver's license card

Table 24: Issue notification for collection of driver's license card

Use Case ID:	REQ023		
Use Case Name:	Issue notification for collection of driver's license card		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Examiner		
Description:	The Examiner issues a notification for collection of driver's licenses.		
Trigger:	Ordered license card		
Pre-conditions:	Issued temporal driver license		
Post-conditions:	The notification to collect the driver's license card has been issued		
Normal Flow:	1. The Examiner checks the preferable collection method 2. The examiner distributes the driver's license card using the preferable method e.g. nearest post office or DTLC 3. The examiner sends a notification to the end user's email address or cell phone number 4. Click "Submit" button. The information is saved, the notification is sent to the end user.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		

7.4.16 Collect driver's license card

Table 25: Collect driver's license card

Use Case ID:	REQ024		
Use Case Name:	Collect driver's license card		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	The end user receives a notification to collect the driver's license card		
Trigger:	The notification to collect the driver's license card		
Pre-conditions:	Ordered license card		
Post-conditions:	The driver's license card has been collected		
Normal Flow:	1. The end user receives a notification to collect the driver's license card 2. The end user collects the driver's license card 3. End user confirms receipt for driver's license card by signing		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		

7.5   Manage Driver's License card renewals and replacement applications
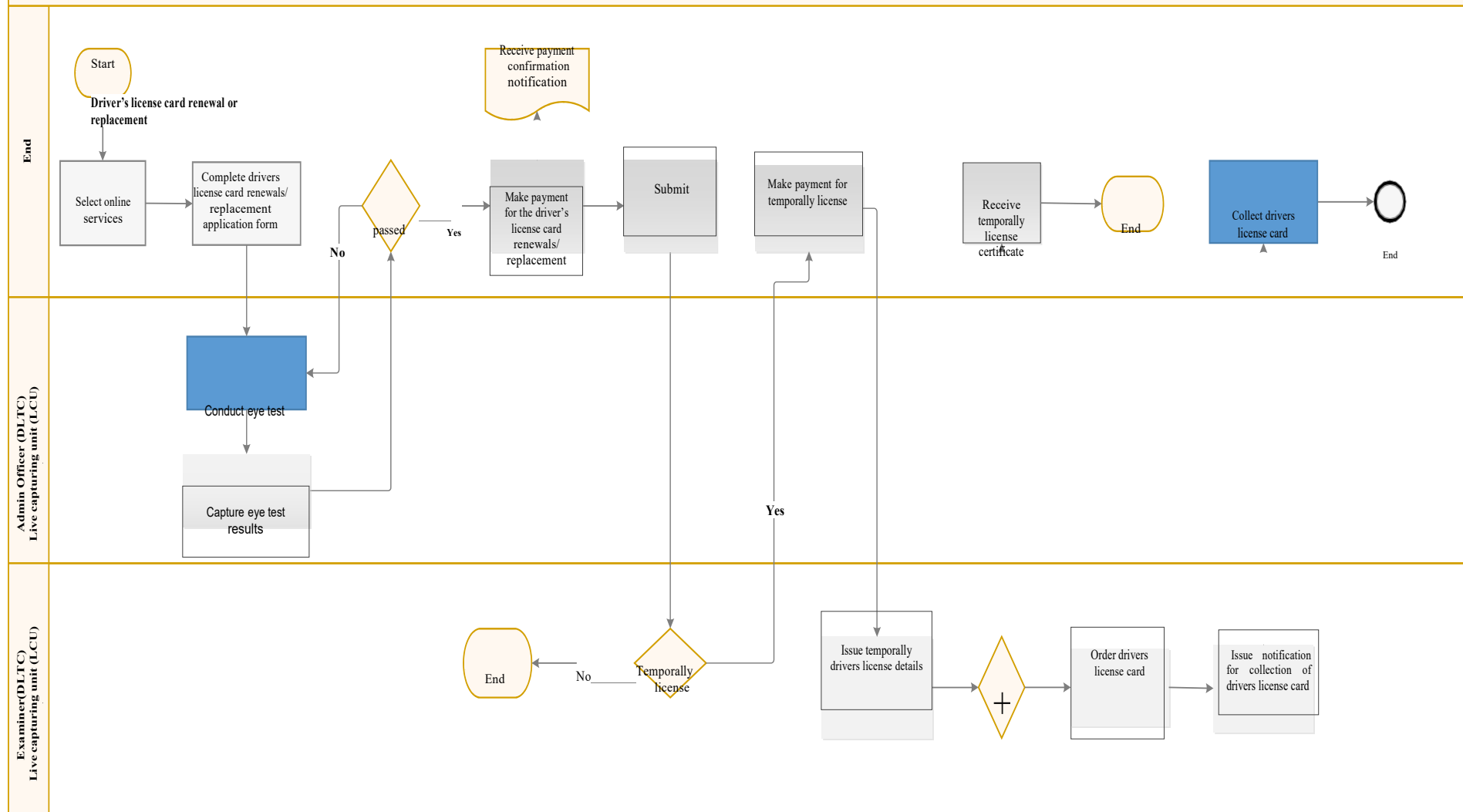

Figure 9: Manage Driver's license renewals and replacement application

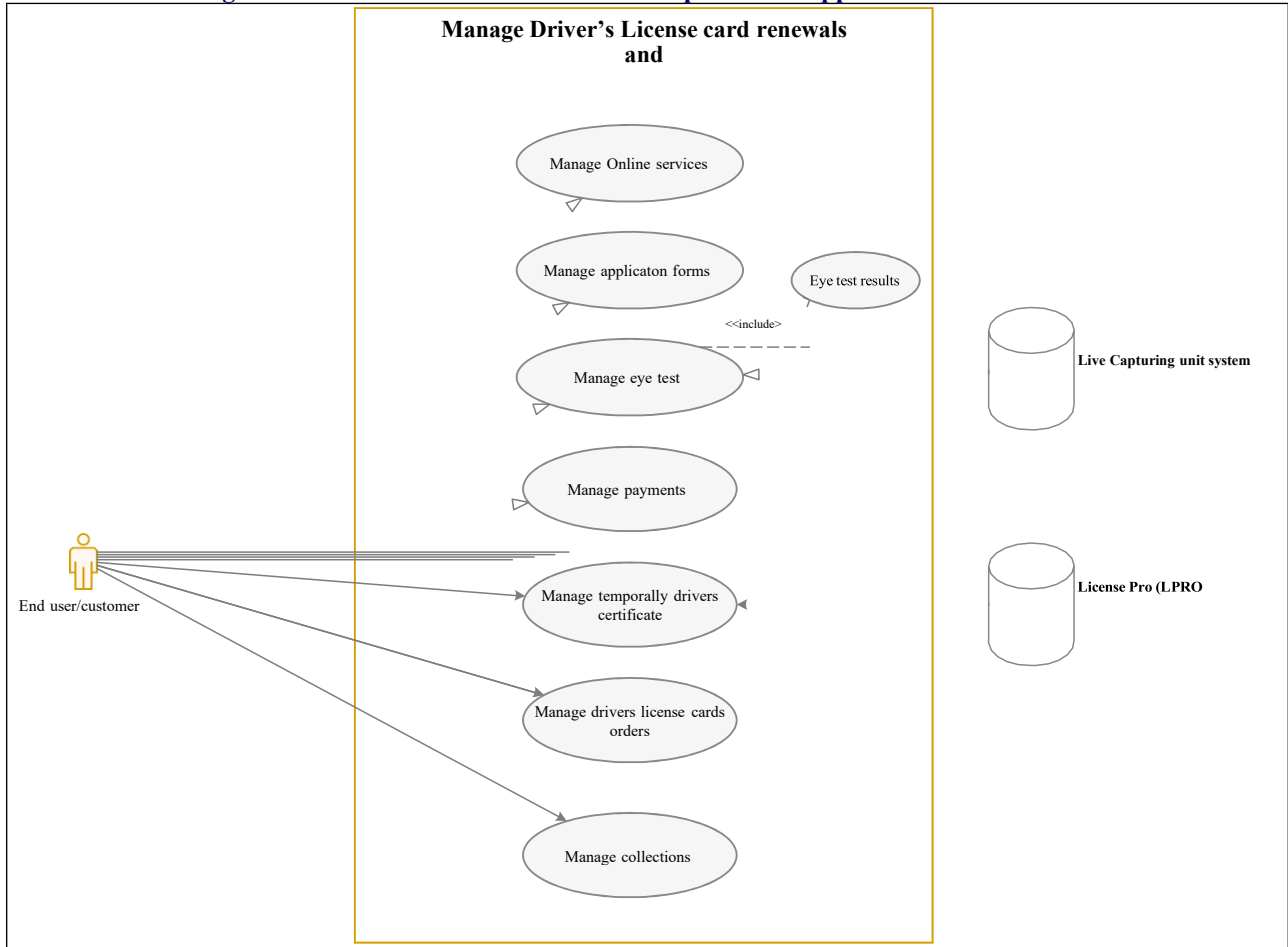**7.5.1   Manage Driver's License card renewals and replacement applications Use Case**

Figure 10: Manage Driver's license renewals and replacement application

7.5.2   Select online services

Table 26: Select online services

Use Case ID:	REQ025		
Use Case Name:	Select online services		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	The system displays all the services available for selection.		
Trigger:	Request for driver's license renewals or replacement		
Pre-conditions:	End user registration		
Post-conditions:	The request to renew or replace driver's license card has been selected		

Normal Flow:	1. The end user selects the service type
	2. Select service type dropdown list
	    a) Book Learners license
	    b) Book driving license
	    c) Learners test
	    d) Driver's license card renewals
	    e) Professional drivers permit (PDP)
	    f) Driver's License card replacement
	    g) Exchange of foreign licensing
	3. Click "Submit" button.		

Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		

Business Rule	Not applicable
Assumptions:	Not applicable
Notes and Issues:	Not applicable

7.5.3 Complete driver's license card renewals/ replacement application form

Table 27: Complete driver's license card renewals/ replacement application form

Use Case ID:	REQ026		
Use Case Name:	Complete driver's license card renewals/ replacement application form		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the online application form.		
Trigger:	The request to renew or replace driver's license card has been selected		
Pre-conditions:	Request for eLicense online services		
Post-conditions:	The application form for driver's license card replacement or renewals has been completed		
Normal Flow:	1. The end user completes the application form with the following details; **Personal details** a) First name b) Surname c) Identity number d) Address e) Gender f) Marital status g) Email address h) Province i) Town j) Telephone number k) Cell phone number l) Province m) Disability n) Language **Upload documents** a) ID copy b) Driver's license c) Two black and white id photos – pictures to be taken by the user's device **Collection method** a) Select preferable collection method b) DLTC collection c) Post office collection 2. Click "Submit" button. 3. The system displays the message "The application form for driver's license card replacement or renewals has been completed".		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. If the user selects post office collection, the system must display the nearest post office for selection 2. If the user selects DLTC collection, the system must display the nearest DLTC for selection 3. The solution must enable the user to take photos 4. The device of the end user must have a camera		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

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7.5.4   Conduct eye test

Table 28: Conduct eye test

Use Case ID:	REQ027		
Use Case Name:	Conduct eye test		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user/ Admin Officer DLTC		
Description:	Upon capturing of the application, the end user is requested to do eye test at the nearest DLTC.		
Trigger:	The Application for driver's license renewals and replacement has been successfully captured and completed		
Pre-conditions:	Selected online service type		
Post-conditions:	The end user has done eye test		
Normal Flow:	1. The end user goes to the nearest DLTC for eye test. 2. The Admin Officer requests the supporting from the end user 3. The Admin officer conducts the eye test 4. Click "Save" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

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7.5.5 Capture eye test results

Table 29: Capture eye test results

Use Case ID:	REQ028		
Use Case Name:	Capture eye test results		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Admin officer DLTC		
Description:	The Admin Officer captures the results on Live Capturing Unit (LCU) system once the end user has done the eye test.		
Trigger:	The end user has done eye test		
Pre-conditions:	The Application for driver's license renewals and replacement has been successfully captured and completed		
Post-conditions:	The eye test results have been successfully captured		
Normal Flow:	1. The Admin officer captures the results on the LCU system 2. Click "Save" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. The LCU system must integrate with eLicensing system 2. The End user must be able to view the eye test results on eLicensing system		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

7.5.6

Make payment for the driver's license card renewals/replacement

Table 30: Make payment for the driver's license card renewals/replacement

Use Case ID:	REQ029		
Use Case Name:	Make payment for the driver's license card renewals/replacement		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	The end user makes a payment once he/she has passed the eye test		
Trigger:	The eye test results have been successfully captured		
Pre-conditions:	The end user has done eye test		
Post-conditions:	The end user has successfully paid for the driver's license card renewals/replacement		

Normal Flow:	1. The end user makes a payment for the driver's license test renewals/ replacement;
	Make payment
	  a) Enter amount
	  b) Enter account holder name
	  c) Enter card number
	  d) Enter expiry date
	  e) Enter ccv number
	  f) Enter email address (optional)
	
	2. The system must send the OTP number to the end user
	3. Enter OTP number
	4. Click "Pay now" button.
	5. The system sends a payment notification to the end user
	6. The system displays the message "Thank You for your payment, the transaction was successful."		

Alternative Flows:	1. No amount, account holder name, card number provided, display appropriate error message and halt processing. 2. No expiry date, ccv number provided, display appropriate message and halt processing.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		

Special Requirements:	Not applicable
Business Rule	Not applicable
Assumptions:	Not applicable

7.5.7 Make payment for temporally license and driver's license card

Table 31: Make payment for temporally license and driver's license card

Use Case ID:	REQ030		
Use Case Name:	Make payment for temporally license and driver's license card		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	The end user makes a payment for temporally drivers license		
Trigger:	The end user has successfully passed driver's license test		
Pre-conditions:	The end user has been tested successfully		
Post-conditions:	The end user has successfully paid for the driver's license card or temporal driver license		

Normal Flow:	1. The end user makes a payment for the driver's license card or temporal license; **Make payment**
	    a) Enter amount
	    b) Enter account holder name
	    c) Enter card number
	    d) Enter expiry date
	    e) Enter ccv number
	    f) Enter email address (optional)
	 2. The system must send the OTP number to the end user
	 3. Enter OTP number
	 4. Click "Pay now" button.
	 5. The system sends a payment notification to the end user
	 6. The system displays the message "Thank You for your payment, the transaction was successful."		

Alternative Flows:	1. No amount, account holder name, card number provided, display appropriate error message and halt processing. 2. No expiry date, ccv number provided, display appropriate message and halt processing.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Driver's license card not claimed by the end user within 120 days will be destroyed.		
Assumptions:	Not applicable		

7.5.8 Issues temporal driver's license certificate

Table 32: Issues temporal driver's license certificate

Use Case ID:	REQ031		
Use Case Name:	Issues temporal driver's license certificate		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Admin Officer DLTC		
Description:	The Admin Officer issues the temporal driver's license certificate		
Trigger:	The end user has successfully paid for the temporal driver's license		
Pre-conditions:	The end user has successfully passed driver's license test		
Post-conditions:	The Admin Officer has issued temporal driver's license certificate		
Normal Flow:	1. The Admin Officer issues the temporal driver's license certificate 2. Enter issued date 3. Click "Save" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		

Business Rule	Not applicable
Assumptions:	Not applicable

7.5.9 Receives temporally license certificate

Table 33: Receives temporally license certificate

Use Case ID:	REQ032
Use Case Name:	Receives temporally license certificate

Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022

Actors:	End user
Description:	The Admin Officer issues the temporal driver's license certificate
Trigger:	Issued temporal driver license
Pre-conditions:	Payment for temporal driver's license
Post-conditions:	The end user has received temporal driver's license certificate
Normal Flow:	1. The end user receives a temporal driver's license certificate 2. The End user confirms receipt of temporal driver's license by signing
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	Not applicable
Assumptions:	Not applicable

7.5.10 Order driver's license card

Table 34: Order driver's license card

Use Case ID:	REQ033
Use Case Name:	Order driver's license card

Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022

Actors:	Admin Officer DLTC
Description:	The Admin Officer places an order for driver's license card
Trigger:	Issued temporal driver license
Pre-conditions:	Payment for temporal driver's license
Post-conditions:	The driver's license card has been ordered
Normal Flow:	1. The Examiner places an order for driver's license card 2. The examiner captures the details of the end users 3. Click "Submit" button.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	Not applicable
Assumptions:	Not applicable

7.5.11 Issue notification for collection of driver's license card

Table 35: Issue notification for collection of driver's license card

Use Case ID:	REQ034		
Use Case Name:	Issue notification for collection of driver's license card		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Examiner		
Description:	The Examiner issues a notification for collection of driver's licenses.		
Trigger:	Ordered license card		
Pre-conditions:	Issued temporal driver license		
Post-conditions:	The notification to collect the driver's license card has been issued		
Normal Flow:	1. The Examiner checks the preferable collection method 2. The examiner distributes the driver's license card using the preferable method e.g nearest post office or DTLC 3. The examiner sends a notification to the end user's email address or cell phone number 4. Click "Submit" button. The information is saved, the notification is sent to the end user.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		

7.5.12 Collect driver's license card

Table 36: Collect driver's license card

Use Case ID:	REQ035		
Use Case Name:	Collect driver's license card		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	The end user receives a notification to collect the driver's license card		
Trigger:	The notification to collect the driver's license card		
Pre-conditions:	Ordered license card		
Post-conditions:	The driver's license card has been collected		
Normal Flow:	1. The end user receives a notification to collect the driver's license card 2. The end user collects the driver's license card 3. End user confirms receipt for driver's license card by signing		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		

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7.6   Manage Professional Driver Permit (PDP) applications
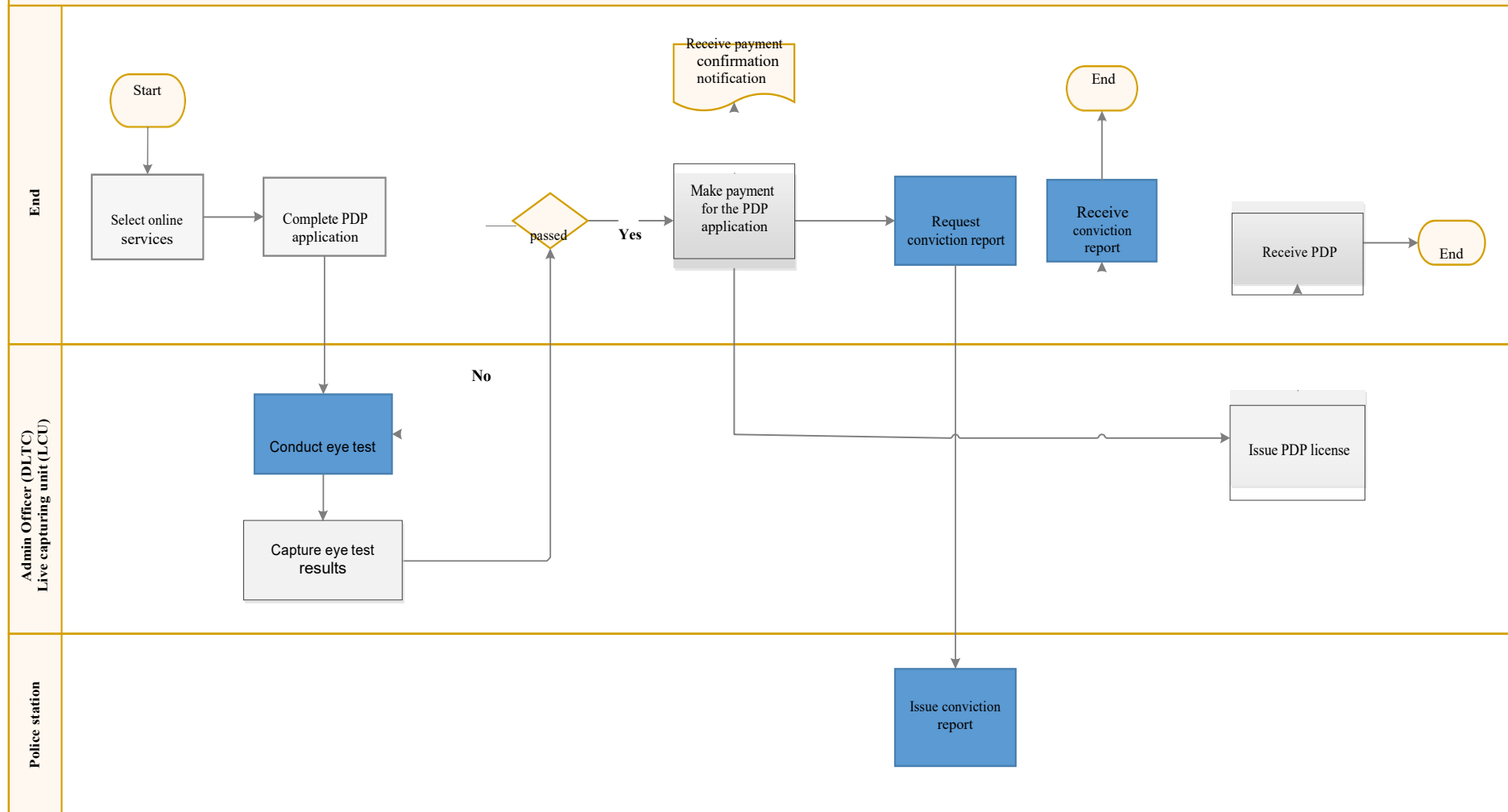

Figure 11: Manage Professional Driver Permit (PDP) applications

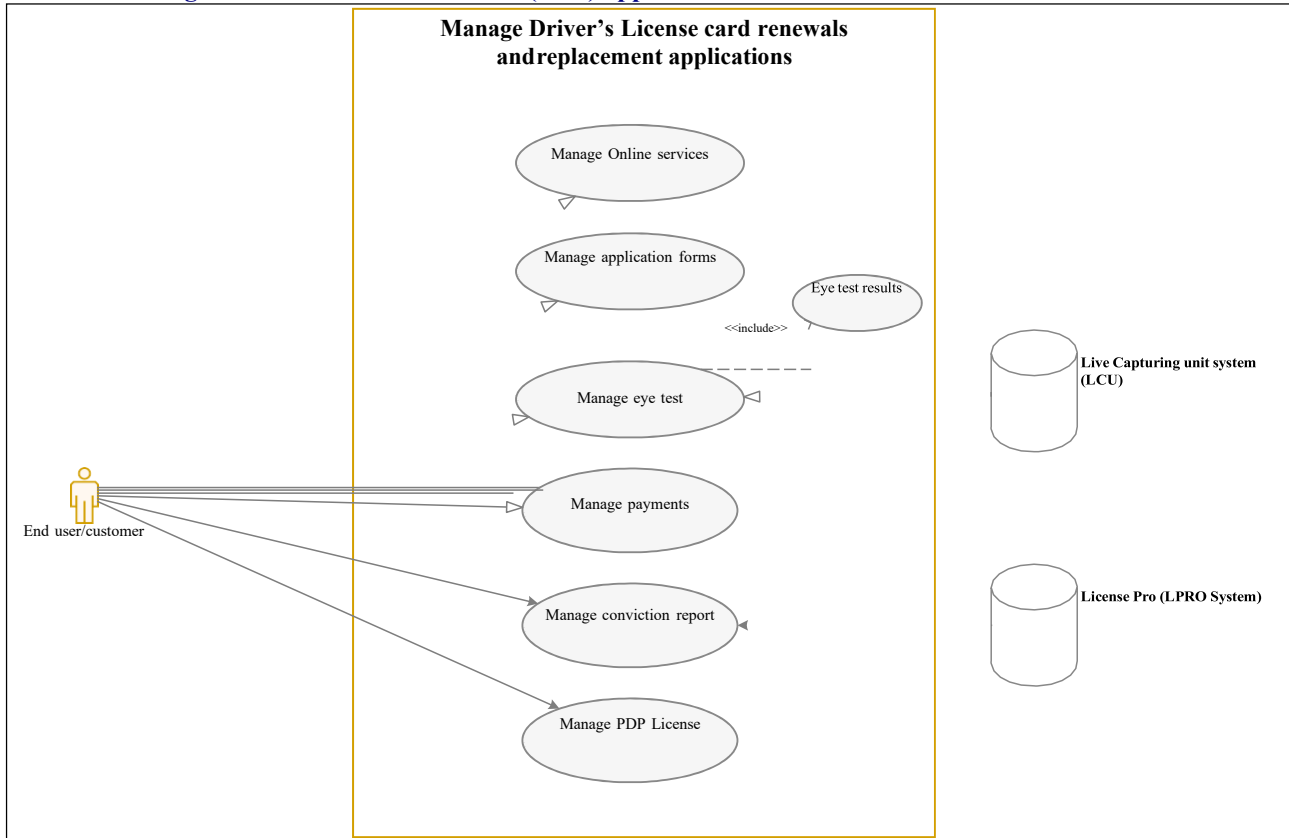## 7.6.1   Manage Professional Driver Permit (PDP) applications

Figure 12: Manage Professional Driver Permit (PDP) applications

7.6.2   Select online services

Table 37: Select online services

Use Case ID:	REQ036		
Use Case Name:	Select online services		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	The system displays all the services available for selection.		
Trigger:	Request for PDP application		
Pre-conditions:	End user registration		
Post-conditions:	The request for PDP has been selected		

Normal Flow:	1. The end user selects the service type
	2. Select service type dropdown list
	  a) Book Learners license
	  b) Book driving license
	  c) Learners test
	  d) Driver's license card renewals
	  e) Professional drivers permit (PDP)
	  f) Driver's License card replacement
	  g) Exchange of foreign licensing
	3. Click "Submit" button.		

Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

7.6.3 Complete PDP license application

Table 38: Complete PDP license application

Use Case ID:	REQ037		
Use Case Name:	Complete PDP license application		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the online application form.		
Trigger:	Selected PDP application		
Pre-conditions:	Request for eLicense online services		
Post-conditions:	The application form for PDP has been completed		

Normal Flow:	1. The end user completes the application form with the following details;
	
	Personal details
	   a) First name
	   b) Surname
	   c) Identity number
	   d) Address
	   e) Gender
	   f) Marital status
	   g) Email address
	   h) Province
	   i) Town
	   j) Telephone number
	   k) Cell phone number
	   l) Province
	   m) Disability
	   n) Language
	Upload documents
	
	   d) ID copy
	   e) Driver's license
	   f) SA passport
	   g) Two black and white id photos – pictures to be taken by the end user's device
	   h) Training certificate
	   i) Medical certificate
	   j) Public driving permit or Professional driving permit
	
	Collection method
	   a) Select preferable collection method
	   b) DLTC collection
	   c) Post office collection
	
	2. Click "Submit" button.
	3. The system displays the message "The application form for PDP has been completed".		

Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. If the user selects post office collection, the system must display the nearest post office for selection 2. If the user selects DLTC collection, the system must display the nearest DLTC for selection 3. The solution must enable the user to take photos 4. The device of the end user must have a camera		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

7.6.4 Conduct eye test

Table 39: Conduct eye test

Use Case ID:	REQ038		
Use Case Name:	Conduct eye test		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	Admin Officer DLTC / end user		
Description:	Upon capturing of the application, the end user is requested to do eye test at the nearest DLTC.		
Trigger:	The application form for PDP has been completed		
Pre-conditions:	Selected PDP application		
Post-conditions:	The end user has done eye test		
Normal Flow:	1. The end user goes to the nearest DLTC for eye test. 2. The Admin Officer requests the supporting from the end user 3. The Admin officer conducts the eye test 4. Click "Save" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

7.6.5 Capture eye test results

Table 40: Capture eye test results

Use Case ID:	REQ039		
Use Case Name:	Capture eye test results		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Admin officer DLTC		
Description:	The Admin Officer captures the results on Live Capturing Unit (LCU) system once the end user has done the eye test.		
Trigger:	The end user has done eye test		
Pre-conditions:	The Application for PDP captured and completed		
Post-conditions:	The eye test results have been successfully captured		
Normal Flow:	1. The Admin Officer captures the results on the LCU system 2. Click "Save" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. The LCU system must integrate with eLicensing system 2. The End user must be able to view the eye test results on eLicensing system		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

Make payment for PDP license application

Table 41: Make payment for PDP license application

Use Case ID:	REQ040		
Use Case Name:	Make payment for PDP license application		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		

Description:	The end user makes a payment once he/she has passed the eye test
Trigger:	The eye test results have been successfully captured
Pre-conditions:	The end user has done eye test
Post-conditions:	The end user has successfully paid for PDP application

Normal Flow:	1. The end user makes a payment for PDP license test;
	Make payment
	   a) Enter amount
	   b) Enter account holder name
	   c) Enter card number
	   d) Enter expiry date
	   e) Enter ccv number
	   f) Enter email address (optional)
	
	2. The system must send the OTP number to the end user
	3. Enter OTP number
	4. Click "Pay now" button.
	5. The system sends a payment notification to the end user
	6. The system displays the message "Thank You for your payment, the transaction was successful."

Alternative Flows:	1. No amount, account holder name, card number provided, display appropriate error message and halt processing. 2. No expiry date, ccv number provided, display appropriate message and halt processing.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	Not applicable

Assumptions:	Not applicable

7.6.6 Request and receive conviction report

Table 42: Request and receive conviction report

Use Case ID:	REQ041		
Use Case Name:	Request and receive conviction report		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	The end user requests and receives the conviction report from the nearest police station		
Trigger:	The end user has successfully paid for PDP application		
Pre-conditions:	The eye test results have been successfully captured		
Post-conditions:	The end user has received the conviction report		
Normal Flow:	1. The end user requests the conviction report from the nearest police station 2. The end user receives the conviction report 3. Click "Submit" button.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		

7.6.7 Issue notification for collection of PDP license

Table 43: Issue notification for collection of PDP license

Use Case ID:	REQ042		
Use Case Name:	Issue notification for collection of PDP license		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	Admin Officer DLTC		
Description:	The Admin Officer issues a notification for collection of PDP license		
Trigger:	Payment for PDP application		
Pre-conditions:	The eye test results have been successfully passed		
Post-conditions:	The notification to collect the PDP license has been issued		
Normal Flow:	1. The Admin officer checks preferable collection method 2. The Admin officer distributes PDP license using the preferable method e.g. nearest post office or DTLC 3. The Admin officer sends a notification to the end user's email address or cell phone number 4. Click "Submit" button. The information is saved, the notification is sent to the end user.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		

7.6.8　Collect PDP License

Table 44: Collect PDP license

Use Case ID:	REQ043		
Use Case Name:	Collect PDP license		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	The end user receives a notification to collect the PDP license		
Trigger:	The notification to collect the PDP license		
Pre-conditions:	Payment for PDP application		
Post-conditions:	The PDP license has been collected		
Normal Flow:	1.　The end user receives a notification to collect the PDP license 2.　The end user collects the PDP license 3.　The end user confirms receipt for PDP license by signing		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		

8.   Detailed MLB Business Processes

8.1   Motor Licensing Bureau (MLB) High level process

This high-level process described the all the services that are managed by the Motor License Bureau (MLB) eLicensing Online Portal – Motor Licensing Bureau – (MLB)
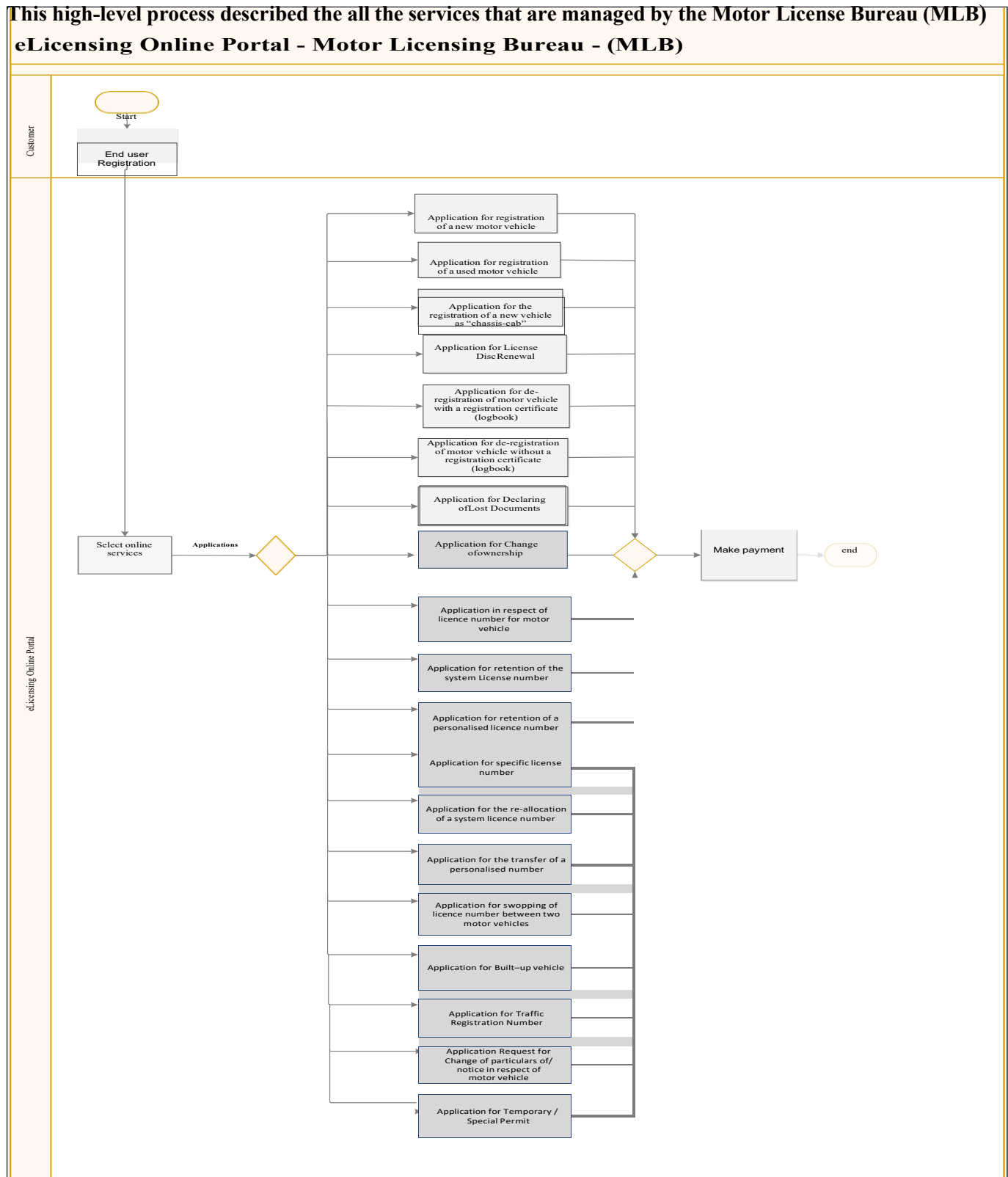
Figure 13: Motor Licensing Bureau (MLB) High level process

The use case diagram depicts how different types of users will interact with the proposed system to the request MLB services.
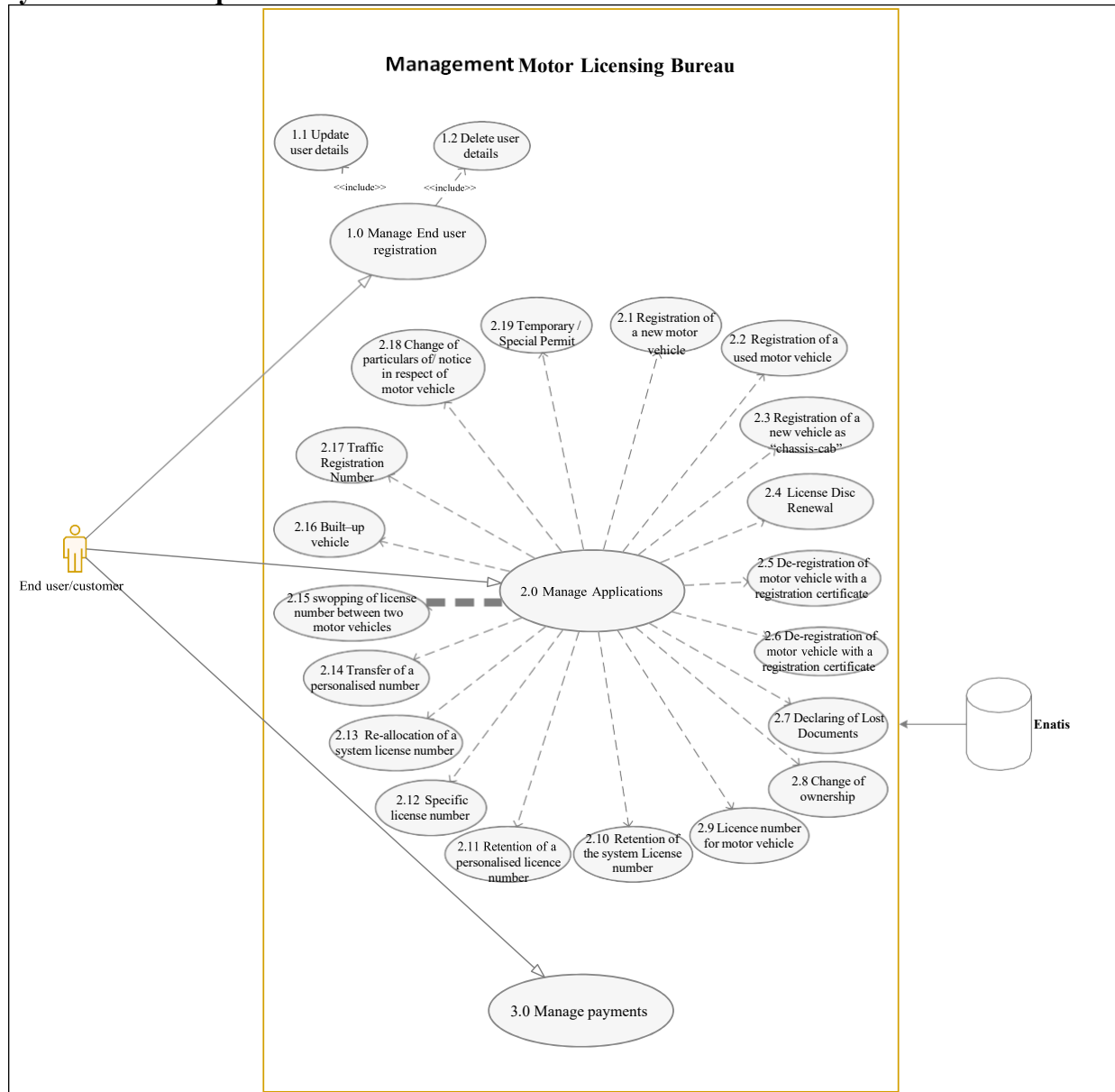
Figure 14: Motor Licensing Bureau (MLB) High level Use Case

8.2.1　Use Cases Details

The use case diagram depicts how different types of users will interact with the proposed system to requestthe services.

8.2.1.1　Manage End User Registration Use cases
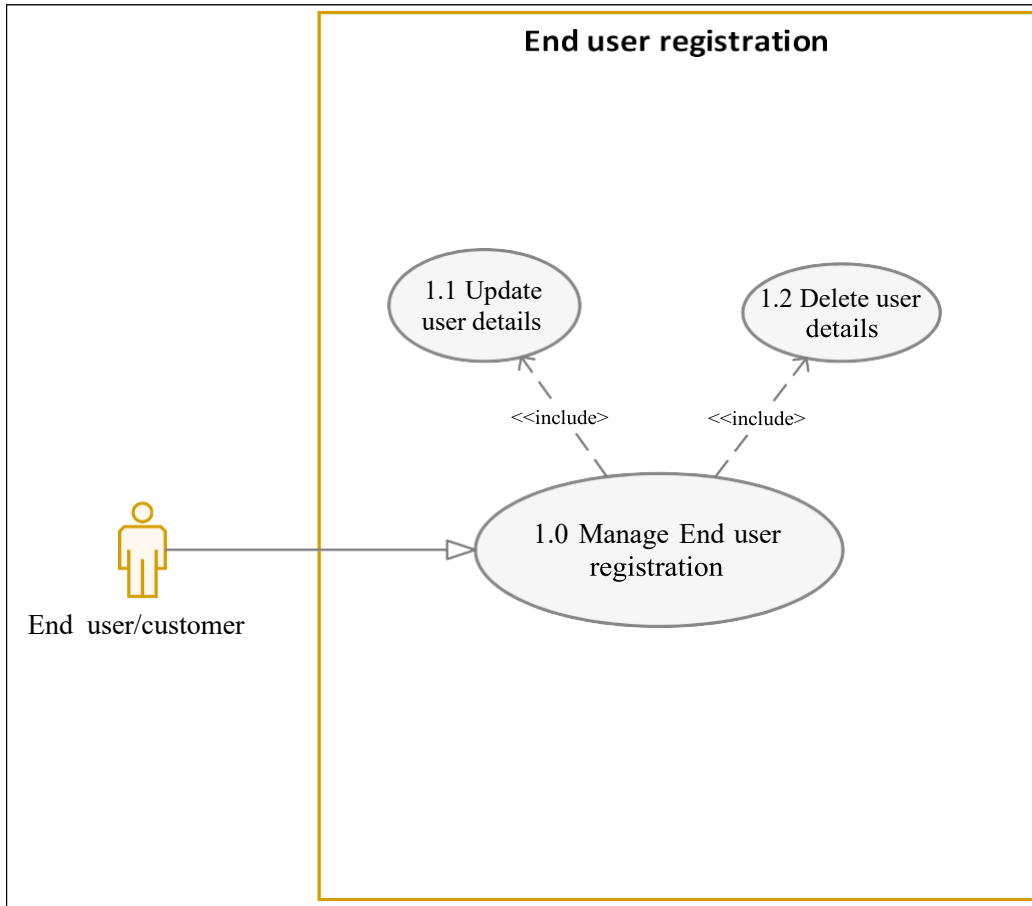
8.2.2　End user Registration

Table 45: End user registration

Use Case ID:	REQ044		
Use Case Name:	End user registration		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	The use case describes end user's action to access eLicensing system		
Trigger:	Request to access eLicensing system		
Pre-conditions:	Request for eLicensing services		
Post-conditions:	End user successfully registered.		
Normal Flow:	1.　This use case is initiated when the citizen/ End user registers his/ her details to the system. 2.　Select "End user Registration" from the menu. 3.　System displays options to capture information: 4.　Enter the First Name 5.　Enter the Surname 6.　Enter identity number 7.　Select Province 8.　Enter postal address		

	9. Enter physical address
	10. Enter contact details
	11. Enter the email Address of the end user. This will be used as the End user s' login.
	12. Select **"Submit" button.**
	13. System then validates that all information is entered correctly and saves.
	14. A system generated password will be sent to the End user via their email address.
	15. When the end user logs on for the first time, the End users will be forced to change their password.
Alternative Flows:	1. No name/surname provided, display appropriate error message and halt processing. 2. No email address provided, display appropriate message and halt processing.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	a) The solution must enable the end user to edit the personal details b) The solution must provide the option for forgotten password
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.3   Select online services

Table 46: Select online services

Use Case ID:	REQ045		
Use Case Name:	Select online services		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	The system displays all the services available for selection.		
Trigger:	Request for MLB services		
Pre-conditions:	End user registration		
Post-conditions:	The request for application has been selected		

Normal Flow:	1. The end user selects the service type
	2. Select service type dropdown list
	a) Application for registration of a new vehicle
	b) Application for registration of a used vehicle
	c) Application for registration of a new vehicle as "Chassis–cab"
	d) Application for License Disc Renewal
	e) Application for de-registration of motor vehicle with a registration certificate
	f) Application for de-registration of motor vehicle without a registration certificate
	g) Application for Declaring of Lost Documents
	h) Application for Change of ownership
	i) Application of license number for motor vehicle
	j) Application for retention of the system license number
	k) Application retention of the personalized license number
	l) Application for Cancellations of ownership
	m) Application for specific license number
	n) Application for re-allocation of a system license number
	o) Application for transfer of a personalized license number
	p) Application for swopping of license number between two motor vehicles
	q) Application for Built-up vehicle
	r) Application for Traffic Registration Number
	s) Application for Change of particulars of/notice in respect of motor vehicle
	t) Application for Application for Temporary / Special Permit
	Collection method
	3. Select preferable collection method
	a) MLB collection
	b) Post office collection
	4. Click "Submit" button. The information is saved and the system displays the following screen.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	Not applicable
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.4 Complete application for registration of a new motor vehicle (MVR1)

Table 47: Complete application for registration of a new motor vehicle

Use Case ID:	REQ046		
Use Case Name:	Complete application for registration of a new motor vehicle		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes application for registration of a new motor vehicle		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for registration and licensing has been completed and submitted		

Normal Flow:	1. The end user completes the application form with the following details;

Section A
PARTICULARS OF TITLE HOLDER
a) Type of identification
   i.)Traffic RSA ID
   ii.) Register no
   iii.) foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials
e) Date of birth
f) E-mail address
g) Telephone number at home
h) Code (number
i) Contact telephone number during day
j) Facsimile number -
k) Code number
l) Cell phone number
m) Postal address
n) Suburb
o) City/Town
p) Street address
q) Suburb
r) City/Town
s) postal code
t) Address where notices

ORGANISATION'S PROXY/REPRESENTATIVE

a) Type of identification
   i.) Traffic RSA ID
   ii.) Register no
   iii.) Foreign ID

a) Identification number
b) Country of issue if foreign ID
c) Surname and initials

DECLARATION
a) Select title type
   i.)title holder
   ii.) organisation's proxy
   iii.) organisation's representative
   iv.) motor dealer
b) Signature – one-time pin
c) Place
d) Date

Section B

PARTICULARS OF OWNER

a) Type of identification

    i.) Traffic RSA ID

    ii.) Register no

    iii.) foreign ID

b) Identification number

c) Country of issue if foreign ID

d) Surname and initials

e) Date of birth

f) E-mail address

g) Telephone number at home

h) Code (number

i) Contact telephone number during day

j) Facsimile number -

k) Code number

l) Cell phone number

m) Postal address

n) Suburb

o) City/Town

p) Street address

q) Suburb

r) City/Town

s) postal code

t) Address where notices

ORGANISATION'S PROXY/REPRESENTATIVE

a) Type of identification

    i.) Traffic RSA ID

    ii.) Register no

    iii.) Foreign ID

d) Identification number

e) Country of issue if foreign ID

f) Surname and initials

DECLARATION

a) Select title type

    i.)title holder

    ii.) organisation's proxy

    iii.) organisation's representative

    iv.) motor dealer

b) Signature

c) Place

d) Date

SECTION C

PARTICULARS OF MOTOR VEHICLE

a) Licence number or not yet allocated

b) Vehicle register number

c) NaTIS model number

d) Chassis number/VIN

e) Make

f) Series name

g) Vehicle category

    i.) Motor cycle/Motor tricycle/Motor quadricycle

<table>
<tr><td></td><td>

ii.)   B Light passenger vehicle (less than 12 persons) iii.)

C Heavy passenger vehicle (12 or more persons)iv.) K Light

load vehicle (GVM 3 500 kg or less)

  v.)   L Heavy load vehicle (GVM > 3 500 kg, not to draw)

 vi.)   U Special vehicle

vii.)   M Heavy load vehicle (GVM > 3 500 kg, equipped to draw)

h)   Driven

  i.)   self-propelled

  ii.)   trailer (drawn)

 iii.)   semi-trailer

 iv.)   trailer drawn by tractor

i)   Vehicle description (e.g. station wagon, bus, ambulance, etc.)i.)

    sedan (closed top)

  ii.)   hatch back

 iii.)   pick-up

 iv.)   chassis-cab

  v.)   chassis

 vi.)   other (specify):

j)   Engine number

k)   Net power and engine capacity

l) Fuel type i.)

    drawn

  ii.)   petrol

 iii.)   diesel

 iv.)   other (specify):

m)   Tare (T) and gross vehicle mass (GVM)

n)   Transmission

  i.)   None

  ii.)   Manual hand

 iii.)   semi-automatic

 iv.)   automatic

o) Main colouri.)

    white

  ii.)   red

 iii.)   blue

 iv.)   other (specify):

p) Used for the transportation of (e.g. livestock, building and construction materials, etc.)i.)

    passengers

  ii.)   persons for reward (e.g. taxi, ambulance, etc.)

 iii.)   dangerous goods

 iv.)   other (specify):

q) Economic sector in which used: (e.g. construction, transport, mining, etc.)i.)

    private

  ii.)   agriculture

 iii.)   manufacturing

</td></tr>
</table>

	iv.) services
	v.) Wholesale, retail
	vi.) other (specify):
	r) Odometer reading
	s) Street address where vehicle is kept (if different from owner's addresst)
	Suburb
	u) City/Town
	v) Postal code
	w) Date liable for registration/licensing (e.g. date purchased or acquired, etc.)

	x) Nature of ownershipi.)
	private
	ii.) business
	iii.) MD stock
	iv.) MIB stock
	y) Is vehicle used on a public road? Yes/ No
	z) Reason for registration first registrationi.)
	ownership
	ii.) re-registration
	iii.) repossessed
	iv.) change of ownershipv.)
	amalgamation
	vi.) built-up
	vii.) recovered
	viii.) estate
	FOR OFFICE USE ONLY
	a) Date of application
	b) Name and signature of counter official
	c) Name and signature of recommending official at registering authority
	d) Level of authority
	i.) Registering authority
	ii.) Province
	e) Name and signature of authorising official
	f) Name and signature of data capturing official
	g) Serial number (bottom right-hand corner) of deregistration certificate issued
	Upload supporting documents
	a) Attach ID
	b) Attach manufacturers supply note / certificate
	2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must check the particulars reflected on the registration form i.e. Part A and Part B, to establish whom the titleholder is and who the owner is. If the vehicle is being financed then the titleholder (part a) will differ from the owner (part b). 2. The system must not process the application if the required supporting documents are not attached. 3. The system must allow the applicant to sign the document online e.g. one-time pin or digital signature
Assumptions:	Not applicable
Notes and Issues:	Not applicable

Complete application for registration of a used motor vehicle (MVR1)

Table 48: Complete application for registration of a used motor vehicle

Use Case ID:	REQ047
Use Case Name:	Complete application for registration of a used motor vehicle

Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022

Actors:	End user
Description:	Upon selection of the service type, the end user completes application for registration of a new motor vehicle
Trigger:	The request for application has been selected
Pre-conditions:	Request for MLB services
Post-conditions:	The Application for registration of a new vehicle has been completed and submitted

Normal Flow:	1. The end user completes the application form with the following details;
	Section A
	PARTICULARS OF TITLE HOLDER
	a) Type of identification
	i.)Traffic RSA ID
	ii.) Register no
	iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	e) Date of birth
	f) E-mail address
	g) Telephone number at home
	h) Code (number
	i) Contact telephone number during day
	j) Facsimile number -
	k) Code number
	l) Cell phone number
	m) Postal address
	n) Suburb
	o) City/Town
	p) Street address
	q) Suburb
	r) City/Town
	s) postal code
	t) Address where notices
	ORGANISATION'S PROXY/REPRESENTATIVE
	a) Type of identification
	i.) Traffic RSA ID
	ii.) Register no
	iii.) Foreign ID
	g) Identification number
	h) Country of issue if foreign ID
	i) Surname and initials
	DECLARATION
	a) Select title type
	i.)title holder
	ii.) organisation's proxy
	iii.) organisation's representative
	iv.) motor dealer
	b) Signature
	c) Place
	d) Date
	Section B
	PARTICULARS OF OWNER
	a) Type of identification
	i.) Traffic RSA ID

ii.) Register no

iii.) foreign ID

b) Identification number

c) Country of issue if foreign ID

d) Surname and initials

e) Date of birth

f) E-mail address

g) Telephone number at home

h) Code (number

i) Contact telephone number during day

j) Facsimile number -

k) Code number

l) Cell phone number

m) Postal address

n) Suburb

o) City/Town

p) Street address

q) Suburb

r) City/Town

s) postal code

t) Address where notices

ORGANISATION'S PROXY/REPRESENTATIVE

a) Type of identification

  i.)Traffic RSA ID

  ii.)   Register no

  iii.)   Foreign ID

b) Identification number

c) Country of issue if foreign ID

d) Surname and initials

DECLARATION

a) Select title type

  i.)title holder

  ii.)   organisation's proxy

  iii.)   organisation's representative

  iv.)   motor dealer

b) Signature

c) Place

d) Date

SECTION C

PARTICULARS OF MOTOR VEHICLE

a) Licence number or not yet allocated

b) Vehicle register number

c) NaTIS model number

d) Chassis number/VIN

e) Make

f) Series name

g) Vehicle category

  i.)   Motor cycle/Motor tricycle/Motor quadricycle

  ii.)   B Light passenger vehicle (less than 12 persons)

  iii.)   C Heavy passenger vehicle (12 or more persons)

  iv.)   K Light load vehicle (GVM 3 500 kg or less)

	v.) L Heavy load vehicle (GVM > 3 500 kg, not to draw)
	vi.) U Special vehicle
	vii.) M Heavy load vehicle (GVM > 3 500 kg, equipped to draw)
	h) Driven
	i.) self-propelled
	ii.) trailer (drawn)
	iii.) semi-trailer
	iv.) trailer drawn by tractor
	i) Vehicle description (e.g. station wagon, bus, ambulance, etc.)i.) sedan (closed top)
	ii.) hatch back
	iii.) pick-up
	iv.) chassis-cab
	v.) chassis
	vi.) other (specify):
	j) Engine number
	k) Net power and engine capacity
	l) Fuel type i.) drawn
	ii.) petrol
	iii.) diesel
	iv.) other (specify):
	m) Tare (T) and gross vehicle mass (GVM)
	n) Transmission
	i.) None
	ii.) Manual hand
	iii.) semi-automatic
	iv.) automatic
	o) Main colouri.) white
	ii.) red
	iii.) blue
	iv.) other (specify):
	p) Used for the transportation of (e.g. livestock, building and construction materials, etc.)i.) passengers
	ii.) persons for reward (e.g. taxi, ambulance, etc.)
	iii.) dangerous goods
	iv.) other (specify):
	q) Economic sector in which used: (e.g. construction, transport, mining, etc.)i.) private
	ii.) agriculture
	iii.) manufacturing
	iv.) services
	v.) Wholesale, retail
	vi.) other (specify):
	r) Odometer reading
	s) Street address where vehicle is kept (if different from owner's address
	t) Suburb
	u) City/Town
	v) Postal code
	w) Date liable for registration/licensing (e.g. date purchased or acquired, etc.)
	x) Nature of ownershipi.) private
	ii.) business

y) Is vehicle used on a public road? Yes/ No

z) Reason for registration first registrationi.)

    ownership

  ii.) re-registration

  iii.) repossessed

  iv.) amalgamation

  v.) built-up

  vi.) recovered

  vii.) estate

FOR OFFICE USE ONLY

a) Date of application

b) Name and signature of counter official

c) Name and signature of recommending official at registering authority

d) Level of authority

  i.) Registering authority

  ii.) Province

e) Name and signature of authorising official

f) Name and signature of data capturing official

g) Serial number (bottom right-hand corner) of deregistration certificate issued

Upload supporting documents

a) Attach original registration certificate (i.e log book)

b) Attach NCO completed form, Refer to **Table 59**, 8.2.11 (completed and signed by the seller and new owner)

c) Attach Certificate of Roadworthiness (CRW) If required and has not expired (it expires after 6 months)

d) Attach identity document and proof of address not older than 6 months.

2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.

Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must check to ensure that the Titleholder on eNaTIS is the same as reflected in Part A of the NCO form, if not then the end user must send the application back to the seller/ title holder in Part A to register and licence the vehicle into their name first prior to the new owner registering the vehicle.
	2. The system must check the licence expiry date, if the licence has expired, check the "Date of change on the NCO form. If the date on the NCO form is before the licence expired then the vehicle was sold while the vehicle was licensed and the end user may continue with the next step. If the "date of change" is after the expiry date then the seller must licence the vehicle before selling it.
	3. If the vehicle requires Certificate of roadworthiness (CRW) and the applicant has not taken the vehicle for a CRW test, then the system must not issue the licence disc. The system must inform the applicant that the CRW is required.
	4. The system must not process the application if the required supporting documents are not attached.
	5. The system must allow the applicant to sign the document online e.g. one-time pin or digital signature
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.5 Complete application for the registration of a new vehicle as "chassis-cab" (RLV)

Table 49: Complete application for the registration of a new vehicle as "chassis-cab"

Use Case ID:	REQ048		
Use Case Name:	Complete application for the registration of a new vehicle as "chassis-cab"		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the registration of a new vehicle as "chassis-cab"		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for registration of a new vehicle has been completed and submitted		
Normal Flow:	1. The end user completes the application form with the following details; **Section A** **PARTICULARS OF TITLE HOLDER** a) Type of identification i.)Traffic RSA ID ii.) Register no iii.) foreign ID b) Identification number c) Country of issue if foreign ID d) Surname and initials e) Date of birth f) E-mail address g) Telephone number at home h) Code (number i) Contact telephone number during day j) Facsimile number - k) Code number l) Cell phone number m) Postal address n) Suburb o) City/Town p) Street address q) Suburb r) City/Town s) postal code t) Address where notices **ORGANISATION'S PROXY/REPRESENTATIVE** a) Type of identification i.)Traffic RSA ID ii.) Register no iii.) Foreign ID b) Identification number c) Country of issue if foreign ID d) Surname and initials **DECLARATION** a) Select title type i.) title holder ii.) organisation's proxy iii.) organisation's representative		

iv.) motor dealer
b) Signature
c) Place
d) Date

Section B
PARTICULARS OF OWNER

a) Type of identification

 i.) Traffic RSA ID
 ii.) Register no
 iii.) foreign ID

b) Identification number
c) Country of issue if foreign ID
d) Surname and initials
e) Date of birth
f) E-mail address
g) Telephone number at home
h) Code (number
i) Contact telephone number during day
j) Facsimile number -
k) Code number
l) Cell phone number
m) Postal address
n) Suburb
o) City/Town
p) Street address
q) Suburb
r) City/Town
s) postal code
t) Address where notices

ORGANISATION'S PROXY/REPRESENTATIVE
a) Type of identification
 i.)Traffic RSA ID
 ii.) Register no
 iii.) Foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials

DECLARATION
a) Select title type
 i.)title holder
 ii.) organisation's proxy
 iii.) organisation's representative
 iv.) motor dealer
b) Signature
c) Place
d) Date

SECTION C
PARTICULARS OF MOTOR VEHICLE

a) Licence number or not yet allocated
b) Vehicle register number

c) NaTIS model number

d) Chassis number/VIN

e) Make

f) Series name

g) Vehicle category

   i.) Motor cycle/Motor tricycle/Motor quadricycle

   ii.) B Light passenger vehicle (less than 12 persons)

   iii.) C Heavy passenger vehicle (12 or more persons)

   iv.) K Light load vehicle (GVM 3 500 kg or less)

   v.) L Heavy load vehicle (GVM > 3 500 kg, not to draw)

   vi.) U Special vehicle

   vii.) M Heavy load vehicle (GVM > 3 500 kg, equipped to draw)

h) Driven

   i.) self-propelled

   ii.) trailer (drawn)

   iii.) semi-trailer

   iv.) trailer drawn by tractor

i) Vehicle description (e.g. station wagon, bus, ambulance, etc.)i.)

   sedan (closed top)

   ii.) hatch back

   iii.) pick-up

   iv.) chassis-cab

   v.) chassis

   vi.) other (specify):

j) Engine number

k) Net power and engine capacity

l) Fuel type i.)

   drawn

   ii.) petrol

   iii.) diesel

   iv.) other (specify):

m) Tare (T) and gross vehicle mass (GVM)

n) Transmission

   i.) None

   ii.) Manual hand

   iii.) semi-automatic

   iv.) automatic

o) Main colouri.)

   white

   ii.) red

   iii.) blue

   iv.) other (specify):

p) Used for the transportation of (e.g. livestock, building and construction materials, etc.)i.)

   passengers

   ii.) persons for reward (e.g. taxi, ambulance, etc.)

   iii.) dangerous goods

   iv.) other (specify):

q) Economic sector in which used: (e.g. construction, transport, mining, etc.)i.)

   private

   ii.) agriculture

   iii.) manufacturing

   iv.) services

   v.) Wholesale, retail

   vi.) other (specify):

	r) Odometer reading
	s) Street address where vehicle is kept (if different from owner's address
	t) Suburb
	u) City/Town
	v) Postal code
	w) Date liable for registration/licensing (e.g. date purchased or acquired, etc.)
	x) Nature of ownershipi.)
	private
	ii.) business
	iii.) MD stock
	iv.) MIB stock
	y) Is vehicle used on a public road? Yes/ No
	z) Reason for registration first registrationi.)
	ownership
	ii.) re-registration
	iii.) repossessed
	iv.) amalgamation
	v.) built-up
	vi.) recovered
	vii.) estate
	FOR OFFICE USE ONLY
	a) Date of application
	b) Name and signature of counter official
	c) Name and signature of recommending official at registering authority
	d) Level of authority
	i.) Registering authority
	ii.) Province
	e) Name and signature of authorising official
	f) Name and signature of data capturing official
	g) Serial number (bottom right-hand corner) of deregistration certificate issued
	Upload supporting documents
	a) Attach MIB – builders registration certificate
	b) Attach certificate from builder
	c) Attach compliance certificate
	d) Attach sabs print-out, reflecting the natis model
	e) Attach mass measuring certificate (weighbridge certificate)
	f) Attach CRW (NRW printout)
	g) Attach CNV
	h) Attach registration certificate – reflecting incorrect description and tare weight
	i) Attach acceptable identification copy
	2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must not process the application if the required supporting documents are not attached. 2. The system must allow the applicant to sign the document online e.g. one-time pin or digital signature
Assumptions:	Not applicable

Notes and Issues:	Not applicable

8.2.6   Complete Application for License Disc Renewal (ALV)

Table 50: Complete Application for License Disc Renewal

Use Case ID:	REQ049		
Use Case Name:	Complete Application for License Disc Renewal		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for annual vehicle license renewal. It is the responsibility of the owner to ensure that the vehicle license is renewed timeously to prevent penalties and adjustment fees accruing on such individual's account		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for license renewals application has been completed and submitted		

Normal Flow:	1. The end user completes the application form with the following details;
	
	PARTICULARS OF OWNER
	a) Traffic register no
	b) business reg. no
	c) Identity number
	d) Gender
	e) Name of organisation
	f) Surname/Name of organisation
	g) Initials and first names (not more than 3)
	h) Date of birth
	i) E-mail address
	j) Telephone number at home
	k) Code (number
	l) Contact telephone number during day
	m) Facsimile number -
	n) Code number
	o) Cell phone number
	p) Postal address
	q) Suburb
	r) City/Town
	s) Street address
	t) Suburb
	u) City/Town
	v) postal code
	w) Address where notices must be served
	
	ORGANISATION'S PROXY/REPRESENTATIVE
	a) Type of identification
	
	    i.) Traffic RSA ID
	    ii.) Register no
	    iv.) Foreign ID
	
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	
	IDENTIFICATION OF MOTOR VEHICLE
	
	a) Licence number or not yet allocated		

	b) Vehicle register number
	c) NaTIS model number
	d) Chassis number/VIN
	e) Make
	f) Series name
	g) Vehicle category
	h) Engine number
	i) Transmission
	
	    i.) None
	    ii.) Manual hand
	    iii.) semi-automatic
	    iv.) automatic
	
	j) Main colour
	k) Gearbox number
	l) Differential number
	m) Odometer reading
	n) Street address where vehicle is kept
	o) Suburb
	p) City/Town
	
	DECLARATION BY TITLE HOLDER
	a) Select tile type
	    i.)owner
	    ii.) organisation's proxy
	    iii.) organisation's representative
	b) Signature
	c) Place
	d) Date
	
	FOR OFFICE USE ONLY
	a) Date of application
	b) Name and signature of counter official
	c) Name and signature of recommending official at registering authority
	d) Name and signature of data capturing official
	e) Serial number (bottom right-hand corner) of deregistration certificate issued
	
	Upload supporting documents
	
	a) Attach Identity number
	b) Attach proof of address – In case where the utility account Is not in the name of the person, the person whose name is on the utility account is issued, must make an affidavit or affirmation declaring that the person resides at the address and the affidavit must be accompanied by the utility or any proof of account not older than 6 months of such person.
	c) Attach annual certification of roadworthiness (CRW), this is applicable to the following
	    i.) "G" - goods carrying vehicles for gvm >3500kg and Heavy load vehicle
	    ii.) "P" - vehicles which operate as a taxi (person for reward) and include both light and heavy passenger vehicles
	    iii.) "D" - vehicles carrying hazardous substances (dangerous goods)
	2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.

Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable

Business Rule	1. The system must verify if the applicant on the ALV form is the same as the owner on eNaTIS 2. The system must check the Licence expiry date to determine which transaction will need to be performed by the applicant. 3. The system must not process the application if the required supporting documents are not attached. 4. The system must allow the applicant to sign the document online e.g. one-time pin or digital signature
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.7 Complete Application for de-registration of motor vehicle with a registrationcertificate (logbook) (ADV)

Table 51: Complete Application for de-registration of motor vehicle with a registration certificate (logbook)

Use Case ID:	REQ050		
Use Case Name:	Complete Application for de-registration of motor vehicle with a registration certificate (logbook)		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for de-registration of motor vehicle with a registration certificate. (e.g. if the vehicle is stolen or it's a write off due to accident)		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for Request for de-registration of motor vehicle has been completed		

Normal Flow:	1. The end user completes the application form with the following details;
	
	DE-REGISTRATION WITH A REGISTRATION CERTIFICATE (LOGBOOK)
	PARTICULARS OF TITLE HOLDER
	
	a) Type of identification
	
	  i.)Traffic RSA ID
	  ii.) Register no
	  iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	e) E-mail address
	f) Contact telephone number
	ORGANISATION'S PROXY/REPRESENTATIVE
	a) Type of identification
	  i.)Traffic RSA ID
	  ii.) Register no
	  iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	IDENTIFICATION OF MOTOR VEHICLE
	
	a) Licence number
	b) Vehicle registration number
	c) Chassis number/VIN
	d) Make
	e) Series name
	f) Odometer reading
	g) Street address where vehicle can be inspected
	h) Suburb		

i) City/Town

NOTICE I.R.O. MOTOR VEHICLE

a) Street address where vehicle can be inspected
b) Suburb
c) City/Town
d) Postal code

Reason for deregistration

a) motor vehicle stolen
b) motor vehicle permanently unfit for use (scrap) /(motor vehicle will be re-registered as 'built-up')
c) motor vehicle exempted from registration
d) motor vehicle permanently demolished (motor vehicle will never be registered again)
e) Police station where Theft reported to
f) Reference no. (CAS no.)
g) Date of change (e.g. date stolen or scrapped)

DECLARATION BY SELLER/OWNER/ ORGANISATION'S PROXY

a) Signature
b) Place
c) Date

FOR OFFICE USE ONLY

f) Date of application
g) Name and signature of counter official
h) Name and signature of recommending official at registering authority
i) Registering authority
j) Province
k) Name and signature of authorising official
l) Name and signature of data capturing official
m) Serial number (bottom right-hand corner) of deregistration certificate issued

Upload documents

1. Attach registration certificate
2. Identity document
3. Proof of address
4. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.

Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must check to ensure that the Titleholder on eNaTIS is the same as the application form. 2. The system must verify the EXPIRY DATE of the licence, if the vehicle is unlicensed then there will be a fee charged when De-registering the vehicle. 3. If the vehicle is licensed then there will be NO CHARGE 4. The system must allow the applicant to sign the document online e.g. one-time pin or digital signature
Assumptions:	Not applicable
Notes and Issues:	1. If the vehicle was stolen with the Registration Certificate, the affidavit must state the vehicle details; case number, Police station where the theft was reported. 2. The affidavit must state the vehicle details (Chassis Number & Engine Number); as well as the circumstances under which the Registration Certificate was misplaced and the Details of the Titleholder.

	3. The system must not process the application if the required supporting documents are not attached.

8.2.8 Complete Application for de-registration of motor vehicle without a registrationcertificate (logbook) (ADV)

Table 52: Complete Application for de-registration of motor vehicle without a registration certificate (logbook)

Use Case ID:	REQ051		
Use Case Name:	Complete Application for de-registration of motor vehicle without a registration certificate (logbook)		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for de-registration of motor vehicle without a registration certificate.		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for Request for de-registration of motor vehicle has been completed		
Normal Flow:	1. The end user completes the application form with the following details; **DE-REGISTRATION WITHOUT A REGISTRATION CERTIFICATE** **PARTICULARS OF TITLE HOLDER** a) Type of identification b) Traffic RSA ID c) Register no d) foreign ID e) Identification number f) Country of issue if foreign ID g) Surname and initials h) E-mail address i) Contact telephone number **ORGANISATION'S PROXY/REPRESENTATIVE** a) Type of identification b) Traffic RSA ID c) Register no d) foreign ID e) Identification number f) Country of issue if foreign ID g) Surname and initials **IDENTIFICATION OF MOTOR VEHICLE** a) Licence number b) Vehicle registration number c) Chassis number/VIN d) Make e) Series name f) Odometer reading g) Street address where vehicle can be inspected h) Suburb i) City/Town **NOTICE I.R.O. MOTOR VEHICLE** a) Street address where vehicle can be inspected b) Suburb c) City/Town d) Postal code		

Reason for deregistration

a) motor vehicle stolen

b) motor vehicle permanently unfit for use (scrap) /(motor vehicle will be re-registered as 'built-up')

c) motor vehicle exempted from registration

d) motor vehicle permanently demolished (motor vehicle will never be registered again)

e) Police station where Theft reported to

f) Reference no. (CAS no.)

g) Date of change (e.g. date stolen or scrapped)

DECLARATION BY SELLER/OWNER/ ORGANISATION'S PROXY

a) Signature

b) Place

c) Date

FOR OFFICE USE ONLY

a) Date of application

b) Name and signature of counter official

c) Name and signature of recommending official at registering authority

d) Registering authority

e) Province

f) Name and signature of authorising official

g) Name and signature of data capturing official

h) Serial number (bottom right-hand corner) of deregistration certificate issued

Upload documents

1. Attach Affidavit

2. Attach Identity document

3. Proof of address

4. Complete declaration of lost document form (**refer to table 64, 8.2.10**)

5. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.

Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must check to ensure that the Titleholder on eNaTIS is the same as the application form. 2. The system must verify the EXPIRY DATE of the licence, if the vehicle is unlicensed then there will be a fee charged when De-registering the vehicle. 3. If the vehicle is licensed then there will be NO CHARGE 4. The system must force the user to complete the DCT form (declaration in respect of a lost document) if the application for deregistration is completed without the registration certificate. 5. The system must allow the applicant to sign the document online e.g. one-time pin or digital signature
Assumptions:	Not applicable
Notes and Issues:	1. The affidavit must state the vehicle details (Chassis Number & Engine Number); as well as the circumstances under which the Registration Certificate was misplaced and the Details of the Titleholder. 2. If the vehicle was stolen with the Registration Certificate the affidavit must state the vehicle details; case number, Police station where the theft was reported. 3. The system must not process the application if the required supporting documents are not attached.

8.2.9 Complete Application for Declaring of Lost Documents (DCT)

Table 53: Complete Application for Declaring of Lost Documents

Use Case ID:	REQ052
Use Case Name:	Complete Application for Declaring of Lost Documents
Created By:	Nonhle Gwala
Date Created:	05 July 2022

Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022

Actors:	End user
Description:	Upon selection of the service type, the end user completes the application for Declaring of Lost Documents
Trigger:	The request for application has been selected
Pre-conditions:	Request for MLB services
Post-conditions:	The Application for Request for Declaring of Lost Documents has been completed

Normal Flow:	1. The end user completes the application form with the following details;
	
	 Section A
	 PARTICULARS OF APPLICANT
	 a) Type of identification
	   i.)Traffic RSA ID
	   ii.) Register no
	   iii.) foreign ID
	 b) Identification number
	 c) Country of issue if foreign ID
	 d) Surname and initials
	   i.)male
	   ii.) female
	   iii.) one-man business
	   iv.) partnership
	   v.) government dept.
	   vi.) other (specify)
	 e) Surname/Name of organisation
	 f) Initials
	 g) First names (not more than 3)
	 h) Date of birth
	 i) E-mail address
	 j) Telephone number at home
	 k) code number
	 l) Contact telephone number during the day
	 m) Facsimile number
	 n) Cell phone number
	 o) Current or New Address
	 p) Postal address
	 q) Suburb
	 r) City/Town
	 s) postal code
	 t) Address where notices must be served
	
	 ORGANISATION'S PROXY/REPRESENTATIVE
	 a) Type of identification
	   i.)Traffic RSA ID
	   ii.) Register no
	   iii.) foreign ID
	 b) Identification number
	 c) Country of issue if foreign ID
	 d) Surname and initials

	PARTICULARS OF ORIGINAL DOCUMENT
	
	a) Full description of lost document
	b) Reason i.)
	
	    lost
	   ii.) stolen
	   iii.) destroyed
	   iv.) other (specify):
	
	DECLARATION
	a) Select applicant type
	   i.)applicant
	   ii.) organisation's proxy
	   iii.) organisation's representative
	b) Declare that all the particulars furnished by me in this form are true and correct; and
	c) Realise that a false declaration is punishable with a fine or one-year imprisonment or both.
	d) Signature
	e) Place and
	f) Date
	2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.

Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	The customer must be able to view the status of the application
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.10   Complete Application for Change of ownership (NCO)

Table 54: Complete Application for Change of ownership

Use Case ID:	REQ053		
Use Case Name:	Complete Application for Change of ownership		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for change of ownership. When buying or selling any type of vehicle the "Notice of Change of Ownership" (NCO form) must be completed. The Seller/Owner of the vehicle completes Part A & C and the Buyer/" NEW" owner completes PART B. It is the seller's responsibility to ensure that His/her registering authority is informed of any changes to vehicle particulars and therefore should be the one to hand in the completed NCO form to have the titleholder changed.		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for change of ownership application has been completed		

Normal Flow:	1. The end user completes the application form with the following details;
	
	SECTION A
	PARTICULARS OF SELLER/OWNER
	a) Type of identification
	   i.) Traffic RSA ID
	   ii.) Register no
	   iii.) foreign ID		

b) Identification number
c) Country of issue if foreign ID
d) Surname and initials
e) E-mail address
f) Contact telephone number

ORGANISATION'S PROXY/REPRESENTATIVE

a) Type of identification
   i.)Traffic RSA ID
   ii.) Register no
   iii.) foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials

DECLARATION BY SELLER/OWNER/ ORGANISATION'S PROXY

a) Signature
b) Place
c) Date

SECTION B
PARTICULARS OF BUYER

a) Type of identification
   i.)Traffic RSA ID
   ii.) Register no
   iii.) foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials
e) E-mail address
f) Contact telephone number

ORGANISATION'S PROXY/REPRESENTATIVE

a) Type of identification
   i.)Traffic RSA ID
   ii.) Register no
   iii.) foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials

DECLARATION BY SELLER/OWNER/ ORGANISATION'S PROXY

a) Signature
b) Place
c) Date

SECTION C
IDENTIFICATION OF MOTOR VEHICLE

a) Licence number or not yet allocated
b) Vehicle register number (if available)
c) Chassis number/VIN
d) Make
e) Odometer reading (if available)i.)
   no odometer
   ii.) km
f) Reason for change of owneri.)
   sold
   ii.) repossessed

	g) Date of change
	UPLOAD DOCUMENTS
	a) Attach Identity document (if the buyer is not on NaTIS)
	2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must verify if the titleholder and owner is the same, If the titleholder and owner are not the same then the system must advise the owner to register as titleholder and owner first before selling.
	2. If the NCO form is completed correctly then the system must check the LICENCE EXPIRY date. If the vehicle is UNLICENSED check the "Date of Change" on the NCO form, if the date of change is before the licence expiry date then the end user can continue, if not then the seller must renew the licence before selling.
	3. The system must not process the application if the required supporting documents are not attached.
	4. The customer must be able to view the status of the application
	5. The system must allow the applicant to sign the document online e.g. one-time pin or digital signature
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.11 Complete Application in respect of a specific/personalised licence number for motorvehicle (MVR2 and RLV)

Table 55: Complete Application in respect of a specific/personalised licence number for motor vehicle (MVR2 andRLV)

Use Case ID:	REQ054		
Use Case Name:	Complete Application in respect of a specific/personalized license number for motor vehicle (MVR2 and RLV)		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for license number for a motor vehicle.		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application in respect of license number for motor vehicle has been completed		
Normal Flow:	1. The end user completes the application form with the following details;		
	SECTION A		
	PARTICULARS OF OWNER		
	a) Type of identification		
	i.)Traffic RSA ID		
	ii.) Register no		
	iii.) foreign ID		
	b) Identification number		
	c) Country of issue if foreign ID		
	d) Surname and initials		
	e) E-mail address		
	f) Contact telephone number		
	ORGANISATION'S PROXY/REPRESENTATIVE		
	a) Type of identification		
	i.) Traffic RSA ID		

      ii.)   Register no

      iii.)   foreign ID

b)   Identification number

c)   Country of issue if foreign ID

d)   Surname and initials

DECLARATION

a)   Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY

b)   Signature

c)   Place

d)   Date

SECTION B

IDENTIFICATION OF MOTOR VEHICLE (to which the desired number must be allocated/from which the number must be removed)

a)   Licence number or not yet allocated

b)   Vehicle register number (if available)

c)   Chassis number/VIN

d)   Make

e)   Series name (describe in full)

SECTION C

IDENTIFICATION OF MOTOR VEHICLE (from which the desired number must be transferred)

a)   Licence number or not yet allocated

b)   Vehicle register number (if available)

c)   Chassis number/VIN

d)   Make

e)   Series name (describe in full)

SECTION D

LICENSE NUMBER

a)   Licence number to be allocated

      i.)   **1st choice**

      ii.)   **2nd choice**

      iii.)   **3rd choice**

SECTION E

PARTICULARS OF OWNER

a)   Type of identification

    i.)Traffic RSA ID

     ii.)   Register no

     iii.)   foreign ID

b)   Identification number

c)   Country of issue if foreign ID

d)   Surname and initials

ORGANISATION'S PROXY/REPRESENTATIVE

a)   Type of identification

    i.)Traffic RSA ID

     ii.)   Register no

     iii.)   foreign ID

b)   Identification number

c)   Country of issue if foreign ID

	d)	Surname and initials
		DECLARATION BY SELLER/OWNER/ ORGANISATION'S PROXY
	a)	Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY
	b)	Signature
	c)	Place
	d)	Date
		FOR OFFICE USE ONLY
	a)	Date of application (effective date)
	b)	counter official name
	c)	counter official signature
	d)	Date
	e)	Licence number reserved
	f)	Approved yes/ no
	g)	authorising official name
	h)	authorising official signature
	i)	Date
	j)	data capturing official name
	k)	data capturing official signature
	l)	Date
		Upload documents
	a)	Attach identity copy
	b)	All relevant documents from Choice Numbers
	c)	Attach registration certificate (If one or both vehicles do not belong to the applicant).
	2.	Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.
Alternative Flows:	Not applicable.	
Exceptions:	Not applicable.	
Includes:	Not applicable.	
Frequency of Use:	Normal	
Special Requirements:	Not applicable	
Business Rule	1. The customer must be able to view the status of the application 2. The application must be accompanied by the completed RLV form, Part A & C to be completed. 3. The system must allow the applicant to sign the document online e.g. one-time pin or digital signature	
Assumptions:	Not applicable	
Notes and Issues:	1. Both vehicles must belong to the same person i.e. the identity numbers of both vehicles must be identical 2. Allocation of another licence number, complete A and B 3. Allocation of specific licence number, complete A, B and D 4. Transfer of licence number, complete A, B, C and E	

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8.2.12   Complete Application for retention of the system License number (RSN)

Table 56: Complete Application for Retention of the system License Number

Use Case ID:	REQ055		
Use Case Name:	Complete Application for Retention of the system License Number		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for Retention of the system license Number. The application must be accompanied by the completed MVR2 and RLV form		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		

Post-conditions:	The Application for Retention of license number has been completed
Normal Flow:	1. The end user completes the application form with the following details;

SECTION A

PARTICULARS OF OWNER

a) Type of identification

   i.)Traffic RSA ID

   ii.)   Register no

   iii.)   foreign ID

b) Identification number

c) Country of issue if foreign ID

d) Surname and initials

e) E-mail address

f) Contact telephone number

ORGANISATION'S PROXY/REPRESENTATIVE

e) Type of identification

   i.)Traffic RSA ID

   ii.)   Register no

   iii.)   foreign ID

f) Identification number

g) Country of issue if foreign ID

h) Surname and initials

DECLARATION

a) Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY

b) Signature

c) Place

d) Date

SECTION B

IDENTIFICATION OF MOTOR VEHICLE (to which the desired number must be allocated/from which the number must be removed)

a) Licence number or not yet allocated

b) Vehicle register number (if available)

c) Chassis number/VIN

d) Make

e) Series name (describe in full)

SECTION C

IDENTIFICATION OF MOTOR VEHICLE (from which the desired number must be transferred)

a) Licence number or not yet allocated

b) Vehicle register number (if available)

c) Chassis number/VIN

d) Make

e) Series name (describe in full)

SECTION D

LICENSE NUMBER

a) Licence number to be allocated

   i.)   **1st choice**

   ii.)   **2nd choice**

   iii.)   **3rd choice**

SECTION E

	PARTICULARS OF OWNER
	a) Type of identification
	  i.)Traffic RSA ID
	  ii.) Register no
	  iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	
	ORGANISATION'S PROXY/REPRESENTATIVE
	a) Type of identification
	  i.)Traffic RSA ID
	  ii.) Register no
	  iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	
	DECLARATION BY SELLER/OWNER/ ORGANISATION'S PROXY
	a) Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY
	b) Signature
	c) Place
	d) Date
	
	FOR OFFICE USE ONLY
	a) Date of application (effective date)
	b) counter official name
	c) counter official signature
	d) Date
	e) Licence number reserved
	f) Approved yes/ no
	g) authorising official name
	h) authorising official signature
	i) Date
	j) data capturing official name
	k) data capturing official signature
	l) Date
	
	Upload documents
	a) Attach identity copy
	b) Attach registration certificate (If one or both vehicles do not belong to the applicant).
	c) Attached RLV form – Part A & C to be completed.
	2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.

Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must not process the application if the required supporting documents are not attached. 2. The customer must be able to view the status of the application 3. The application must be accompanied by the completed MVR2 and RLV form
Assumptions:	Not applicable
Notes and Issues:	**Required documents** 1. MVR2 form (Parts A, B, C to be completed)

	2. 2 X Application for registration and licensing of motor vehicle forms (RLV), One form for each vehicle
	3. Registration certificate
	4. Identity copy

8.2.13   Complete Application for retention of a personalised license number (MVR2)

Table 57: Complete Application for retention of a personalised license number

Use Case ID:	REQ056		
Use Case Name:	Complete Application for Retention of a personalised license number		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for Retention of a personalised license Number. The application must be accompanied by the completed RLV form.		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for Retention of a personalised license number has been completed		
Normal Flow:	1. The end user completes the application form with the following details; **SECTION A** **PARTICULARS OF OWNER** a) Type of identification 　i.)Traffic RSA ID 　ii.) Register no 　iii.) foreign ID b) Identification number c) Country of issue if foreign ID d) Surname and initials e) E-mail address f) Contact telephone number **ORGANISATION'S PROXY/REPRESENTATIVE** a) Type of identification 　i.)Traffic RSA ID 　ii.) Register no 　iii.) foreign ID b) Identification number c) Country of issue if foreign ID d) Surname and initials **DECLARATION** a) Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY b) Signature c) Place d) Date **SECTION B** **IDENTIFICATION OF MOTOR VEHICLE (to which the desired number must be allocated/from which the number must be removed)** a) Licence number or not yet allocated b) Vehicle register number (if available) c) Chassis number/VIN d) Make e) Series name (describe in full)		

SECTION C

IDENTIFICATION OF MOTOR VEHICLE (from which the desired number must be transferred)

a) Licence number or not yet allocated
b) Vehicle register number (if available)
c) Chassis number/VIN
d) Make
e) Series name (describe in full)

SECTION D

LICENSE NUMBER

a) Licence number to be allocated
  i.) **1st choice**
  ii.) **2nd choice**
  iii.) **3rd choice**

SECTION E

PARTICULARS OF OWNER

a) Type of identification
  i.)Traffic RSA ID
  ii.) Register no
  iii.) foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials

ORGANISATION'S PROXY/REPRESENTATIVE

e) Type of identification
  i.)Traffic RSA ID
  ii.) Register no
  iii.) foreign ID
f) Identification number
g) Country of issue if foreign ID
h) Surname and initials

DECLARATION BY SELLER/OWNER/ ORGANISATION'S PROXY

a) Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY
b) Signature
c) Place
d) Date

FOR OFFICE USE ONLY

a) Date of application (effective date)
b) counter official name
c) counter official signature
d) Date
e) Licence number reserved
f) Approved yes/ no
g) authorising official name
h) authorising official signature
i) Date
j) data capturing official name
k) data capturing official signature
l) Date

Upload documents

	a) Attach identity copy
	b) Attach registration certificate (If one or both vehicles do not belong to the applicant).
	2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must not process the application if the required supporting documents are not attached.
	2. The customer must be able to view the status of the application
	3. The application must be accompanied by the completed RLV form, Part A & C to be completed.
	4. The system must allow the applicant to sign the document online e.g. one-time pin or digital signature
Assumptions:	Not applicable
Notes and Issues:	**Required documents**
	1. MVR2 form (Parts A, B, C to be completed)
	2. 2 X Application for registration and licensing of motor vehicle forms (RLV), One form for each vehicle
	3. Registration certificate
	4. Identity copy

8.2.14 Complete application for specific license number (MVR2 and RLV)

Table 58: Complete application form for specific license number (MVR2 and RLV)

Use Case ID:	REQ057		
Use Case Name:	Complete application form for specific license number		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application specific license number. The application must be accompanied by the completed MVR2 and RLV form.		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The application for a specific license number has been completed		
Normal Flow:	1. The end user completes the application form with the following details; **SECTION A** **PARTICULARS OF OWNER** a) Type of identification i.)Traffic RSA ID ii.) Register no iii.) foreign ID b) Identification number c) Country of issue if foreign ID d) Surname and initials e) E-mail address f) Contact telephone number **ORGANISATION'S PROXY/REPRESENTATIVE** a) Type of identification i.)Traffic RSA ID ii.) Register no iii.) foreign ID b) Identification number c) Country of issue if foreign ID d) Surname and initials		

DECLARATION

a) Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY
b) Signature
c) Place
d) Date

SECTION B
IDENTIFICATION OF MOTOR VEHICLE (to which the desired number must be allocated/from which the number must be removed)

a) Licence number or not yet allocated
b) Vehicle register number (if available)
c) Chassis number/VIN
d) Make
e) Series name (describe in full)

SECTION C
IDENTIFICATION OF MOTOR VEHICLE (from which the desired number must be transferred)

a) Licence number or not yet allocated
b) Vehicle register number (if available)
c) Chassis number/VIN
d) Make
e) Series name (describe in full)

SECTION D
LICENSE NUMBER

b) Licence number to be allocated
   i.) **1st choice**
   ii.) **2nd choice**
   iii.) **3rd choice**

SECTION E
PARTICULARS OF OWNER (from whose vehicle the number is to be removed,
if different from Part A)
a) Type of identification
   i.)Traffic RSA ID
   ii.) Register no
   iii.) foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials

ORGANISATION'S PROXY/REPRESENTATIVE
a) Type of identification
   i.)Traffic RSA ID
   ii.) Register no
   iii.) foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials

DECLARATION BY SELLER/OWNER/ ORGANISATION'S PROXY
a) Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY

	b) Signature
	c) Place
	d) Date
	FOR OFFICE USE ONLY
	a) Date of application (effective date)
	b) counter official name
	c) counter official signature
	d) Date
	e) Licence number reserved
	f) Approved yes/ no
	g) authorising official name
	h) authorising official signature
	i) Date
	j) data capturing official name
	k) data capturing official signature
	l) Date
	Upload documents
	a) Attach identity copy
	b) Attach registration certificate (If one or both vehicles do not belong to the applicant).
	2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The customer must be able to view the status of the application
	2. The application must be accompanied by the completed RLV form, Part A & C to be completed.
Assumptions:	Not applicable
Notes and Issues:	1. The specific license number must be applied in the name of the registered owner of the motor vehicle.
	2. This takes three weeks to process

8.2.15 Complete Application for the re-allocation of a system license number (MVR2)

Table 59: Complete Application for the re-allocation of a system license number

Use Case ID:	REQ058		
Use Case Name:	Complete Application for the re-allocation of a system license number		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for the re-allocation of a system license number.		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for the re-allocation of a system license number has been completed		
Normal Flow:	1. The end user completes the application form with the following details;		
	SECTION A		
	PARTICULARS OF OWNER		
	a) Type of identification		
	i.)Traffic RSA ID		
	ii.) Register no		
	iii.) foreign ID		
	b) Identification number		
	c) Country of issue if foreign ID		

d) Surname and initials
e) E-mail address
f) Contact telephone number

ORGANISATION'S PROXY/REPRESENTATIVE
a) Type of identification
  i.)Traffic RSA ID
  ii.)   Register no
  iii.)   foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials

DECLARATION
a) Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY
b) Signature
c) Place
d) Date

SECTION B
IDENTIFICATION OF MOTOR VEHICLE (to which the desired number must be allocated/from which the number must be removed)
a) Licence number or not yet allocated
b) Vehicle register number (if available)
c) Chassis number/VIN
d) Make
e) Series name (describe in full)

SECTION C
IDENTIFICATION OF MOTOR VEHICLE (from which the desired number must be transferred)
a) Licence number or not yet allocated
b) Vehicle register number (if available)
c) Chassis number/VIN
d) Make
e) Series name (describe in full)
SECTION D
LICENSE NUMBER
a) Licence number to be allocated
  i.)   **1st choice**
  ii.)   **2nd choice**
  iii.)   **3rd choice**

SECTION E
PARTICULARS OF OWNER (from whose vehicle the number is to be removed,
if different from Part A)
a) Type of identification
  i.)Traffic RSA ID
  ii.)   Register no
  iii.)   foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials
ORGANISATION'S PROXY/REPRESENTATIVE
a) Type of identification
  i.)   Traffic RSA ID
  ii.)   Register no

iii.) foreign ID

    b) Identification number

    c) Country of issue if foreign ID

    d) Surname and initials

DECLARATION BY SELLER/OWNER/ ORGANISATION'S PROXY

    a) Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY

    b) Signature

    c) Place

    d) Date

FOR OFFICE USE ONLY

    a) Date of application (effective date)

    b) counter official name

    c) counter official signature

    d) Date

    e) Licence number reserved

    f) Approved yes/ no

    g) authorising official name

    h) authorising official signature

    i) Date

    j) data capturing official name

    k) data capturing official signature

    l) Date

Upload documents

    a) Attach identity copy

    b) Attach registration certificate or Manufacture supply note

    c) Attached RLV form – Part A & C to be completed.

2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.

Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The user must complete the application for registration and licensing of motor vehicle (RLV) and application in respect of licence number for motor vehicle (MRV2) forms 2. The system must not process the application if the required supporting documents are not attached. 3. Part A & C of the RLV form to be completed. 4. The customer must be able to view the status of the application
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.16 Complete application for the transfer of a personalised number (MVR2)

Table 60: Complete application form for the transfer of a personalised license number

Use Case ID:	REQ059		
Use Case Name:	Complete application form for the transfer of a personalised number		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for the transfer of a personalised number		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		

Post-conditions:	The application for the transfer of a personalised number has been completed
Normal Flow:	1. The end user completes the application form with the following details;

SECTION A

PARTICULARS OF OWNER

a)   Type of identification

   i.)Traffic RSA ID

   ii.)   Register no

   iii.)   foreign ID

b)   Identification number

c)   Country of issue if foreign ID

d)   Surname and initials

e)   E-mail address

f)   Contact telephone number

ORGANISATION'S PROXY/REPRESENTATIVE

a)   Type of identification

   i.)Traffic RSA ID

   ii.)   Register no

   iii.)   foreign ID

b)   Identification number

c)   Country of issue if foreign ID

d)   Surname and initials

DECLARATION

a)   Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY

b)   Signature

c)   Place

d)   Date

SECTION B

IDENTIFICATION OF MOTOR VEHICLE (to which the desired number must be allocated/from which the number must be removed)

a)   Licence number or not yet allocated

b)   Vehicle register number (if available)

c)   Chassis number/VIN

d)   Make

e)   Series name (describe in full)

SECTION C

IDENTIFICATION OF MOTOR VEHICLE (from which the desired number must be transferred)

a)   Licence number or not yet allocated

b)   Vehicle register number (if available)

c)   Chassis number/VIN

d)   Make

e)   Series name (describe in full)

SECTION D

LICENSE NUMBER

a)   Licence number to be allocated

   i.)   **1st choice**

   ii.)   **2nd choice**

   iii.)   **3rd choice**

SECTION E

PARTICULARS OF OWNER (from whose vehicle the number is to be removed, if different from Part A)

a)   Type of identification

	i.) Traffic RSA ID
	ii.) Register no
	iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	ORGANISATION'S PROXY/REPRESENTATIVE
	a) Type of identification
	i.)Traffic RSA ID
	ii.) Register no
	iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	DECLARATION BY SELLER/OWNER/ ORGANISATION'S PROXY
	a) Declared by, select SELLER/OWNER/ ORGANISATION'S PROXY
	b) Signature
	c) Place
	d) Date
	FOR OFFICE USE ONLY
	a) Date of application (effective date)
	b) counter official name
	c) counter official signature
	d) Date
	e) Licence number reserved
	f) Approved yes/ no
	g) authorising official name
	h) authorising official signature
	i) Date
	j) data capturing official name
	k) data capturing official signature
	l) Date
	Upload documents
	a) Attach identity copy
	b) Attach registration certificate (If one or both vehicles do not belong to the applicant).
	2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must generate the letter for the transfer of a provincial personalised licence number, refer to **ANNEX B** 2. The customer must be able to view the status of the application
Assumptions:	Not applicable
Notes and Issues:	It takes three working days to process

8.2.17   Complete Application for swopping of licence number between two motor vehicles(RLV)

Table 61: Complete Application for swopping of licence number between two motor vehicles

Use Case ID:	REQ060

Use Case Name:	Complete Application for swopping of license number between two motor vehicles		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for swopping of license number between two motor vehicles		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for swopping of license number between two motor vehicles has been completed and submitted		
Normal Flow:	1. The end user completes the application form with the following details; **Section A** **PARTICULARS OF TITLE HOLDER** a) Type of identification i.)Traffic RSA ID ii.) Register no iii.) foreign ID b) Identification number c) Country of issue if foreign ID d) Surname and initials e) Date of birth f) E-mail address g) Telephone number at home h) Code (number i) Contact telephone number during day j) Facsimile number - k) Code number l) Cell phone number m) Postal address n) Suburb o) City/Town p) Street address q) Suburb r) City/Town s) postal code t) Address where notices **ORGANISATION'S PROXY/REPRESENTATIVE** a) Type of identification i.)Traffic RSA ID ii.) Register no iii.) Foreign ID b) Identification number c) Country of issue if foreign ID d) Surname and initials **DECLARATION** a) Select title type i.)title holder ii.) organisation's proxy iii.) organisation's representative iv.) motor dealer b) Signature c) Place d) Date		

Section B
PARTICULARS OF OWNER
a) Type of
   identificationi.)
        Traffic RSA ID
   ii.) Register no
   iii.) foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials
e) Date of birth
f) E-mail address
g) Telephone number at home
h) Code (number
i) Contact telephone number during day
j) Facsimile number -
k) Code number
l) Cell phone number
m) Postal address
n) Suburb
o) City/Town
p) Street address
q) Suburb
r) City/Town
s) postal code
t) Address where notices

ORGANISATION'S PROXY/REPRESENTATIVE
e) Type of identification
   i.)   Traffic RSA ID
   ii.)   Register no
   iii.)   Foreign ID
f) Identification number
g) Country of issue if foreign ID
h) Surname and initials

DECLARATION
a) Select title type
   i.)   title holder
   ii.)   organisation's proxy
   iii.)   organisation's representative
   iv.)   motor dealer
b) Signature
c) Place
d) Date

SECTION C
PARTICULARS OF MOTOR VEHICLE
a) Licence number or not yet allocated
b) Vehicle register number
c) NaTIS model number
d) Chassis number/VIN
e) Make
f) Series name
g) Vehicle category

	i.) Motor cycle/Motor tricycle/Motor quadricycle
	ii.) B Light passenger vehicle (less than 12 persons)
	iii.) C Heavy passenger vehicle (12 or more persons)
	iv.) K Light load vehicle (GVM 3 500 kg or less)
	v.) L Heavy load vehicle (GVM > 3 500 kg, not to draw)vi.) U Special vehicle
	vii.) M Heavy load vehicle (GVM > 3 500 kg, equipped to draw)

h) Driven
  i.) self-propelled
  ii.) trailer (drawn)
  iii.) semi-trailer
  iv.) trailer drawn by tractor

i) Vehicle description (e.g. station wagon, bus, ambulance, etc.)i.) sedan (closed top)
  ii.) hatch back
  iii.) pick-up
  iv.) chassis-cab
  v.) chassis
  vi.) other (specify):

j) Engine number

k) Net power and engine capacity

l) Fuel type i.) drawn
  ii.) petrol
  iii.) diesel
  iv.) other (specify):

m) Tare (T) and gross vehicle mass (GVM)

n) Transmission
  v.) None
  vi.) Manual hand
  vii.) semi-automatic
  viii.) automatic

o) Main colour
  i.) white
  ii.) red
  iii.) blue
  iv.) other (specify):

p) Used for the transportation of (e.g. livestock, building and construction materials, etc.)i.) passengers
  ii.) persons for reward (e.g. taxi, ambulance, etc.)
  iii.) dangerous goods
  iv.) other (specify):

q) Economic sector in which used: (e.g. construction, transport, mining, etc.)i.) private
  ii.) agriculture
  iii.) manufacturing
  iv.) services
  v.) Wholesale, retail
  vi.) other (specify):

r) Odometer reading

s) Street address where vehicle is kept (if different from owner's address

t) Suburb

u) City/Town

v) Postal code

w) Date liable for registration/licensing (e.g. date purchased or acquired, etc.)

x) Nature of ownership
  i.)private
  ii.)   business
  iii.)   MD stock
  iv.)   MIB stock
y) Is vehicle used on a public road? Yes/ No
z) Reason for registration first registration
  i.)ownership
  ii.)   re-registration
  iii.)   repossessed
  iv.)   amalgamation
  v.)   built-up
  vi.)   recovered
  vii.) estate

FOR OFFICE USE ONLY
a) Date of application
b) Name and signature of counter official
c) Name and signature of recommending official at registering authority
d) Level of authority
  i.)   Registering authority
  ii.)   Province
e) Name and signature of authorising official
f) Name and signature of data capturing official
g) Serial number (bottom right-hand corner) of deregistration certificate issued

Upload supporting documents
a) Attach MVR2 form - Parts A, B, C to be completed
b) Attach Registration certificate - If one or both vehicles do not belong to the applicant.
c) Attach identification copy
3. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.

Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must check to ensure that the Titleholder on eNaTIS is the same as reflected in Part A of the NCO form, if not then the end user must send the application back to the seller/ title holder in Part A to register and licence the vehicle into their name first prior to the new owner registering the vehicle. 2. The system must check the licence expiry date, if the licence has expired, check the "Date of change on the NCO form. If the date on the NCO form is before the licence expired then the vehicle was sold while the vehicle was licensed and the end user may continue with the next step. If the "date of change" is after the expiry date then the seller must licence the vehicle before selling it. 3. If the vehicle requires Certificate of roadworthiness (CRW) and the applicant has not taken the vehicle for a CRW test then the system must not issue the licence Disc. The system must inform the applicant that the CRW is required. 4. The system must not process the application if the required supporting documents are not attached. 5. The customer must be able to view the status of the application
Assumptions:	Not applicable
Notes and Issues:	**Required documents** 1. 2 X RLV forms - One form for each vehicle 2. MVR2 form - Parts A, B, C to be completed 3. Registration certificate - If one or both vehicles do not belong to the applicant. 4. Identification copy

8.2.18 Complete Application for Built–up vehicle (RLV)

Table 62: Complete Application for Built–up vehicle

Use Case ID:	REQ061
Use Case Name:	Complete Application for Built–up vehicle
Created By:	Nonhle Gwala
Date Created:	05 July 2022

Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022

Actors:	End user
Description:	Upon selection of the service type, the end user completes application for Built–up vehicle
Trigger:	The request for application has been selected
Pre-conditions:	Request for MLB services
Post-conditions:	The Application for built – up vehicle has been completed and submitted

Normal Flow:	1. The end user completes the application form with the following details;
	
	Section A
	PARTICULARS OF TITLE HOLDER
	a) Type of identification
	  i.)Traffic RSA ID
	  ii.) Register no
	  iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	e) Date of birth
	f) E-mail address
	g) Telephone number at home
	h) Code (number
	i) Contact telephone number during day
	j) Facsimile number -
	k) Code number
	l) Cell phone number
	m) Postal address
	n) Suburb
	o) City/Town
	p) Street address
	q) Suburb
	r) City/Town
	s) postal code
	t) Address where notices
	
	ORGANISATION'S PROXY/REPRESENTATIVE
	
	a) Type of identification
	  i.)Traffic RSA ID
	  ii.) Register no
	  iii.) Foreign ID
	
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	
	DECLARATION
	a) Select title type
	  i.) title holder
	  ii.) organisation's proxy
	  iii.) organisation's representative

iv.) motor dealer
b) Signature
c) Place
d) Date

Section B
PARTICULARS OF OWNER

a) Type of identification

    i.) Traffic RSA ID

    ii.) Register no

    iii.) foreign ID

b) Identification number
c) Country of issue if foreign ID
d) Surname and initials
e) Date of birth
f) E-mail address
g) Telephone number at home
h) Code (number
i) Contact telephone number during day
j) Facsimile number -
k) Code number
l) Cell phone number
m) Postal address
n) Suburb
o) City/Town
p) Street address
q) Suburb
r) City/Town
s) postal code
t) Address where notices

ORGANISATION'S PROXY/REPRESENTATIVE
a) Type of identification
   i.)Traffic RSA ID
   ii.) Register no
   iii.) Foreign ID
b) Identification number
c) Country of issue if foreign ID
d) Surname and initials

DECLARATION
a) Select title type
   i.)title holder
   ii.) organisation's proxy
   iii.) organisation's representative
   iv.) motor dealer
b) Signature
c) Place
d) Date

SECTION C
PARTICULARS OF MOTOR VEHICLE

a) Licence number or not yet allocated
b) Vehicle register number

c) NaTIS model number

d) Chassis number/VIN

e) Make

f) Series name

g) Vehicle category

   i.) Motor cycle/Motor tricycle/Motor quadricycle

   ii.) B Light passenger vehicle (less than 12 persons)

   iii.) C Heavy passenger vehicle (12 or more persons)

   iv.) K Light load vehicle (GVM 3 500 kg or less)

   v.) L Heavy load vehicle (GVM > 3 500 kg, not to draw)

   vi.) U Special vehicle

   vii.) M Heavy load vehicle (GVM > 3 500 kg, equipped to draw)

h) Driven

   i.) self-propelled

   ii.) trailer (drawn)

   iii.) semi-trailer

   iv.) trailer drawn by tractor

i) Vehicle description (e.g. station wagon, bus, ambulance, etc.)i.)

   sedan (closed top)

   ii.) hatch back

   iii.) pick-up

   iv.) chassis-cab

   v.) chassis

   vi.) other (specify):

j) Engine number

k) Net power and engine capacity

l) Fuel type i.)

   drawn

   ii.) petrol

   iii.) diesel

   iv.) other (specify):

m) Tare (T) and gross vehicle mass (GVM)

n) Transmission

   i.) None

   ii.) Manual hand

   iii.) semi-automatic

   iv.) automatic

o) Main colouri.)

   white

   ii.) red

   iii.) blue

   iv.) other (specify):

p) Used for the transportation of (e.g. livestock, building and construction materials, etc.)i.)

   passengers

   ii.) persons for reward (e.g. taxi, ambulance, etc.)

   iii.) dangerous goods

   iv.) other (specify):

q) Economic sector in which used: (e.g. construction, transport, mining, etc.)i.)

   private

   ii.) agriculture

   iii.) manufacturing

   iv.) services

   v.) Wholesale, retail

   vi.) other (specify):

	r) Odometer reading
	s) Street address where vehicle is kept (if different from owner's address
	t) Suburb
	u) City/Town
	v) Postal code
	w) Date liable for registration/licensing (e.g. date purchased or acquired, etc.)
	x) Nature of ownershipi.)
	private
	ii.) business
	iii.) MD stock
	iv.) MIB stock
	y) Is vehicle used on a public road? Yes/ No
	z) Reason for registration first registrationi.)
	ownership
	ii.) re-registration
	iii.) repossessed
	iv.) amalgamation
	v.) built-up
	vi.) recovered
	vii.) estate
	FOR OFFICE USE ONLY
	a) Date of application
	b) Name and signature of counter official
	c) Name and signature of recommending official at registering authority
	d) Level of authority
	i.) Registering authority
	ii.) Province
	e) Name and signature of authorising official
	f) Name and signature of data capturing official
	g) Serial number (bottom right-hand corner) of deregistration certificate issued
	Upload supporting documents
	a) Attach de-registration certificate or an affidavit as to why the certificate cannot be produced
	b) Attach MASS MEASURING CERTIFICATE the certificate MUST have two vehicles identifiers on it i.e. Licence Number; Register number; chassis number or Engine number
	c) Attach a tare affidavit
	d) Attach RPC (Request for Police Clearance)
	e) Attach CRW will be required to obtain a licence disc
	f) Attach identification copy
	g) Attach request for RPC application
	h) Attach completed TSP1 FORM - application for Special permits to take the vehicle for RPC and Mass Measuring Certificate
	i) Attach Proxy documents. (if the vehicle will be registered under company name)
	3. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must not process the application if the required supporting documents are not attached. 2. The customer must be able to view the status of the application

Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.19 Complete Application for Traffic Registration Number (ANR)

Table 63: Complete Application for Traffic Registration Number

Use Case ID:	REQ062		
Use Case Name:	Complete Application for Traffic Registration Number		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for Traffic Registration Number		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for Traffic Registration Number application has been completed		

Normal Flow:	1. The end user completes the application form with the following details;
	
	 Section A
	 PARTICULARS OF APPLICANT (person or organisation)
	 a) Traffic register number
	 b) First registration
	 c) Type of identification
	 d) Passport
	 e) ID-document
	 f) Other (specify):
	 g) Document number
	 h) Date of issue
	 i) Country of issue Land
	 j) Nationality/Association
	 k) Nature of person/organisationi.)
	      male
	    ii.) female
	    iii.) one-man business
	    iv.) partnership
	    v.) government dept.
	    vi.) other (specify)
	 l) Surname/Name of organisation
	 m) Initials
	 n) First names (not more than 3)
	 o) Upload Photograph
	 p) Trade name
	 q) Date and country born/established
	 r) Town born/ established
	 s) E-mail address
	 t) Telephone number at home
	 u) code number
	 v) Contact telephone number during the day
	 w) Facsimile number
	 x) Cell phone number
	 y) Postal address
	 z) Suburb
	 aa) City/Town
	 bb) postal code
	 cc) Address where notices must be served
	
	 ORGANISATION'S PROXY		

	a) Type of identification
	   i.)Traffic RSA ID
	   ii.) Register no
	   iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	
	ORGANISATION'S REPRESENTATIVE
	a) Type of identification
	   i.) Traffic RSA ID
	   ii.) Register no
	   iii.) foreign ID
	e) Identification number
	f) Country of issue if foreign ID
	g) Surname and initials
	
	Section B
	PARTICULARS OF NEW ACCEPTABLE IDENTIFICATION
	a) Type of identification
	   i.)Traffic RSA ID
	   ii.) Register no
	   iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	
	DECLARATION
	a) Select applicant type
	   i.)applicant
	   ii.) organisation's proxy
	   iii.) organisation's representative
	b) Left/Right thumb print of applicant/organisation's proxy/organisation's representative
	c) Name and signature of authorising official
	d) Date
	FOR OFFICE USE ONLY
	a) Date of application
	b) Name and signature of counter official
	c) Name and signature of recommending official at registering authority
	d) Registering authority
	e) Province
	f) Name and signature of authorising official
	g) Name and signature of data capturing official
	h) Serial number (bottom right-hand corner) of deregistration certificate issued
	
	Upload Supporting documents
	a) Valid Passport or Formal Recognition Letter of Refugee status from Home Affairs.
	b) If Studying, a Letter from the Institution
	c) If Working, a letter from the Employer stating nature of work. Letter must be on Company Letterhead.
	d) Proof of Residence
	e) 2x identity photos
	2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.

Alternative Flows:	Not applicable.

Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must not process the application if the required supporting documents are not attached. 2. The customer must be able to view the status of the application
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.20 Complete Application Request for Change of particulars of/ notice in respect ofmotor vehicle (NCP)

Table 64: Complete Application Request for Change of particulars of/notice in respect ofmotor vehicle

Use Case ID:	REQ063		
Use Case Name:	Complete Application Change of particulars of/notice in respect of motor vehicle		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 July 2022	Last Revision Date:	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for Request for Police Clearance (RPC) When buying or selling any type of vehicle the "Notice of Change of Ownership" (NCO form) must be completed. The Seller/Owner of the vehicle completes Part A & C and the Buyer/" NEW" owner completes PART B. It is the seller's responsibility to ensure that His/her registering authority is informed of any changes to vehicle particulars and therefore should be the one to hand in the completed NCO form to have the TITLEHOLDER changed.		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for Request for Police Clearance (RPC) has been completed		

Normal Flow:	1. The end user completes the application form with the following details;
	Section A
	PARTICULARS OF APPLICANT (person or organisation)
	a) Type of identification
	  i.)Traffic RSA ID
	  ii.) Register no
	  iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	  i.)male
	  ii.) female
	  iii.) one-man business
	  iv.) partnership
	  v.) government dept.
	  vi.) other (specify)
	e) Surname/Name of organisation
	f) Initials
	g) First names (not more than 3)
	h) Date of birth
	i) Official language of preference on driving licence (in addition to English) *
	  i.)none
	  ii.) Afrikaans
	  iii.) Ndebele		

	iv.) Sotho
	v.) Sotho
	vi.) Swazi
	vii.) Tsonga
	viii.) Tswana
	ix.) Venda
	x.) Xhosa
	xi.) Zulu
	j) E-mail address
	k) Telephone number at home
	l) code number
	m) Contact telephone number during the day
	n) Facsimile number
	o) Cell phone number
	p) Current or New Address
	q) Postal address
	r) Suburb
	s) City/Town
	t) postal code
	u) Address where notices must be served
	ORGANISATION'S PROXY
	a) Type of identification
	i.)Traffic RSA ID
	ii.) Register no
	iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	ORGANISATION'S REPRESENTATIVE
	a) Type of identification
	i.) Traffic RSA ID
	ii.) Register no
	iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	Section B
	PARTICULARS OF NEW ACCEPTABLE IDENTIFICATION
	a) Type of identification
	i.)Traffic RSA ID
	ii.) Register no
	iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	DECLARATION
	a) Select applicant type
	i.)applicant
	ii.) organisation's proxy
	iii.) organisation's representative
	b) Name and signature of authorising official

	c) Date
	FOR OFFICE USE ONLY
	a) Date of application
	b) Name and signature of counter official
	c) Name and signature of recommending official at registering authority
	2. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	The customer must be able to view the status of the application
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.21 Complete Application for Temporary / Special Permit (TSP)

Table 65: Complete Application for Temporary / Special Permit

Use Case ID:	REQ064		
Use Case Name:	Complete Application for Temporary / Special Permit		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	Upon selection of the service type, the end user completes the application for Temporary / Special Permit		
Trigger:	The request for application has been selected		
Pre-conditions:	Request for MLB services		
Post-conditions:	The Application for Request for Temporary / Special Permit has been completed		
Normal Flow:	1. The end user completes the application form with the following details;		
	Section A		
	PARTICULARS OF APPLICANT (person or organisation)		
	a) Type of identification		
	i.)Traffic RSA ID		
	ii.) Register no		
	iii.) foreign ID		
	b) Identification number		
	c) Country of issue if foreign ID		
	d) Surname and initials		
	i.)male		
	ii.) female		
	iii.) one-man business		
	iv.) partnership		
	v.) government dept.		
	vi.) other (specify)		
	e) Surname/Name of organisation		
	f) Initials		
	g) First names (not more than 3)		
	h) Date of birth		
	i) E-mail address		
	j) Telephone number at home		
	k) code number		
	l) Contact telephone number during the day		
	m) Facsimile number		
	n) Cell phone number		
	o) Current or New Address		

	p) Postal address
	q) Suburb
	r) City/Town
	s) postal code
	t) Address where notices must be served
	
	ORGANISATION'S PROXY
	e) Type of identification
	   i.) Traffic RSA ID
	   ii.) Register no
	   iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	
	ORGANISATION'S REPRESENTATIVE
	a) Type of identification
	   i.) Traffic RSA ID
	   ii.) Register no
	   iii.) foreign ID
	b) Identification number
	c) Country of issue if foreign ID
	d) Surname and initials
	
	IDENTIFICATION OF MOTOR VEHICLE
	a) Licence number
	b) Vehicle registration number
	c) Chassis number/VIN
	d) Make
	e) Series name
	f) Odometer reading
	g) Engine number
	
	PERMIT
	a) Special permit (Valid for 3 days)
	b) enter date
	c) Temporary permit - (Valid for 21 days) certification of roadworthy produced (Date must be the same as the date of liability for registration/licensing
	DECLARATION
	a) Select applicant type
	   i.)applicant
	   ii.) organisation's proxy
	   iii.) organisation's representative
	b) Name and signature of authorising official
	c) Date
	FOR OFFICE USE ONLY
	a) Fees paid and receipt number R _____
	b) Does vehicle comply with requirements I.R.O.
	
	   i.) Yes
	   ii.) No
	
	c) Certification of roadworthiness and date of roadworthiness test
	d) Serial number of certifications of roadworthiness (if applicable)
	e) Permit number
	f) Date of application (effective date)

	g) Name and signature of counter official		
	h) Name and signature of data capturing official		
	i) Serial number of temporary/special permit issued		
	Upload documents		
	1. Special permit		
	a) Attach acceptable ID		
	b) Attach a copy of the log book (registration certificate)		
	2. Temporal permit		
	a) Attach acceptable ID		
	b) Attach Manufacture certificate (brand new vehicle)		
	c) Attach CRW/NRW to be attached if vehicle is USED or RTQS		
	3. Click "Submit" button. The information is saved and the system displays the application fee amount due for payment.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. More than one special permit can be issued to the same person in respect of the same motor vehicle, provided that such date shall not be more than seven days after the date on which the application is made 2. Only one temporal permit to the same person in respect of the motor vehicle 3. The system must not process the application if the required supporting documents are not attached. 4. The customer must be able to view the status of the application		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

8.2.22   Make payment

Table 66: Make payment

Use Case ID:	REQ065		
Use Case Name:	Make payment		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 July 2022	**Last Revision Date:**	29092022
Actors:	End user		
Description:	The end user makes a payment once he/ she has completed the application form		
Trigger:	Completed application form		
Pre-conditions:	The request for MBL services		
Post-conditions:	The end user has successfully paid		

Normal Flow:	1. The end user makes a payment for the required application
	
	Make payment
	    a) Enter amount
	    b) Enter account holder name
	    c) Enter card number
	    d) Enter expiry date
	    e) Enter ccv number
	    f) Enter email address (optional)
	
	2. Click **"Pay now"** button.
	3. The system must send the OTP number to the end user
	4. Enter OTP number
	5. Click **"Confirm"** button. The information is saved and the application is submitted to the Relevant Supervisor for processing.
	6. The system displays the message "Thank You for your payment, the transaction was successful."
	7. The information is saved and a payment notification is sent to end user.		

Alternative Flows:	1. No amount, account holder name, card number provided, display appropriate error message and halt processing. 2. No expiry date, ccv number provided, display appropriate message and halt processing.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must generate a receipt reflecting the reference number
Assumptions:	Not applicable

9. Manage Allocation of Applications Business Processes

9.1 Detailed Supervisor Actions

Once the customer submits the application, the application will be auto routed to relevant region and received by Supervisors. Supervisor logs in to the eLicensing system and access the service to manage all submitted applications and be able to allocate to the consultant or cashier. Figure 15 illustrates the process for supervisors:
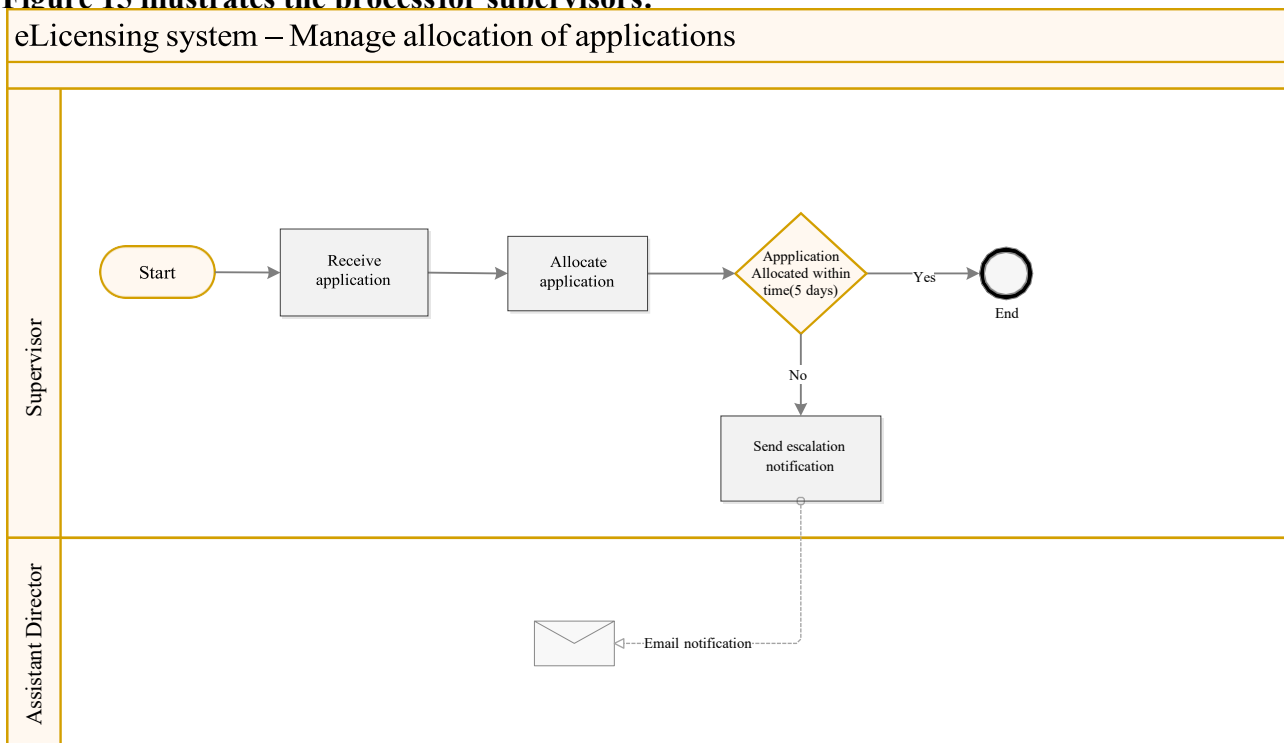
Figure 15: Manage allocation of applications process

9.1.1 Manage allocation of applications use case
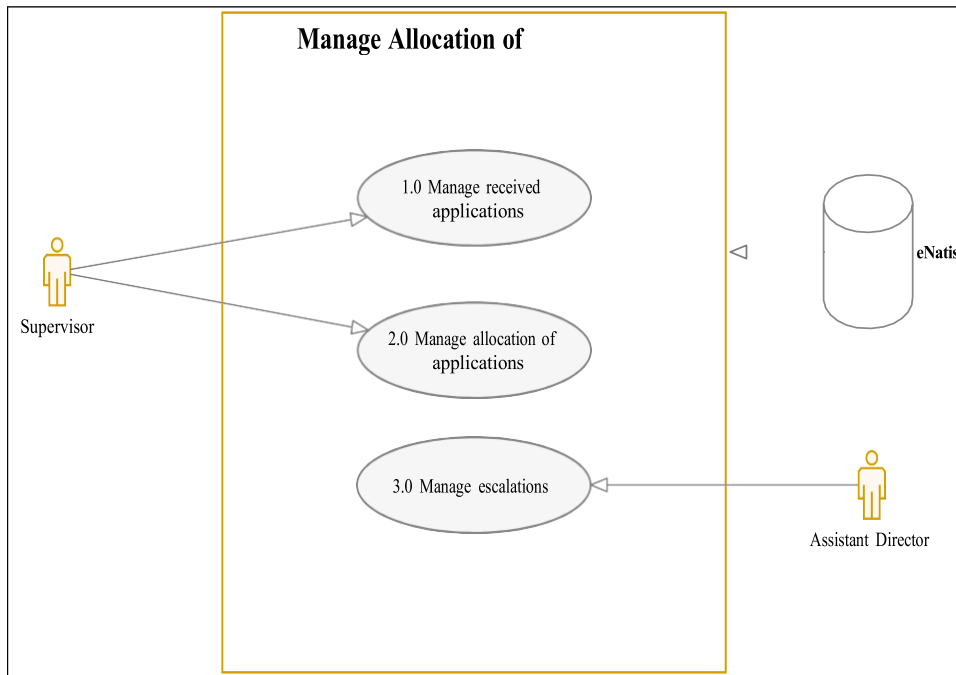
Figure 16: Manage allocation of applications use case

9.1.1.1 Receive and allocate applications

Table 67: Receive and allocate applications

Use Case ID:	REQ066		
Use Case Name:	Receive and allocate applications		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	11 May 2020	Last Revision Date:	29092022
Actors:	Supervisor		
Description:	The Supervisors will receive all applications routed to them based on the selection of the town by the end users. The Supervisor then allocates the applications to the relevant cashier.		
Trigger:	The applications submitted by customers		
Pre-conditions:	The request for service		
Post-conditions:	The application has been allocated to the cashier for processing		
Normal Flow:	1. The Supervisor receives specific applications submitted by customers 2. Select the Cashier dropdown list 3. Enter date allocated 4. Click **"Allocate"** button. The information is saved and a system notification is sent to relevant Cashier 5. The system displays the message "The application has been allocated successfully."		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. The system must automatically route the application 2. The Supervisor must have access to all the applications routed to his/ her region 3. The Supervisor must have access to eLicensing system report functionalities 4. The Supervisor must receive a notification on escalations of applications that are allocated and not accepted by Cashiers for more than 5 days 5. The Supervisor is given 5 days to allocate the applications, the system must send an escalation notification to Assistant Director if the application has not been allocated within 5 days		
Assumptions:	Not applicable		

Notes and Issues:	Not applicable

10. Manage allocated applications Business Processes

10.1 Detailed Cashier Actions

Once the Cashiers logs in on the system, they will see all applications allocated by the supervisors. All theapplications will be displayed on the dashboard.

eLicensing system – Manage allocated applications
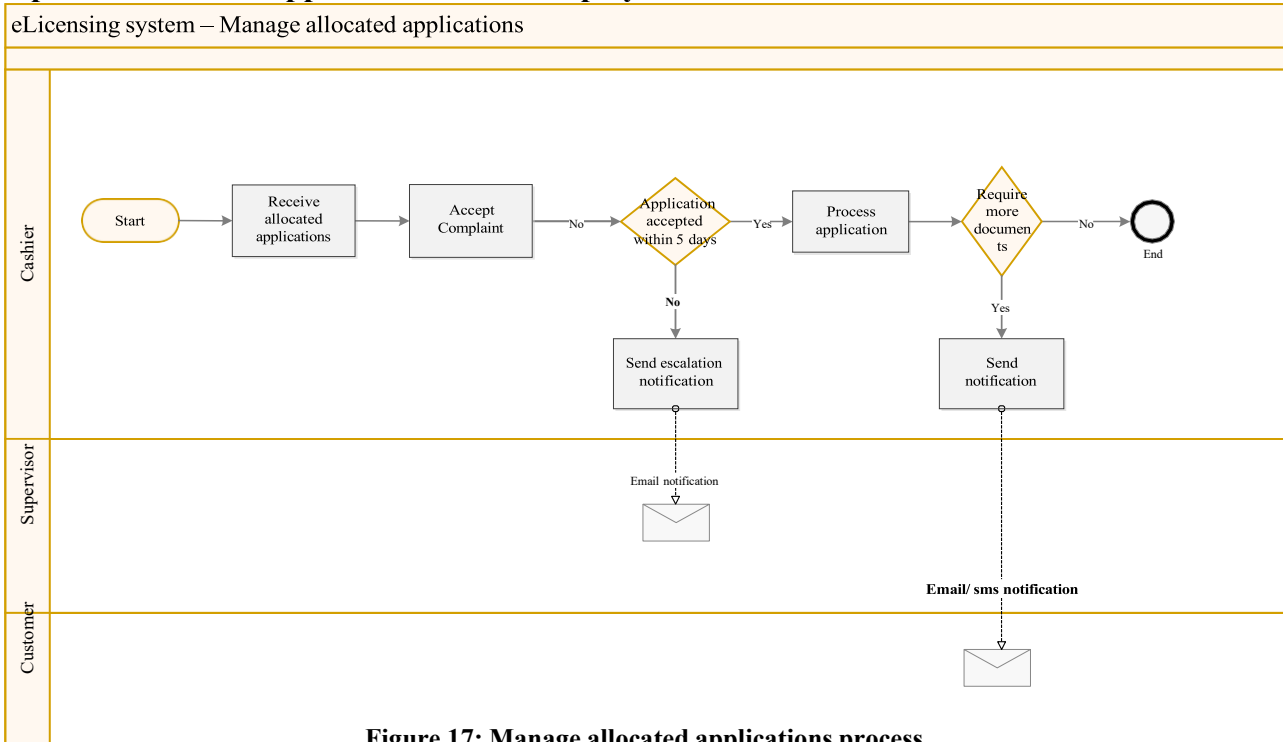
Figure 17: Manage allocated applications process

10.1.1 Manage allocated applications Use case
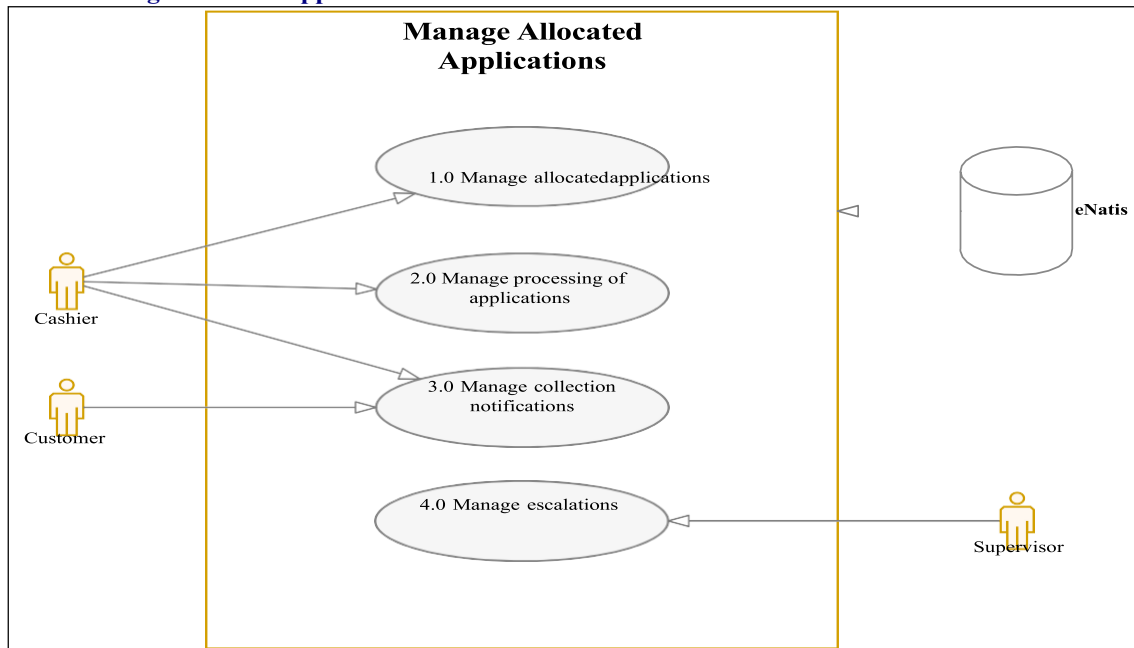
Figure 18: Manage allocated applications

10.1.1.1 Receive and accept allocated applications

Table 68: Receive and accept allocated applications

Use Case ID:	REQ067
Use Case Name:	Receive and accept allocated applications

Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	11 May 2020	**Last Revision Date:**	29092022

Actors:	Cashier
Description:	The Cashier receives all the applications allocated for service.
Trigger:	Allocated application
Pre-conditions:	The applications submitted by customers
Post-conditions:	The application has been accepted
Normal Flow:	1. Cashier receives allocated complaints 2. Cashier accept the application for processing 3. Click "Accept" button. The information is saved.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. Received applications must be accepted within 5 working days 2. Applications that are not processed within these pre-defined time lines will be escalated to the Assistant Director. The ownership or accountability to manage the application will also be transferred during the escalation 3. After the Cashier has accepted the application the status will change to "Work In progress"
	Not applicable
Notes and Issues:	Not applicable

10.1.1.2 Process applications

Table 69: Process application

Use Case ID:	REQ068
Use Case Name:	Process applications

Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	11 May 2020	**Last Revision Date:**	29092022

Actors:	Cashier
Description:	The Cashier receives all the applications allocated for service. The Cashier starts the service by processing the accepted application.
Trigger:	Accepted application
Pre-conditions:	Allocated application
Post-conditions:	The application has been successfully processed

Normal Flow:	1. The Cashier verifies the application by checking all the supporting documents
	2. If the required information is not sufficient, request supporting documents from the customer
	   a) Send sms notification or Send email notification
	   b) Select the status of the application dropdown list
	      i.) Work in progress
	      ii.) Requested supporting documents
	      iii.) Approved
	      iv.) Rejected
	3. Enter reason for rejection
	4. If the required information is sufficient, process the application
	5. Select the status of the application
	   i.) Work in progress
	   ii.) Requested supporting documents
	   iii.) Approved
	   iv.) Rejected
	6.

	7. Click "Submit" button. The information is saved and the email notification is sent to the customer
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. Received applications must be processed within 5 working days
	2. Applications that are not processed within these pre-defined time lines will be escalated to the next level up in the hierarchy. The ownership or accountability to manage the application will also be transferred during the escalation
	3. Cashiers can reject an application with reason
	4. Officials must be allowed to access the eLicensing system reporting functionalities according to their roles
	5. All applications sitting with Cashiers for more than 60 days will activate a notification to the Supervisor
	6. Notifications will be sent out to inform the customer about the progress of their application
	7. Cashiers must distribute the certificates for all the approved applications based on the collection method preferred by the customer.
	Not applicable
Notes and Issues:	Not applicable

10.2 Non-functional requirements

Table 46 represents the non-functional requirements for the eLicensing system:

Table 70: Non-functional requirements

NFR No.	Requirement	Description
NFR001	Security	Access to the solution must be restricted to authorised client's agent/ other End user s
NFR002	Authentication of End user s	There must be a secure login for end user agents/ other End user s
NFR003	An online solution to provide the capacity to handle the estimated transaction volumes	The system must have the capacity to handle the volume of transactions Attributes: a) Network capacity b) Processing capacity c) Data Storage capacity
NFR004	Scalability	The solution should be able to handle an increase in the number of transactions and new functionality.
NFR005	Data integrity must be maintained to ensure that only valid and quality data is stored in the database	Ensure that data is of quality in terms of validity, accuracy and usability
NFR006	Fit for purpose	The solution must ensure that the business and technical requirements are clearly understood and implemented to enable the KZN DOT service delivery Attributes: a) Compliance to requirements b) Compliance to relevant and applicable standards
NFR007	Audit Trail	Provide an audit trail facility to track transaction history thus enabling history tracking of transactions as well as dispute resolution Attributes: a) Transaction history recording b) Record End user actions
NFR008	Functional support	To be documented in a service level agreement (SLA) during project implementation.
NFR009	Hosting services	To be documented in a service level agreement (SLA) during project implementation.
NFR010	Application Development services	Comply with the Policy on Free and Open Source Software (FOSS) use for South African Government.
NFR011	24/7 availability of the solution	The solution must be available for both the end user and departmental officials anytime

10.3   Service Level Agreement Requirements

The following requirements are to be incorporated in the Service Level Agreement (SLA) between SITA and Department of Transport after the implementation of the chosen solution:

Table 71: SLA requirements

SLAR No.	Requirement	Description
SLR001	Hosting	The solution must be hosted in South Africa on a private cloud.
SLR003	Technical support	The solution with support services will be required in line with Department's functioning (24 hours per day, 7 days per week, 52 weeks per year).

10.4   Reporting requirements

Table 72: Reporting requirements

RR No.	Required Feature	Reason

REP001	1. A report that list the End user s of the system is required:
	    a) End user Name
	    b) Last logged in to the system
		Control End user access to the system

REP002	Reports to be confirmed by the Department	Manage real time reporting

10.5   Operational and Implementation Requirements

The following operational requirements must be kept in mind when choosing an appropriate solution:

Table 73: Operational and Implementational Requirements

OIR No.	Requirement	Description
OR001	Operating hours	The solution will have to be operational 24 hours per day, 7 days per week, 52 weeks per year in order to suit the possible operating hours of the Department.
0R002	Technical Support	Technical support service must be available to the end user 24 hours per day, 7 days per week, 52 weeks per year in order to suit the possible operating hours of the Department.
OR003	Organisational Change Management	During implementation of the solution, SITA must make provision for organisational change management as well as end-End user training across the Department.
OR004	Vulnerabilities	Vulnerability assessments should be automated for the SITA platforms only and such SITA any identified vulnerabilities should be fixed.

OR005	Security	The solution must be securely accessible anywhere in the around.
		Customized algorithm installed on VPN devices and all data flow encrypted as recommended by SSA.
		All activities should be logged and security incidents and breaches should be identified, reported and resolved.
		SITA must adhere to all Security Policies on the Government Network, i.e. SITA Next Generation Network (NGN) to enable all network security firewalls to support the Video Conferencing Solution. Other security and compliance requirements are stated below:
		
		    a) Single sign-on capability. The systems should be able to integrate with Active Directory for single sign-on.
		    b) Encryption – All communication and data should be encrypted at rest and in transit. End-to-end encryption is required.

OR006	Implementation Services (Overall)	Package the product for deployment. Deployment of the product into the production environment.
OR007	Business Process Management	The Department will be responsible for Business Process management.
OR009	Data connection	A stable data connection is recommended however existing application bandwidth must also be considered which SITA can assess and advise
OR010	Training	Officials must be trained on how to use the system and they must be supplied with End user manuals.

OIR No.	Requirement	Description
OR001	Operating hours	The solution will have to be operational 24 hours per day, 7 days per week, 52 weeks per year in order to suit the possible operating hours of the Department.
0R002	Technical Support	Technical support service must be available to the end user 24 hours per day, 7 days per week, 52 weeks per year in order to suit the possible operating hours of the Department.
OR003	Organisational Change Management	During implementation of the solution, SITA must make provision for organisational change management as well as end-End user training across the Department.
OR004	Vulnerabilities	Vulnerability assessments should be automated for the SITA platforms only and such SITA any identified vulnerabilities should be fixed.

10.6   Integration/Interface requirements

The following table summarises all the interfaces required for the proposed solution:

Table 74: Interface requirements

Integration	Data Owner	Description
eNatis	DOT	The solution must have an add-on or integration with eNatis system as this will enable the Department to track the client's journey through the business, which is good for improving customer experience.
Home Affairs system	Home Affairs	Home Affairs applications
Queueing Management system	DOT	A Queue Management System manages the customer's waiting experience throughout their entire journey, from pre-service to post-service. The solution contains either or both software and hardware that help businesses to facilitate the customer's access to service, to plan and manage customer flow and staff, and to gather data to improve the customer experience.
SARS SYSTEM	SARS	SARS applications
Live Capturing Unit (LCU) system	DOT	The new LCU technology allows for online, real-time capturing on E-Natis of applications. The LCU can electronically scan an applicant's Identity Document or Driving Licence Card to update the relevant personal data of the applicant on the system. It captures and records the results of an applicant's eye test and finger prints, while at the same time capturing an applicant's signature and photograph.

11.   Implementation and Functional Application Support Requirements

The below information is required in order to get a clear understanding of the client's requirements. It is aimed at making sure that all areas are covered and that the correct questions are answered during end userengagements.
The following categories are included for implementation:
   a) Solution Implementation and Migration Services
         i. Organisational Change Management
        ii. Data Management
       iii. Business Process Management
        iv. Technology Management
   b) Functional Application Support (6 weeks post go-live)
   c) Application Training.

11.1   Solution Implementation and Migration Services

Implementation Services is responsible for the implementation of new systems, applications and productsinto the end user environment

Table 75: Solution Implementation and Migration Requirements

SIMR No.	Requirement	Description	Response
IMP001	Organisational Change Management	The service provider will provide change management advice and support to the client, including internal stakeholder management. However, the execution of the change management functions is usually performed by the client's structures, in consultation with SITA. The following deliverables are available. Is this required in your organisation, should you require the service:	Comment:
		a) Environmental assessment	Yes / No
		b) Change Management approach and plan	Yes / No
		c) Communication plan	Yes / No
		d) Stakeholder matrix	Yes / No
		e) Change impact assessment and report	Yes / No
		f) Pre-Go live readiness assessment and checklist	Yes / No
		Will any jobs within the end user organisation be affected or changed by this implementation?	Yes / No
		Please indicate the number of End user s that will be impacted.	
		Where are the End user s who are impacted by the implementation situated?	
		Please provide the number of offices and the location of these offices.	
IMP002	Data Management	Please confirm the following data requirements for the implementation:	
		Do you have any legacy system data that must be imported into the new system? If "Yes", please list the systems:	Yes / No
		Are there any additional data required to ensure that the system is operational? If "Yes", please list the systems:	Yes / No
		Are there any interfaces required with other systems? If "Yes", please list the systems:	Yes / No
		Is there a requirement for any new master data to be defined / imported? If "Yes", please list the data such as categories, codes, structures, workflow, etc.	Yes/ No
IMP002	Data Management	Please confirm the following data requirements for the implementation:	
		Do you have any legacy system data that must be imported into the new system? If "Yes", please list the systems:	Yes / No
		Are there any additional data required to ensure that the system is operational? If "Yes", please list the systems:	Yes / No
		Are there any interfaces required with other systems? If "Yes", please list the systems:	Yes / No
		Is there a requirement for any new master data to be defined / imported? If "Yes", please list the data such as categories, codes, structures, workflow, etc.	Yes/ No
IMP003	Business Process Management	To what extent will the current business processes and workflows within your organisation be impacted?	No impact Small impact Medium impact Large impact
		Is a mapping between 'as-is' and 'to be' required?	Yes / No
		Will it be necessary to train the employees on the new business process?	Yes / No

SIMR No.	Requirement	Description	Response
		Do you require an assessment on any legislative impacts that may result due to the implementation?	Yes / No
IMP004	Technology Management	Will the implementation impact on other end user technology components for the client, e.g. servers, desktops, network?	Yes / No
		If "Yes", do you need SITA to do a Technology Readiness Assessment?	Yes / No
		If "Yes", please list the affected sites and the expected number of End user s per site.	
IMP005	Support Requirements	Please confirm if you need stabilisation support (mostly on-site support to End user s as part of the initial implementation project, to iron out any final problems and to support End user s in the initial usage of the system, before the implementation project comes to an end (usually for a short period of about two months).	Yes / No

11.2 Functional Application Support

Functional Application Support (FAS) is the support rendered to clients after the implementation of the solution. The support is rendered on calls logged on the SITA call logging system, and is managed via an SLA between SITA and the client.

Table 76: Functional Application Support Requirements

FASR No.	Requirement	Description	Response
FASR001	Post Implementation Functional Application (FAS) Support	Will FAS be required post-implementation? If "Yes", please indicate the following:	Yes / No
		(a) If support is required across multiple provinces/locations, please list the locations:	
FASR002	Provincial Support	If support is required at the provinces and will each province be responsible for their own support costs or will it be a covered on a National SLA?	
		Please indicate the estimated number of system End user s per location that must be supported	
FASR003	Standby and Overtime Hours	Are there any support services required for after working hours? Note working hours are between 08h00 to 16h30, after hours is any work done after 16h30 Any support beyond SITA's normal working hours (08h00 - 16h30) for the application must be indicated as there will be a standby allowance of R200 per day per resource that will be included in the SLA pricing. Should there be any actual work done after hours such as testing of the system due to enhancements, or any emergency technical issues that must be fixed after hours, it will incur overtime costs to the client. The actual amount as per the overtime hours worked, the end user will be invoiced additionally for those hours	Yes / No
FASR004	Help Desk	Please indicate if you would require a Help Desk facility for call logging, or if you would use you own in-house Help Desk:	
FASR005	Ad-hoc or on the job training	Will the department use super End user s to conduct ad-hoc/on the job training to End user s/new staff or is it expected of the FAS Team to do so? The end user will be billed for travel and S&T.	

11.3 Application Training

Application Training provides an end-to-end training service to both the end user administrators and end- End user s of a system, as well as the training of trainers. The application training service offerings are listed within table 9. Indicate the training requirements in the Response column.

Table 77: Application Training Requirements

ATR No.	Requirement	Description	Response
TRR001	Course design specification	This document provides the specifications for the training material development and training delivery approach as per the training requirement. This is a standard document required to be compiled for any training request.	Yes
TRR002	Online help for front-end End user s	A "How To" guide on how to perform the required transactions on the front-end (citizen-facing) part of the application. It can be accessed from the application home/landing page. This is especially useful for e-Services applications.	Yes / No
	End user guide for front-end End user s	A PDF version of the online help, which can be downloaded and printed if required. This is especially useful for e-Services applications and can also be used for training purposes.	Yes / No
TRR003	Online help for back-end End user s	A "How To" guide for Departmental officials on how to perform the required transactions on the back-end part of an application. It can be accessed from the application home/landing page.	Yes / No
	End user guide for back-end End user s	A PDF version of the online help, which can be downloaded and printed if required. It can also be used for training purposes in conjunction with a facilitator guide (if required).	Yes / No
TRR004	Training manual	The manual consists of a course outline/overview and learning units with learning outcomes, usually according to the main menu of the application. It is a more formal manual than a End user guide, but contains the same information in terms of the process steps of the functions. It is especially useful when a train-the-trainer approach is followed, used in conjunction with a facilitator guide (if required).	Yes / No
TRR005	Facilitator guide	The guide will be provided to the trainers when a train-the-trainer approach is followed, if required. It provides information and guidelines in terms of pre- and post-course preparation, as well as training delivery (learning outcomes, course programme, etc.). It can be used in conjunction with a training manual or End user guide.	Yes / No
TRR006	Assessment guide	This document will be compiled if the End user s must be assessed at the end of the training. It includes the assessment approach, assessment guidelines, formative exercises and question paper for the summative assessment at the end of the training.	Yes / No
TRR007	Pilot training	A pilot training session is conducted prior to the training delivery to evaluate the training material and training methods. The feedback and recommendations from the role players will be discussed, consolidated and applied to the respective training documents. If "Yes", please indicate the following:	Yes / No
		Must the training be classroom-based? If "Yes", please specify the venue.	Yes / No

		Must the training be presented online? If "Yes", please specify the platform:	Yes / No
		a) MS Teams	Yes / No
		b) Jitsi	Yes / No
		c) Skype.	Yes / No

ATR No.	Requirement	Description	Response
		Must it be a full simulation of the training?	Yes / No
		Must it be an abridged version of the training?	Yes / No
TRR008	Training of trainers	SITA will train trainers as identified by the client, who will in turn train the other end-End user s. If "Yes", please indicate the following:	Yes / No

		(a) Must the training be presented at a SITA venue?
		NOTE:
		   i. SITA does not have training venues in all provinces.
		   ii. The maximum number of delegates per session will be determined by the social distancing protocol applicable at the time.
		   iii. The use of personal protective equipment will be adhered to.
			Yes / No

		(b) If "Yes", please indicate whether catering services are required at the SITA venue. This will be provided if possible, depending on the lockdown regulations at the time.	Yes / No
		(c) Must the training be presented at a end user venue? If "Yes", please specify the location(s).	Yes / No

		(d) Must the training be presented online? A maximum of 15 delegates can be accommodated to keep the group manageable during training. If "Yes", please specify the platform:
		   i. MS Teams
		   ii. Jitsi
		   iii. Skype.
			Yes / No
			
			Yes / No
			Yes / No
			Yes / No

		(e) How many trainers must be trained?	
		(f) Must the trainers write an assessment?	Yes / No
		(g) Are training certificates required?	Yes / No
TRR009	Training of end-End user s	The end-End user s will be trained by SITA. If "Yes", please indicate the following:	Yes / No

		(a) Must the training be presented at the SITA Centurion training centre?
		NOTE:
		   i. SITA does not have training venues in all the provinces.
		   ii. The maximum number of delegates per session will be determined by the social distancing protocol applicable at the time.
		   iii. The use of personal protective equipment will be adhered to.
			Yes / No

		(b) If "Yes", please indicate whether catering services are required at the SITA venue. This will be provided if possible, depending on the lockdown regulations at the time.	Yes / No

ATR No.	Requirement	Description	Response
		(c) Must the training be presented at a end user venue? If "Yes", please specify the location(s).	Yes / No
		(d) If the training venues are decentralised, please specify the number of end-End user s to be trained at each location.	
		(e) Must the training be presented online? A maximum of 15 delegates can be accommodated to keep the group manageable during training. If "Yes", please specify the platform: i. MS Teams ii. Jitsi iii. Skype.	Yes / No Yes / No Yes / No Yes / No
		(f) How many end-End user s must be trained?	
		(g) Must the end-End user s write an assessment?	Yes / No
		(h) Are training certificates required for the end-End user s?	Yes / No
TRR010	Any additional training requirements or information		

12.   Exclusions

The following will be excluded from the provisioning of goods and/or services regarding this request:

a) Data migration.
b) Existing Department hardware and/or software updates/upgrades.
c) Bandwidth expansion or improvement and/or connectivity of end-End user s.
d) Any software licences which are optional or not specified.
e) Any subscription services not specified.
f) Mobile voice and data connectivity facilities.
g) Additional network points for end End user s.

13.   Risks / Dependencies

There are several foreseeable risks involved in the provisioning and/or operation of the required solution. Such perceived risks should be addressed during the analysis, selection and implementation of the required solution to ensure sovereignty of parliament and the South African citizens as a result.

The following risks have been identified at this early stage and does not serve as an exhaustive list of risks:

a) Protection of information of client.
b) Authentication and verification of Departmental End user s.
c) Scalability of the solution to accommodate all required functionality that may be constrained by the hosting infrastructure, network capacity and the solution.
d) Sufficient skilled resources availability to maintain, sustain and support both the solution and the meetings when in session.
e) Availability of required functionality as per this URS.

Annex A :   Abbreviations and Definitions

Term	Definition
ALV	Application for licencing of motor vehicle
Application (FAS)	Application Functional Support
CCV	Card code verification
CRW	Certificate of Roadworthiness
CNV	Change of particulars of notice i.r.o. motor vehicle
DCT	Declaration in respect of lost document
DLTC	Driving License Testing Centre
DOT	Department of Transport
eNatis	The National Traffic Information System
FAQs	Frequently Asked Question)
GVM	Gross vehicle mass
ID	Identity document
IT	Information Technology
KZN	KwaZulu Natal
LPRO System	License Pro
LCU	Live Capturing Unit system
MIB	Manufacturer, Importer or Builder
MLB	Motor License Bureaus
MTEF	Medium-Term Expenditure Framework
MVR	Application in respect of licence number for motor vehicles
NCO	Change of ownership
NCP	Notification of change of address or particulars of person
OTP	One Time Password
PrDP	Professional drivers permit
RLV	Application for registration and licencing of motor vehicle form
RPC	Request for Police Clearance
RSA	Republic of South Africa
RSN	Retention of the system License number
RTI	Road Traffic Inspectorate
SDIP	Service Delivery improvement plans
SITA	State Information Technology Agency
SLA	Service level agreement
TSP	Temporary / Special Permit
VIN	Vehicle identification number

Annex B :Letter issued for the transfer of a provincial personalised licence number

transport
Department:
Transport
Province of KwaZulu-Natal

Street Address: 230 Prince Alfred Street,
Pietermaritzburg, 3201
Postal Address: Private Bag X9013,
Pietermaritzburg, 3200
Tel: (27)(33) 395 1800
Fax: (27)(33) 345 3350 / 342 1120
Email: choicenumbers@kzntransport.g

MOTOR TRANSPORT SERVICES DIRECTORATE

S Sikhosana
401 River Street
SHELLYBEACH
4265

Enquiries:	Lindokuhle Mnc
Extension:	033 395 1876
Reference:	JCS-ZN : MI
Identification:	72022153?
Date:	2014-06-

Dear Sir/Madam

TRANSFER OF PROVINCIAL PERSONALISED LICENCE NUMBER:JC'

1. The notification of transfer of ownership received on 2014-06-27 , refers.

2. Should you still wish to transfer JCS-ZN onto Honey pot Investments 192's nar
attached completed Application in respect of a Personalised Licence Number (F
yourself and Honey pot Investments 192 to the Choice Numbers Section, toge
R 1100-00. All bank guaranteed or bank/building society drawn cheques will
or more. All cheques to be made payable to KZN TRANSPORT: REVENU'

3. Further, the vehicle bearing the personalised licence number will ha·
before the transfer can be effected. In order for the NaTIS generater'
a RLV and MVR2 form and submit this together with the personalis
identification and an amount of R 250-00, which is an administrat'
as any adjustment licence fees to your appropriate registering ₴

4. Upon receipt of the attached PLN1 forms, the attached s'
payment of the required fee, the Choice Numbers Sectior
provincial personalised licence number certificate (PRN'
to respond to the abovementioned requirements withir
to transfer null and void.

5 Please note that the cost of the plates will be t·
plates is required. The original plates are to b·
(manufacturer).

6 Correspondence in this regard is being

7. I trust that this arrangement will be

Yours faithfully

2₵

FOR HEAD: TRANSF

transport

Department:
Transport
Province of KwaZulu-Natal

Street Address: 230 Prince Alfred Street,
Pietermaritzburg, 3201
Postal Address: Private Bag X9013,
Pietermaritzburg, 3200
Tel: (27)(33) 395 1800
Fax: (27)(33) 345 3350 / 342 1120
Email: choicenumbers@kzntransport.g

MOTOR TRANSPORT SERVICES DIRECTORATE

S Sikhosana
401 River Street
SHELLYBEACH
4265

Enquiries:	Lindokuhle Mnc
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3. Further, the vehicle bearing the personalised licence number will ha·
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as any adjustment licence fees to your appropriate registering ?

4. Upon receipt of the attached PLN1 forms, the attached si
payment of the required fee, the Choice Numbers Section
provincial personalised licence number certificate (PRN'
to respond to the abovementioned requirements within
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5 Please note that the cost of the plates will be t·
plates is required. The original plates are to br
(manufacturer).

6 Correspondence in this regard is being

7. I trust that this arrangement will be

Yours faithfully

2°

FOR HEAD: TRANSF

KZN Config/DRM Metadata

Internal approval

I, the undersigned, certify that the above document conforms to SITA quality directives.

Author: \<designation and full name\>	Date
Document number only issued	2022-11-04
Quality Assurance Specialist: KZN Config Document and RecordManagement Office (KZN Config): Vinesh Lachman (Digitally signed)	Date

KZN Config/DRM Metadata

Internal approval

Distribution

Electronically

Name	E-mail

Hard copy

Name	Physical address

User Requirement Specification

Queueing Management System
For

KwaZulu-Natal Department of Transport

Document No: KURS-

00014Version

0.1

Author: Business Analyst: Provincial and Local Consulting; Nonhle Gwala

Date: 2021/11/24

Electronic File: N:\17 Config Management Source File _2021\Procedure
Manual_URS_System Prospectus\KURS-00014_0.1

Notice

Approval

The signatories hereof, being duly authorised thereto, by their signatures hereto authorise the execution of the work detailed herein, or confirm their acceptance of the contents hereof and authorise the implementation/adoption thereof, as the case may be, for and on behalf of the parties represented by them.

24/11/2021

On behalf of SITA: Senior Manager
PLC, Lungi

**Dat
e**

**Jeremi
ah**   Signed by:Ntuthuko Percival Ndamane
          Signed at:2022-02-15 11:31:01 +02:00
          Reason:I approve this document

15/02/22

**On behalf of the KwaZulu-Natal
Department of Transport:** Chief
Information Officer, Ntuthuko Ndamane

Date

Foreword

This document does not form part of any other document nor does it replace or supersede any other document. This document is subject to SITA's configuration management processes; therefore, all changes to this document shall be handled in accordance with SITA's change control processes via KZN Config/DRM office.

Acknowledgements

<List acknowledgements if none insert N/A>

References

a)   SITA Act, 1998.
b)   SITA General Regulations.
c)   SITA policy .
d)   PFMA.
e)   SITA DOA.

Peer Review

Version	Author/S		Reviewer		Final Check	
	Name	**Date**	**Name**	**Date**	**Name**	**Date**
0.1		2021/05/03	Siphiwe Mkhize	2021/09/16	Siphiwe Mkhize	2021/11/19
1.0						

Amendment History

Revision	Date	Change request	Change comment
A.0	2021/11/23	New document	Draft
0.1	2021/11/24	Final Document	First release

Information Source

Source Name/reference	Date	Comments
Mrs S Africa	28 April 2021	Details analysis workshop was held and further reviews of captured requirements were conducted
Mrs S Africa	18 May 2021	Details analysis workshop was held and further reviews of captured requirements were conducted
Mr T Mthembu	04 August 2021	Details analysis workshop was held and further reviews of captured requirements were conducted

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Introduction

1.1 Aim

The aim of this document is to define the high-level user requirements for the development of Queueing Management System for the KZN DOT.

Using the identified business requirements, applying best practice and harvesting from the current business functions informs the "to be delivered" functional and system solution to ensure the most effective and improved business and functional solution for the requirements.

1.2 Background

The Motor Licensing Bureau's, Pietermaritzburg, Durban, Pinetown, Newcastle and Ulundi collectively have a staff establishment of 237 consisting of 205 filled posts and 32 vacant posts. The 67 Registering Authority agents contracted to the Motor Licensing Bureau for the registration and licensing function throughout KwaZulu-Natal also collectively represent a staff compliment of ±700. The Motor Licensing Bureau undertakes agency support for the latter mentioned Registering Authority staff, and in addition, also undertakes the conducting of regular inspections at these offices, situated throughout KwaZulu-Natal.

The Road Traffic Information (RTI) Unit collates, analyses road traffic and crash data required by decision makers for planning and publishing of road safety reports. The unit is responsible for the road traffic information management and provision of road traffic information to both internal and external stakeholders for the planning and co-ordination of law enforcement programmes and operations. Furthermore, RTI Unit provides up to date, reliable and accurate data to inform research and development, in order to review or develop regulations and laws that will assist in combating the occurrence of road crashes.

The Department of Transport KwaZulu Natal is currently undergoing a modernisation initiative which focuses on transformation of processes, technology and human capabilities to further enhance current operations, increase workflow outputs and decreasing the large volume of queues thus improving quality of service rendered.

The Department of Transport KwaZulu Natal has an opportunity to change the current client experience by continuously improving operations in all the walk-in centres. The objective is to streamline the flow of clients in the walk-in centres, whilst increasing the productivity of staff and reducing the waiting times in the queues.

1.2.1 Vision

The vision of the KwaZulu-Natal Department of Transport is:
"An Enabling Transportation Gateway to Africa and the World". This means that the Department will strive to ensure that KZN becomes a gateway connecting Africa and the world through a safe, affordable, reliable and integrated provincial transport system.

1.2.2 Mission

The mission of KwaZulu-Natal Department of Transport is:
"We will strive to provide mobility through an affordable transportation system that is safe, integrated, regulated and efficient to support the movement of goods and people and that enables the socio-economic development needs of our province and its citizens"

1.2.3 Values

The values that guide and define the ethos of the Department are the following:
   a) Good governance
   b) Professionalism

c) Innovation
d) Leadership
e) Teamwork

1.   Problem statement

The environmental analysis has identified that the operating environment in the Department is characterised by manual and cumbersome paper-based processes that make governance and delivery burdensome. This is particular so for high risk and high-volume transactional areas of work that are currently inefficient and ineffective due to their manual nature.

Manual information management, especially for infrastructure programme implementation, has become a perennial challenge across the different levels of the Department. Infrastructure project management, governance and reporting is hamstrung by a lack of systems and technology. This situation is equally applicable to other non-infrastructure functions and work areas in the Department. Most administrative processes are still manual and paper-based and pose accounting challenges as record and information management become more and more unmanageable.

Information technology thus remains a key for improving overall efficiency, effectiveness and accountability in the Department. In an effort to meet service delivery and governance improvement goals effectively, the Department has to leverage off Information Technology enabled solutions. In an effort to respond to this challenge, different programmes are prompted to seek their own technology and process modernisation solutions.

2.   The impact of Queueing Management system into DOT Digital Transformation Strategy

The main thing on everybody's mind is the COVID-19 pandemic. Managers everywhere in the Departments have concern for their branch's ongoing ability to help customers and keep their staff safe. Regardless of your feelings about the virus, public perception has affected customer visitation. This has been ongoing ever since the start of the outbreak. Visitors no longer wish to spend time around others, and public areas have shown concern about liability.

One solution is customers being able to add themselves to a virtual queuing system. This way, they no longer need to stand in line and can instead take a queue place by signing into an app, then waiting outside, in their car, or finish up their errands while they wait. The best vendors provide a method via scanning a QR code or visiting a link on their mobile device to encourage visitors to add themselves to the queue. In some circumstances, customers could instead add themselves to the line through a kiosk in the branch. This is especially useful for demographics who may be uncomfortable with technology or do not have a smartphone. These customers can then spread themselves throughout the store away from one another. They may even leave the location and return when called, should there be occupancy limitations.

The proposed Queueing Management System has the following impact:

a) Customer flow is optimized - electronic queuing manages customers in a more efficient manner which leads to optimal customer flow through the waiting line. This transformation will also allow service agents to focus on their work, and even allows customers to "zone out" for a bit without worrying that they'll miss their turn or hold others up behind. Add to this queue monitoring technology, and managers can receive real-time metrics to sufficiently and quickly respond to the flow of the waiting line.

b) The customer experience is enhanced – Digital transformation is changing the way customers wait in line. Many businesses are implementing virtual queues to eliminate the actual waiting line, which frees customers to shop while they wait or attend to other tasks, and allows them to receive text alerts about when their turn in line is imminent.

c) Client Agents become more efficient - Queuing technology improves the productivity of service agents and cashiers (which also cuts costs). Through queue management systems, customers can be addressed more efficiently with little to no downtime for service agents.

More importantly, managers are able to keep a close watch on service times and productivity of the key staff memberswho serve a queue, ensuring that no back-ups occur unnecessarily.

3. Objectives and Business Requirements

4.1 Business and management Objectives

The Directorate requires the implementation of newly designed Queueing Management system in line with the following business and management objectives:

a) To assist the Department to improve customer care service and satisfaction;

b) To improve performance monitoring, control and reporting;

c) To improve customer engagement;

d) To assist the Department to provide valuable data and gather real-time data about the service waiting times, and customers;

e) To allow better resource planning; and

f) To track employee performance.

4.2 Project Objectives

The project is intended to provide the Department with a fully functional Queueing Management system that meets the management and departmental objectives within allocated period and within the allowable budget. The project has been initiated with a compilation of a comprehensive requirements specification (this document).

4.3 System Objectives

The proposed Queueing Management System has the following objectives:

a) Enable the Department to manage the client queues;

b) Support for all official languages

c) Manage uniquely numbered tickets

d) Monitor and measure queuing performance;

e) Monitor the average waiting time per service type;

f) Manage early warning when consumables reach low level marks

g) Manage agent workstation and roles

h) Manage ticket reprinting;

i) Provision of real-time reporting

4. Organogram and Functions

5.1 Organisation structure

Figure 1 and 2 in this section depicts the organisation structure of Motor License Bureau (MLB) and RoadTraffic Inspectorate (RTI).

```
                              MEC
                               |
                              HOD
                               |
                Chief Directorate: Implementation
                        Durban Region
                               |
                   DirectorateCorporate
                     Support Services
                               |
                   Traffic Law Administration
                               |
        +----------------------+----------------------+
        |                      |                      |
   WINDSOR PARK            PINETOWN               UMBILO

   +----------------+----------------------+----------------------+----------------------+
   |                |                      |                      |
Transaction    Transaction Implementation  Transaction Implementation   Transaction receiving
 receiving     and Administrative Support   (General and Renewals)       and Implementation
```
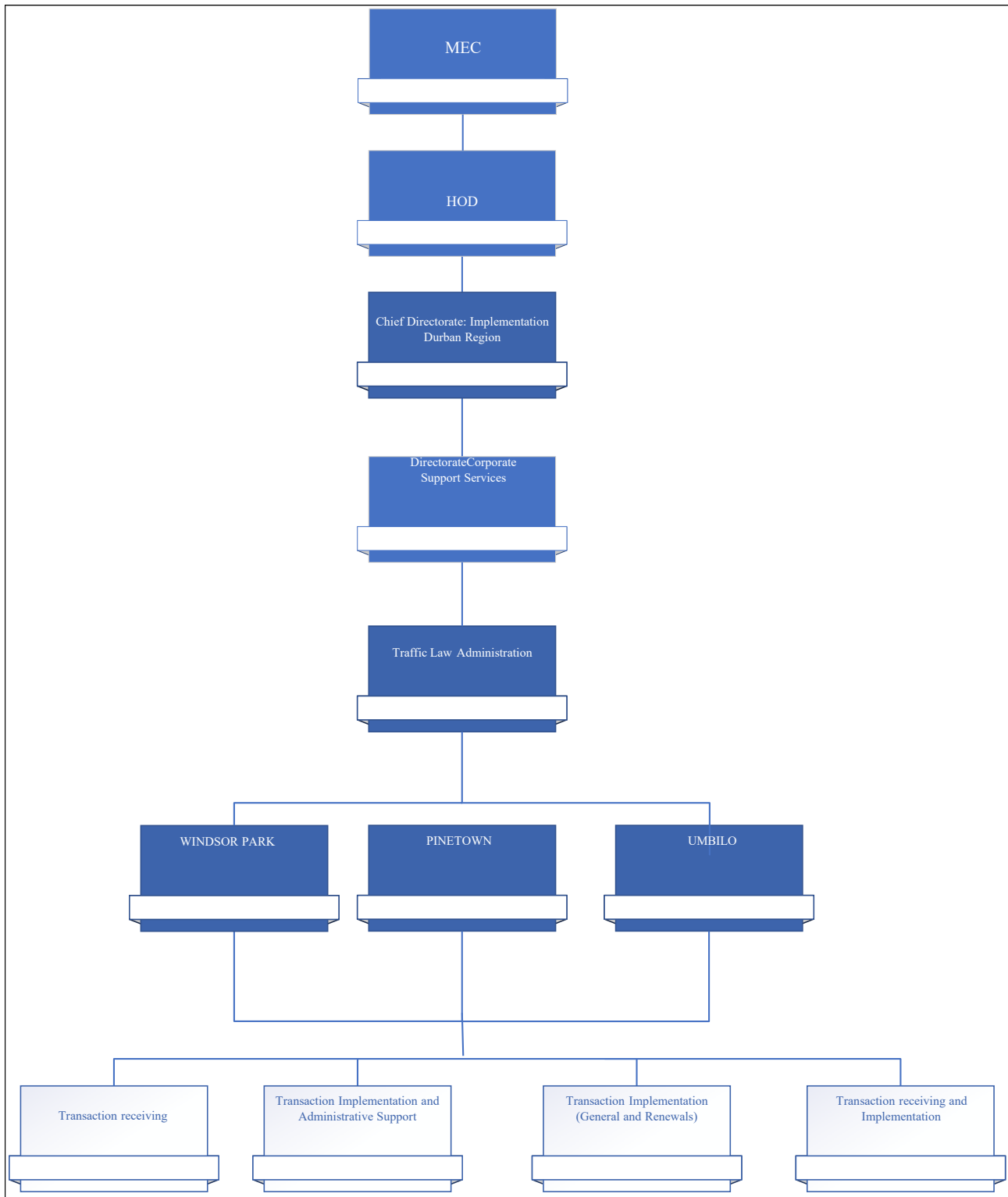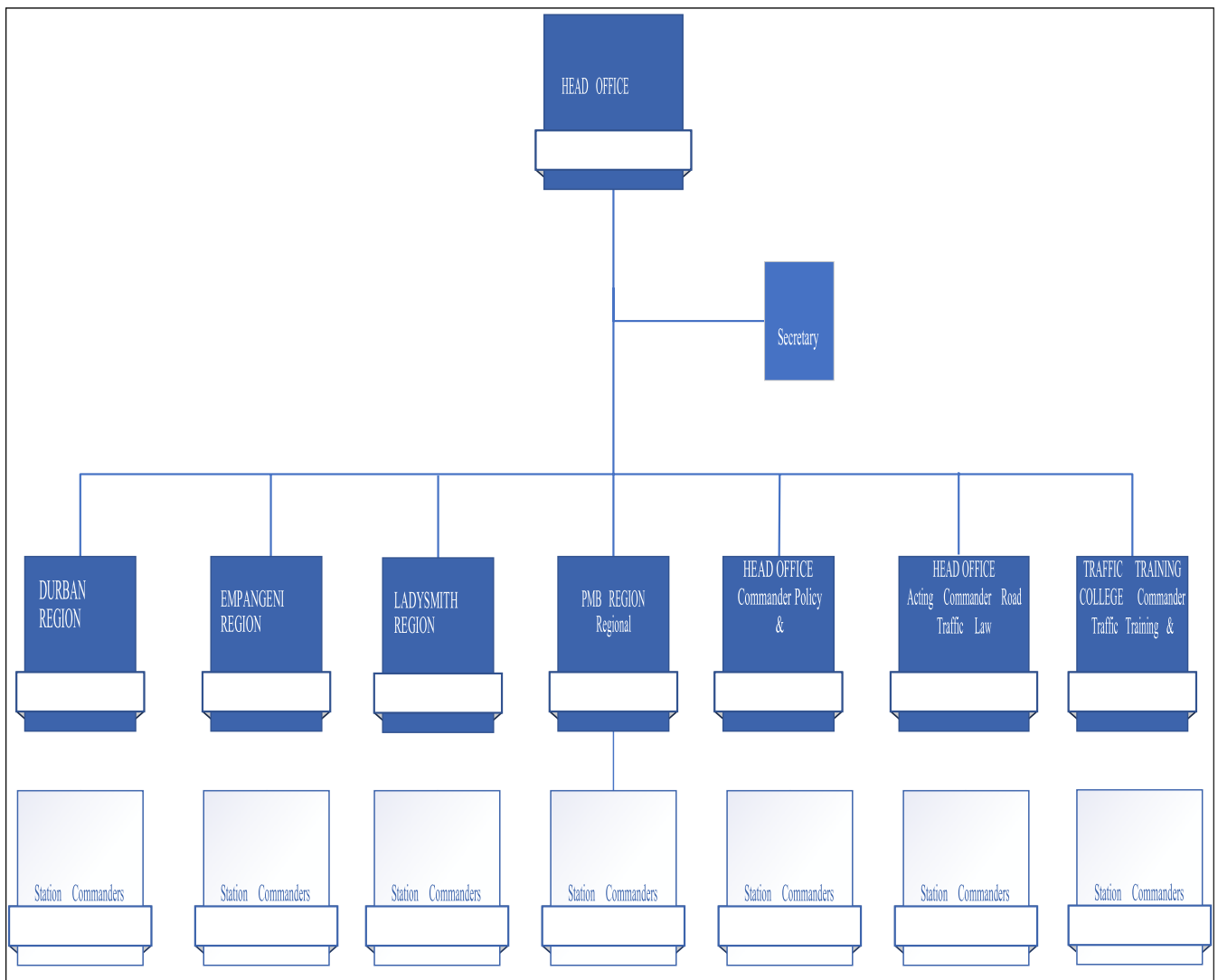
Figure 2: Road Traffic Inspectorate (RTI) Organisation Structure

5.2 Functions

The primary services provided by the Motor Licensing Bureau (MLB) Directorate are the following:

a) Establishing a register of all motor vehicles through the registration of manufacturers of motorvehicles;

b) Identifying and monitoring the source of motor vehicles through the registration of manufacturers,importers and builders of motor vehicles;

c) Preventing the registration of motor vehicles, the acquisition of which has been unlawful (e.g. A motor vehicle that has been stolen);

d) Identifying the title holder and owner of every registered motor vehicle;

e) Recording full particulars in respect of every registered motor vehicle in order to positively identify every motor vehicle;

f) Collecting annual motor vehicle licence fees and keeping the particulars of all registered motor vehicles up to date through the licensing of motor vehicles, thus keeping in line with road safety requirements;

g) Ensuring that licence discs are issued only in respect of motor vehicles that have been certified asroadworthy and in respect of which the appropriate motor vehicle licence fees have been paid;

h) Recovering of outstanding licence fees due on any of his/her other vehicles (linking debt);

i) Maintaining a register of all vehicles suspended by law enforcement officials;
j) Registration of Vehicle Testing Stations;
k) Issue of Traffic Register Numbers to persons or body of person without acceptable identification;
l) Registration and Issue of Trade Numbers;
m) Issue of temporary and special permits; and
n) Registration of Operators

The primary services provided by the Road Traffic Inspectorate (RTI) Directorate are the following:
a) Issuance of learners' permits or provisional licences.
b) Facilitates the theory and practical testing necessary for obtaining a driver's licence.
c) Assist with the interview process of persons requesting the transfer of Family Island and foreign licences.
d) Responsible for issuing and renewal of driver's licences.
e) Facilitates registration, renewal and transfer of vehicles.
f) Ensure that motor vehicles are inspected and deemed road worthy.
g) Responsible for the management of public franchises in the country (grant, licensing, transfer, etc.).
h) Responsible for collection, entering, cleaning, and processing of Road Traffic information.
i) Upskills officers at the KZN -Traffic Training College by offering courses in Examiner for Driving Licences (EDL), Examiner of vehicles (EOV) and other short courses.

5.3 Problems/ Challenges/ Issues
The following are challenges encountered with the current system:
a) The Department is unable to predict peak periods;
b) Service Centres are Congested;
c) The Department cannot track the waiting times;
d) Queue jumping and back out; and
e) The Department is unable to track the number and type of client of clients serviced.

5. Proposed System Scope

6.1 High level scope
The proposed system will cater for the following functions at a high level:
a) Issuing of tickets;
b) Monitor and measure queuing performance
c) Monitor the average waiting time per service type
d) Capability of ticket reprinting;
e) Maintenance of ticket dispensing kiosk
f) Manage virtual queueing
g) Provide the capability to play entertainment and other relevant informative content on the client facing screens (TV type screens and media player)
h) Manage the queue of service applicants so that they can access the service according to their needs
i) Integrate with Licensing systems
j) Generate reports

6.2 Assumptions
The following assumptions have been made:
  a) The application will be hosted on KZN DOT server infrastructure in Pietermaritzburg.

6.3 Constraints
The following constraints apply to the project:
a) Budget; and
b) Time.

6.4 Benefits

a) Reduce wait times
b) Improve service quality
c) Increase customer loyalty
d) Streamline communication
e) Achieve staff satisfaction
f) Improve staff efficiency
g) Utilize customer data
h) Reduce operational costs
i) Increase revenue
j) Prevents Queueing Clashing

6.5 Stakeholders

Relevant key stakeholders of the KZN DOT:

a) Project Sponsor;
b) Internal IT Directorate
c) SITA
d) Internal IT Directorate
e) Motor Licensing Bureau
(MLB f) Road Traffic
Inspectorate (RTI)

6.6 Integration

a) Integration with eNatis system and
b) Motor Licensing Bureau systems
c) Road Traffic Inspectorate (RTI) systems

6.7 Project Type

This project will be based largely on the systems development life cycle applying the relevant approaches, methods and methodology. The Queueing Management System is a web-based system that interacts with database and also integrate with eNatis system for efficient and effective customer services. It is majorly used to manage interactions with the customers and control the queues in order to improve citizens servicedelivery.

6. Requirements

7.1 Functional requirements

Table 1: Functional requirements

REQ No.	Required Feature	Feature Value
REQ001	1. The KZNDOT requires a solution that places customers in a virtual waiting line or queue, where they don't have to physically wait in line to get a service. With a virtual queue management system, customers can wait remotely as they are not confined to any waiting spot. 2. The solution must have a user-friendly interface which requires minimal training to use.	a) **Ease of Use** b) **Minimise the spread of diseases**
REQ002	1. Ability to cater for activation/selection of different languages.	a) **Official languages**

REQ003	1. The solution must manage ticket dispensing kiosk
	2. The user must be able to do the following
	    a) Select preferable language
	    b) Select service type
	    c) Add cell phone number
	    d) Add ID number (may pull the Citizen details from DHA and company registration systems)
	3. The dispensing kiosk must issue a ticket with the following details
	    a) Ticket number e.g. PTN001, DBN001, UMB001
	    b) Transaction/ service type
	    c) Date ticket issued
	    d) Time ticket issued
	    e) Barcode/QRS Code
		a) **Issue tickets**

	4. The system must issue a ticket number to the client according to their reason for query	
REQ004	1. The solution should have the capability to play entertainment and other relevant informative content on the client facing screens (TV type screens and media player) while waiting.	a) **Client queueing**
REQ005	1. The virtual queueing screen must display the queue of ticket number's for each of the available service agents. 2. The virtual queueing screen displays the overall queue ticketing status 3. The virtual queueing makes announcements for queue ticket numbers ready to be served. 4. The ticket display screen displays promotional video along with details of waiting customers.	a) **Virtual queueing screen**
REQ006	1. The solution must allow the client to reprint the ticket when there is a printer jam	a) **Ticket reprint**
REQ007	1. The solution must provide early warnings when consumables reaches low level marks 2. The solution must provide early warnings if there is a technical problem with the kiosk.	a) **Early Warnings**
REQ008	1. The solution must send a notification on client's mobile device that they should proceed to the premises when their appointment time grows near or they approach the head of the queue. 2. A Supervisor must receive a notification on escalations of tickets sitting unresolved. 3. A Supervisor must receive all the escalated/ re-routed tickets from client service agent	a) **Notifications**
REQ009	1. The client service agent must be able views all queries allocated or referred 2. The client service agent must activate/ reactivate the desk to start receiving the client's 3. The system must provide the ability to adjust service levels should acceptable waiting times are exceeded or should client service agents become idle	a) **Servicing Client**
REQ010	1. The client service agent must pend the ticket if there is a no show from client 2. The solution must allow the service agent to move the client position in the queue to the bottom of the queue and will be given another chance to be serviced 3. The client service agent must activate/ reactivate the desk to start receiving the client's	a) **Pend ticket**
REQ011	1. The solution must allow the client service agent to reroute the ticket, if unable to resolve the query or in case of a different query to what the ticket articulates.	a) **Re-route ticket**

REQ012	1.	The solution must enable the Supervisor to validate and re-allocate unresolved tickets to the relevant client service agent.	a)	**Re-allocation**
REQ013	1.	The solution must enable the Supervisor to manages the client service agent's availability roster for the day by allocating all the role clustered by service types.	a)	**Client service agent workstations and roles**
REQ014	1. 2. 3. 4.	The solution must provide the Supervisor a dashboard view to monitor the queue. The solution must monitor the average waiting time per service type The solution must be able to start / stop the Queue management operation The solution must enable the Supervisor to predict the workload and agent contingency required for servicing the expected load of clients	a)	**Queue Operation**
REQ015	1.	The solution must enable the client to capture feedback when the case has been resolved.	a)	**Client Feedback**
REQ016	1.	The solution must generate the reports	a)	**Queue management reporting**
REQ017	1.	The solution must be able to integrate with a backend system e.g. eNatis. Scan the ticket as an input to eNatis which is linked with customer's ID no from REQ004.	a)	**Integration**

7. Detailed Business Processes

The process described in this section describe the detail of processes reflected in the High-Level diagram andidentifies the respective business rules.

8.1 Manage Queueing system

This process deals with the management of ticket dispensing kiosk. The system issues a ticket number to the client according to their reason for query. The client then takes a seat in the waiting area and watch theclient facing screen's which will display the queue of ticket numbers for each of the available service agents.
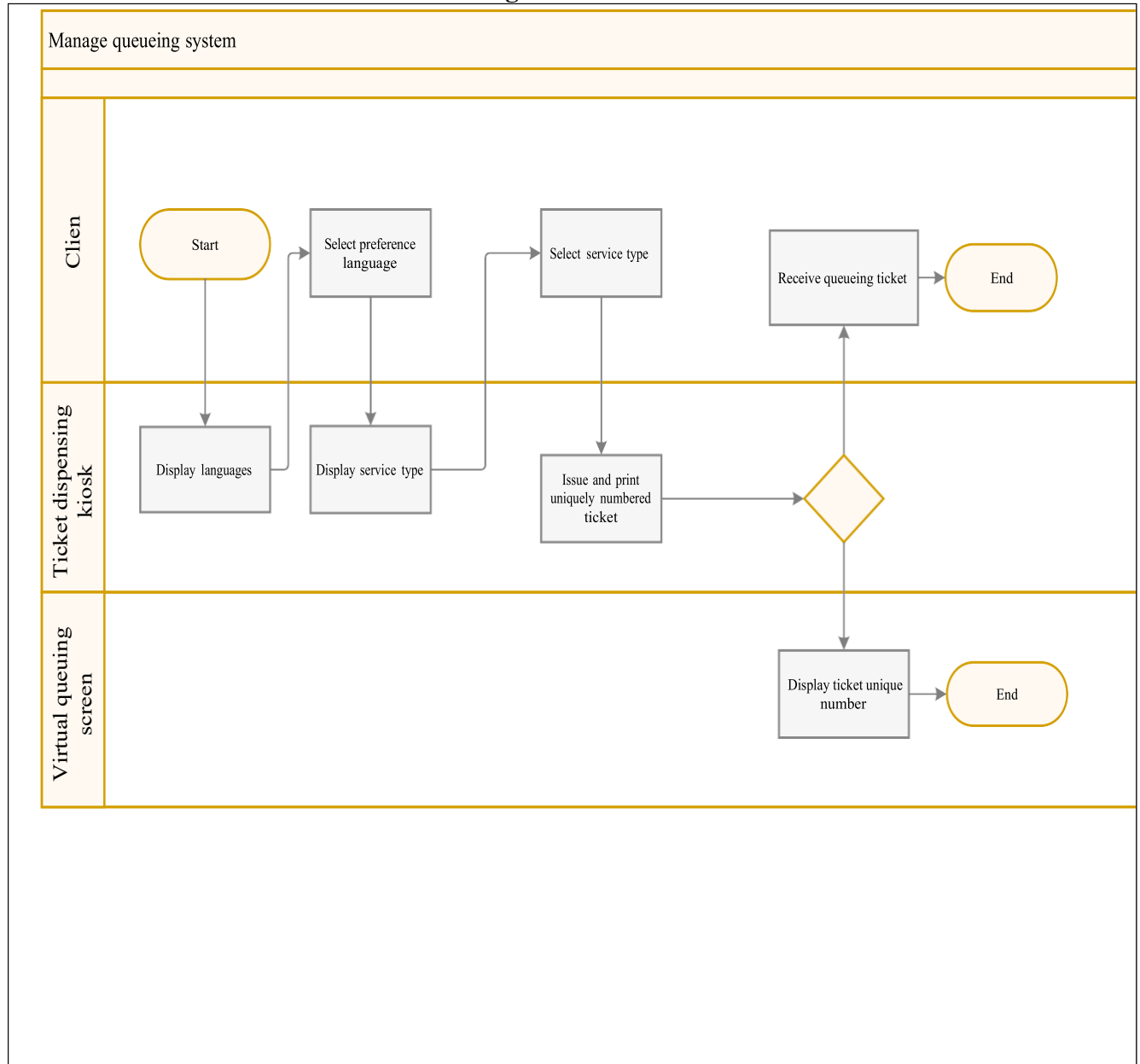
Figure 3: Manage queueing system

Table 2: Manage Queueing system

Process	Description
Manage Queueing system	This process deals with the management of ticket dispensing kiosk. The system must issue a ticket number to the client according to their reason for query. The client must then take a seat in the waiting area and watch the client facing screen's which will display the queue of ticket numbers for each of the available service agents. Whenever it is the client's turn to be attended to, the client facing screens will direct the client to the appropriate service agent and the public address system will also announce the ticket number and the agent desk number. The system must support for all official languages, the system should have the capability to prompt the user to select a language of preference. The selected language will be used by the system for interaction with the client

8.1.1 Use Cases Details

The use case diagram depicts how different types of users will interact with the proposed system to manage the queues.

8.1.1.1 Manage Queueing system Use Case

This process deals with the management of queue. The system must issue a ticket number to the client according to their reason for query. The client must then take a seat in the waiting area and watch the client facing screen's which will display the queue of ticket numbers for each of the available service agents. Whenever it is the client's turn to be attended to, the client facing screens will direct the client to the appropriate service agent and the public address system will also announce the ticket number and the agent desk number.
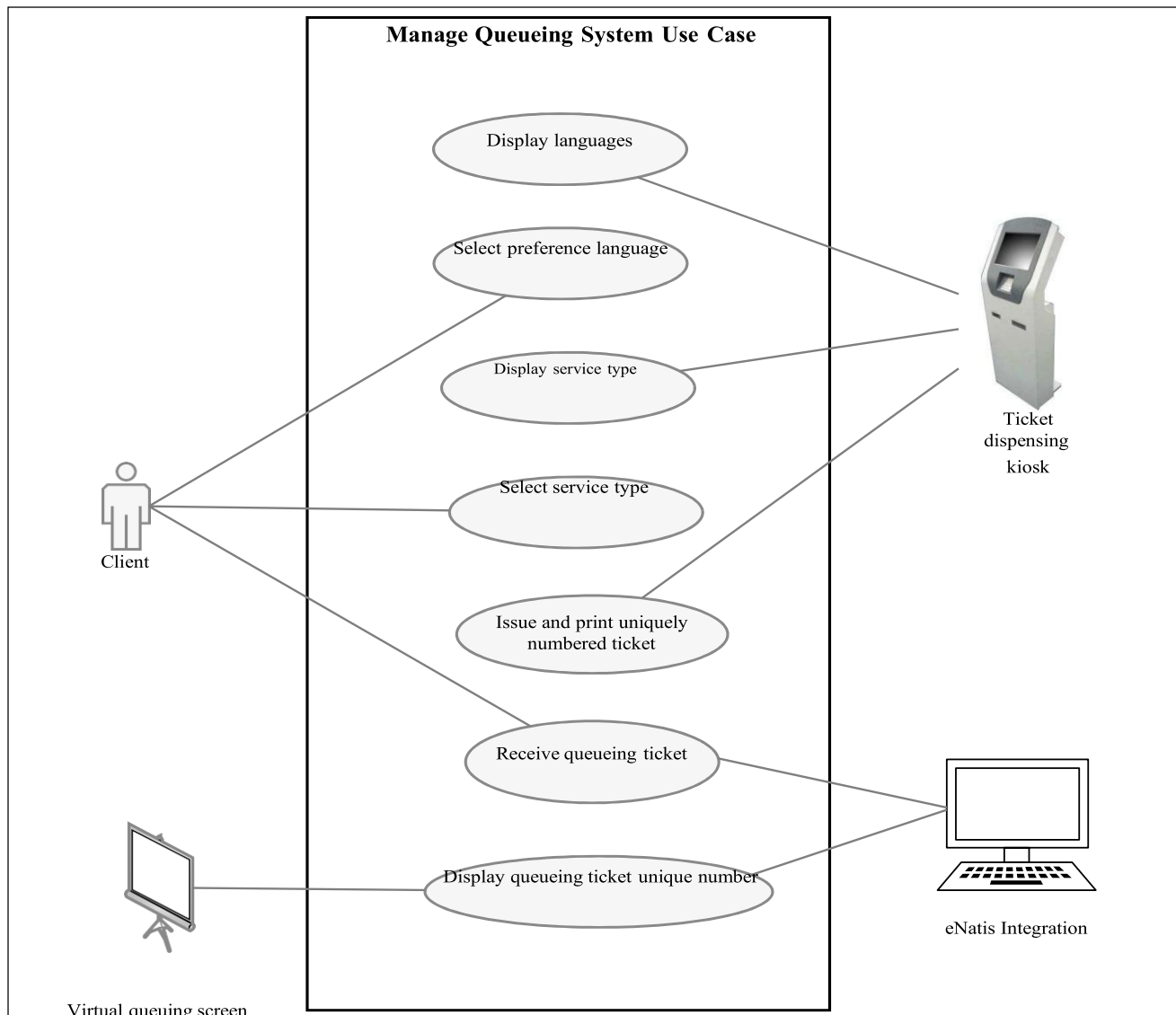
Figure 4: Manage queueing system Use Case

8.1.1.2 Display available languages

The client arrives and begins the transaction directly on the ticket dispensing kiosk. The dispensing kioskdisplays all the languages available for selection.

Table 3: Display available languages

Use Case ID:	REQ001		
Use Case Name:	Display available languages		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 May 2021	**Last Revision Date:**	n/a
Actors:	The client		
Description:	The department offers clients the ability to join the queue using the Queueing Management system. The client arrives and begins the transaction directly on the ticket dispensing kiosk. A team member is assigned to assist clients using existing reception dispensing kiosk systems. The dispensing kiosk displays all the languages available for selection.		
Trigger:	Request Transport Services		
Pre-conditions:	Valid ID or other form of Identification		
Post-conditions:	Available languages have been displayed by the dispensing kiosk		
Normal Flow:	1. The dispensing kiosk display all available languages. 2. The system displays the message "Please select preferred language"		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		

Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	Not applicable
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.1.1.3 Select preferred language

The dispensing kiosk displays all the languages available for selection.

Table 4: Select preferred language

Use Case ID:	REQ002		
Use Case Name:	Select preferred language		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 May 2021	**Last Revision Date:**	n/a
Actors:	The client		
Description:	The dispensing kiosk displays all the languages available for selection.		
Trigger:	Displayed languages		
Pre-conditions:	Valid inputs from (REQ002)		
Post-conditions:	The preferred language has been selected		
Normal Flow:	1. The dispensing kiosk display all available languages. 2. The client selects the preferred language e.g. Zulu and English 3. Click "Submit" button. 4. The system displays the message "Please select the service type."		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

8.1.1.4 Select service type

Upon selection of the preferred language, the client chooses the service type and the query is then routed to the relevant service agent.

Table 5: Select service type

Use Case ID:	REQ003		
Use Case Name:	Select service type		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 May 2021	**Last Revision Date:**	n/a
Actors:	Client		
Description:	Upon selection of the preferred language, the client chooses the service type and the dispensing kiosk then allocate the query to the relevant service agent.		
Trigger:	Preferred selected language		
Pre-conditions:	Displayed languages		
Post-conditions:	The selected service type has been allocated to the relevant service agent		

Normal Flow:	1. Enter ID No/Passport No
	2. Enter cell phone number (optional)
	3. The client selects the service type dropdown list
	b) Registrations and Licenses
	a) Deregistration
	b) Renewals
	c) Enquiries
	d) Public Permit
	e) Agent/ Dealers permit
	f) Dropping and collection of Dealer/ Agent files
	g) Dealer payments
	h) PrDP/ Driving license card collection
	i) Cashiers

	j) PrDP/ Driving license card renewals k) Learners license testing l) Learners and driving license test bookings m) Driving license testing 1. Click "Submit" button.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must provide the client with an option to enter cell phone number in case they want to receive a notification on their mobile device when they are approaching the head of the queue. This minimizes the on-site wait time.
Assumptions:	Not applicable
Notes and Issues:	The ID/Passport/ No will enable eNatis to open the customer's file

8.1.1.5 Issue and print unique number ticket

Upon selection of the service type, the queueing ticket is issued with a unique ticket number.

Table 6: Issue and print unique number ticket

Use Case ID:	REQ004		
Use Case Name:	Issue and print unique number ticket		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	05 May 2021	Last Revision Date:	n/a
Actors:	Client		
Description:	Upon selection and allocation of the service type, the dispensing kiosk must issue a ticket based on the service or enquiry type that is selected by the client.		
Trigger:	The selected service type has been allocated to the relevant service agent		
Pre-conditions:	Preferred selected language		
Post-conditions:	The ticket number has been issued		
Normal Flow:	1. The dispensing kiosk issue the queueing ticket with the following details 　a) Ticket number e.g. PTN001, DBN001, UMB001, B001, A001, C127 　b) Transaction/ service type 　c) Date ticket issued 　d) Time ticket issued 　e) Barcode/QRS Code 　f) Ticket status e.g not resolved 2. Click "Print" button. 3. The system issues the queueing ticket number		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. The system must allow the client to reprint the ticket when there is a printer jam 2. The system must provide early warnings when consumables reaches low level marks 3. The system must provide early warning if there is a technical problem with the kiosk.		
Assumptions:	Not applicable		
Notes and Issues:	The Code will be used to just scan the ticket on the counter by the customer which will validate the counter's received ticket number and issued ticket		

8.1.1.6 Receive queueing ticket

The customer receives the queueing ticket and waits at the waiting area where the Natis system isintegrated with the queue management system.

<div align="center">Table 7: Receive queueing ticket</div>

Use Case ID:	REQ005
Use Case Name:	Receive queueing ticket
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 May 2021	**Last Revision Date:**	n/a
Actors:	Client
Description:	After the customer has received a ticket for his selected service, he waits for his turn at the waiting area where the Natis system is integrated with the queue management system.
Trigger:	The ticket number has been issued
Pre-conditions:	The selected service type has been allocated to the relevant service agent
Post-conditions:	The ticket number has been received by the client
Normal Flow:	1. The client receives a ticket for his selected service 2. The client waits for his/her turn at the waiting area. 3. The virtual queueing screen displays promotional video along with tickets details of waiting customers.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	None
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.1.1.7 Display ticket unique number

The virtual queueing screen clearly displays the overall queue ticketing status and make announcements forqueue ticket numbers ready to be served

<div align="center">Table 8: Display ticket unique number</div>

Use Case ID:	REQ006
Use Case Name:	Display ticket unique number
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	05 May 2021	**Last Revision Date:**	n/a
Actors:	Virtual queueing screen
Description:	The virtual queueing screen clearly display the overall queue ticketing status and make announcements for queue ticket numbers ready to be served.
Trigger:	The ticket number has been received by the client
Pre-conditions:	The ticket number has been issued
Post-conditions:	The ticket number has been displayed on the Virtual Queueing screen

Normal Flow:	1. The virtual queueing screen displays the following information
	   a) Ticket number
	   b) Ticket status
	   c) Service type
	   d) Waiting time
	2. The virtual queueing makes announcements for queue ticket numbers ready to be served.
	3. The ticket display screen displays promotional video along with details of waiting customers.

Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable

Business Rule	1. When the client's appointment time grows near or they approach the head of the queue, the system must send a notification on their mobile device that they should proceed to the premises. This minimizes the on-site wait time.
Assumptions:	Not applicable
Notes and Issues:	While waiting to be serviced the client facing screens will play infotainment videos to make the wait for the client more pleasant.

8.2   Manage Client Services

The customer presents the issued ticket to the scanner or to the Agent and the system will be able to open the customer profile automatically on the eNatis or anytarget systems. As per Figure 3: Manage queueing system
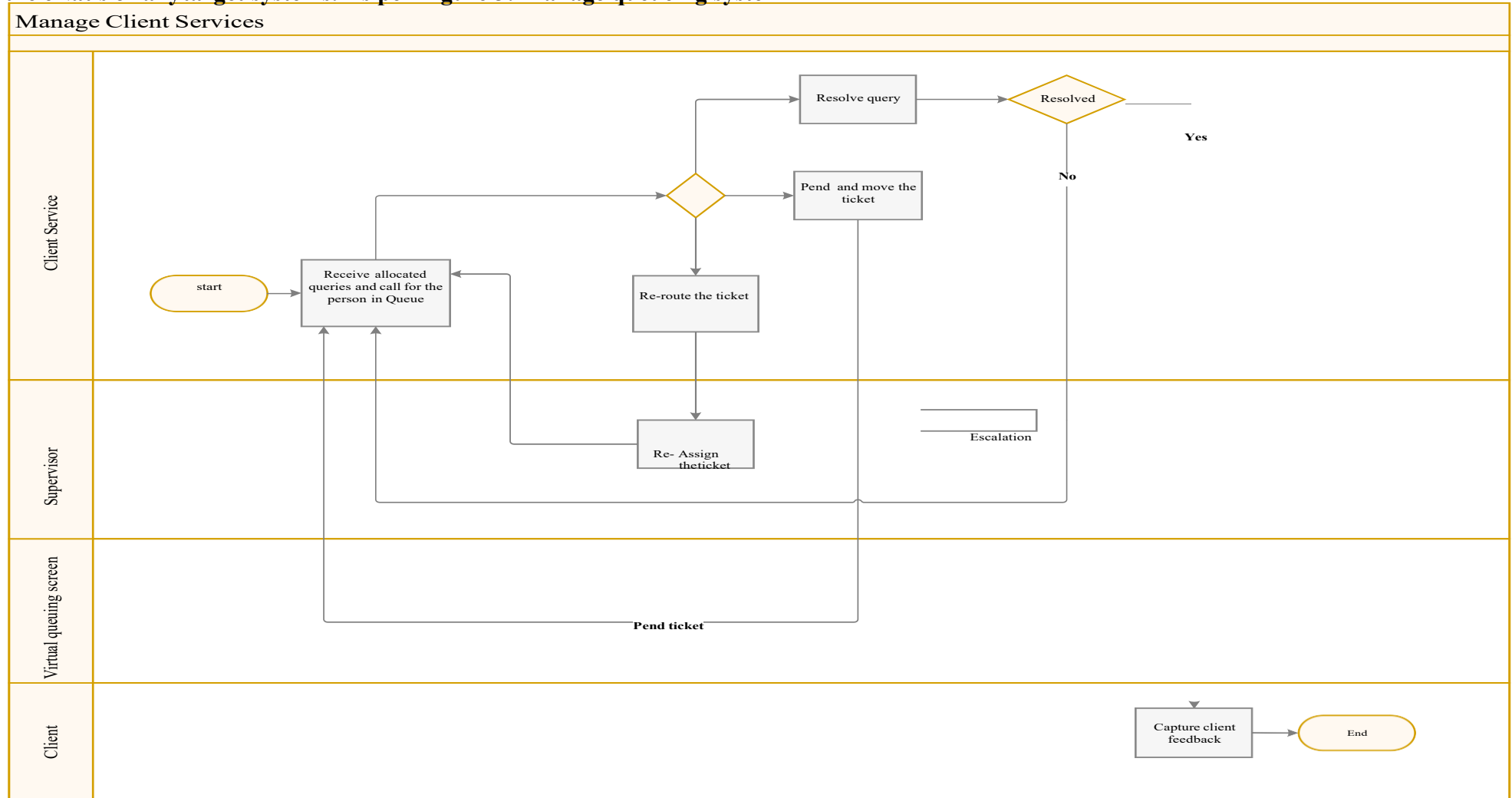
Figure 5:Manage client services

Table 9: Manage client services

Process	Description
Manage client services	This process deals with all the queries received by the client service agent for service. The system must be able to match client's to client service agents that will provide the best service in terms of preferred language and selected service type skills, i.e. the client service agent's best knowledgeable about the service area requested by the client. The system must also provide the ability to adjust service levels should acceptable waiting times are exceeded or should client service agents become idle.

8.2.1   Use Cases Details

The use case diagram depicts how different types of users will interact with the proposed system to managethe services requested by the clients.

8.2.1.1   Manage Client Services Use Case

This process deals with all the queries received by the client service agent for service. The system must be able to match client's to client service agents that will provide the best service in terms of preferred language and selected service type skills, i.e. the client service agent's best knowledgeable about the service area requested by the client.
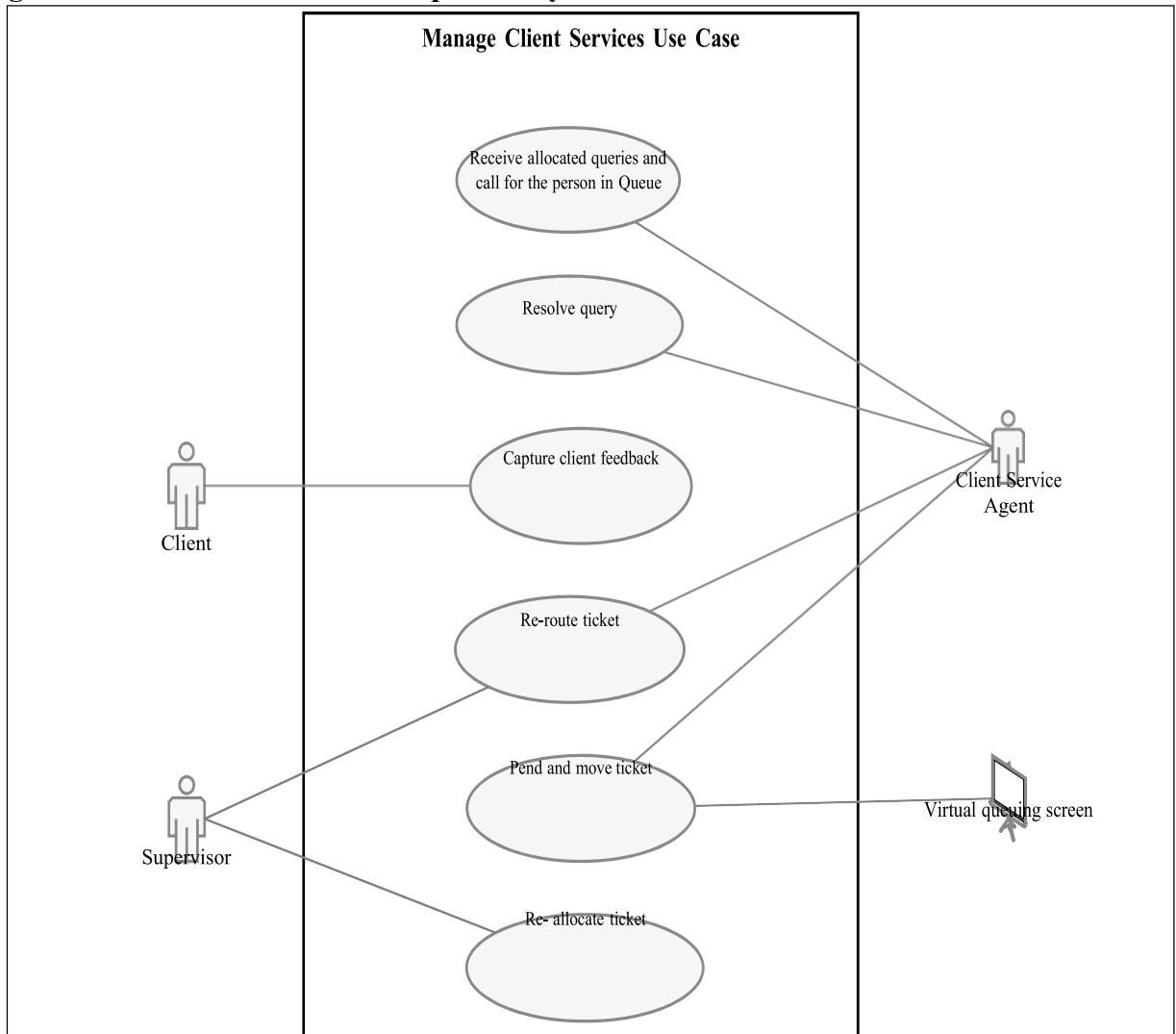
Figure 6: Manage client services

8.2.1.2 Receive allocated queries and call for the person in Queue

Upon receipt of all the queries allocated for service, the service agent starts the service time as he/she welcomes the client and stops the service time as the client's query is resolved, re-routed or escalated and the service agent has completed the wrap-up activities.

Table 10: Receive allocated queries and call for the person in Queue

Use Case ID:	REQ007		
Use Case Name:	Receive allocated queries and call for the person in Queue		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	11 May 2020	**Last Revision Date:**	n/a
Actors:	Client Service Agent		
Description:	The client service agent receives all the queries allocated for service. The service agent starts the service time as he/she welcomes the client and stops the service time as the client's query is resolved, re-routed or escalated and the service agent has completed the wrap-up activities.		
Trigger:	The ticket number has been displayed and called by Virtual Queueing		
Pre-conditions:	The client scan the Ticket at Agent's workstation		
Post-conditions:	The client in the queue has been called		
Normal Flow:	1. The service agent views all queries allocated or referred 2. The client service agent selects the first ticket in the queue 3. The service agent calls the first ticket number in the queue 4. Click "Save" button. The information is saved.		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	1. The client service agent must pend the ticket if there is a no show from client. The client position in the queue will then be moved to the bottom of the queue and will be given another chance to be serviced. 2. The client service agent must activate/ reactivate the desk to start receiving the client's		
Assumptions:	Not applicable		
Notes and Issues:	Due to transmissible and communicable diseases, the customer must be able to scan the ticket or smartphone bar code at the servicing Agent		

8.2.1.3 Resolve query

Upon selection of the first ticket in the queue, the client service desk calls the client to render the service.

Table 11: Resolve query

Use Case ID:	REQ008		
Use Case Name:	Resolve query		
Created By:	Nonhle Gwala	**Last Updated By:**	Nonhle Gwala
Date Created:	11 May 2020	**Last Revision Date:**	n/a
Actors:	Client Service Agent		
Description:	The service agent starts the service time as he/she welcomes the client and stops the service time as the client's query is resolved, re-routed or pended and the service agent has completed the wrap-up activities Upon selection of the first ticket in the queue, the client service desk calls the client to render the service.		
Trigger:	The client in the queue has been called		
Pre-conditions:	The ticket number has been displayed on the Virtual Queueing screen		
Post-conditions:	The query/ ticket has been resolved, re-routed or pended		

Normal Flow:	1. The service agent calls the first ticket number in the queue
	2. Select service type
	3. Enter date ticket resolved/ re-routed/not resolved/ pended
	4. Select ticket status dropdown list
	a) Resolved
	b) Not resolved
	c) Re-routed
	d) Pending
	5. Enter comments
	6. Click "Save" button. The information is saved.
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The client service agent must pend the ticket if there is a no show from client. The client position in the queue will then be moved to the bottom of the queue and will be given another chance to be serviced.
	2. The system must allow the client must capture feedback once the ticket has been resolved.
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.1.4 Capture client feedback

The service agent requests the client to rate the service by capturing feedback.

Table 12: Capture client feedback

Use Case ID:	REQ009		
Use Case Name:	Capture client feedback		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	11 May 2020	Last Revision Date:	n/a
Actors:	Client Service Agent		
Description:	The service agent stops the service time as the client's query is resolved and request the client to rate the service by capturing feedback.		
Trigger:	The ticket has been resolved		
Pre-conditions:	The client in the queue has been called		
Post-conditions:	The client feedback has been captured		
Normal Flow:	1. The client captures the following details;		
	a) System must automatically display ticket number		
	b) System must automatically display service type		
	c) System must automatically display the waiting time		
	d) How was the service		
	i. good		
	ii. bad		
	e) Enter date		
	f) Enter suggestions		
	2. Click "Save" button. The information is saved and a system notification is sent to relevant Supervisor.		
	3. The system displays the message "The client feedback has been submitted successfully."		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	The system must be able to calculate the waiting time		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

8.2.1.5 Pend and move the ticket

The service agent pends the ticket when the client doesn't show up, the ticket will be moved to the bottom
of the queue and will be given another chance to be serviced.

Table 13: Pend and move the ticket

Use Case ID:	REQ010		
Use Case Name:	Pend and move the ticket		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	11 May 2020	Last Revision Date:	n/a
Actors:	Client Service Agent		
Description:	Upon selection of the first ticket in the queue, the client service desk calls the client to render the service, if the client doesn't show up then the ticket will be moved to the bottom of the queue and will be given another chance to be serviced.		
Trigger:	The client in the queue has been called		
Pre-conditions:	The ticket number has been displayed on the Virtual Queueing screen		
Post-conditions:	The query has been pended		

Normal Flow:	1. The service agent calls the first ticket number in the queue, if the client does not show up then
	2. Select service type
	3. Enter date
	4. Select ticket status dropdown list
	   a) Resolved
	   b) Not resolved
	   c) Re-routed
	   d) Pending
	5. Enter comments
	6. Click "Save" button. The information is saved.		

Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	The client service agent must pend the ticket if there is a no show from client. The client position in the queue will then be moved to the bottom of the queue and will be given another chance to be serviced.		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

8.2.1.6 Re-route the ticket

The client service agent re-routes the unresolved ticket or the query that is different to
what the ticket articulates.

Table 14: Re-route the ticket

Use Case ID:	REQ011		
Use Case Name:	Re-route the ticket		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	11 May 2020	Last Revision Date:	n/a
Actors:	Client Service Agent		
Description:	The client service agent re-routes the ticket to the supervisor if he/she is unable to resolve the query or in case of a different query to what the ticket articulates.		
Trigger:	The client in the queue has been called		
Pre-conditions:	The ticket number has been displayed on the Virtual Queueing screen		
Post-conditions:	The ticket has been rerouted		

Normal Flow:	1. The client service agent re-routes the ticket by entering the following;
	a) Select supervisor name
	b) Enter date ticket re-routed
	c) Select ticket status dropdown list
	i. Resolved
	ii. Not resolved
	iii. Re-routed
	iv. Pending
	d) Enter comments
	2. Click "Submit" button. The information is saved and the system notification is sent to relevant Supervisor.
	3. The system displays the message "The ticket has been re-routed successfully."
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. A Supervisor must receive a notification on escalations of tickets sitting unresolved
	2. A Supervisor must receive all the escalated/ re-routed tickets from client service agent
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.2.1.7 Re-allocate the ticket

The Supervisor receives a system notification of an unresolved or re-routed ticket from the client serviceagent. The Supervisor validates and re-allocate the ticket to the relevant client service agent.

Table 15: Re-allocate the ticket

Use Case ID:	REQ012		
Use Case Name:	Re-allocate the ticket		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	11 May 2020	Last Revision Date:	n/a
Actors:	Supervisor		
Description:	The Supervisor receives a system notification of an unresolved or re-routed ticket from the client service agent. The Supervisor validates and re-allocate the ticket to the relevant client service agent.		
Trigger:	The rerouted ticket		
Pre-conditions:	The client in the queue has been called		
Post-conditions:	The ticket has been re-allocated		
Normal Flow	1. The Supervisor receives an unresolved ticket re-routed by a client service agent.		
	2. The Supervisor validate the tickets		
	3. The Supervisor re-allocate the ticket by entering the following;		
	a) Select service type		
	b) Select client service agent		
	c) Enter date assigned		
	d) Enter comments		
	4. Click "Submit" button. The information is saved and the system notification is sent to relevant client service agent.		
	5. The system displays the message "The ticket has been re-allocated successfully."		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		

Business Rule	1.	A Supervisor must receive a notification on escalations of tickets sitting unresolved
	2.	A Supervisor must receive all the escalated/ re-routed tickets from client service agent
Assumptions:	Not applicable	
Notes and Issues:	Not applicable	

8.3   Manage Client Services Agent Roles

The Supervisor manages the client service agent's availability roster for the day by allocating all the role
clustered by service types.
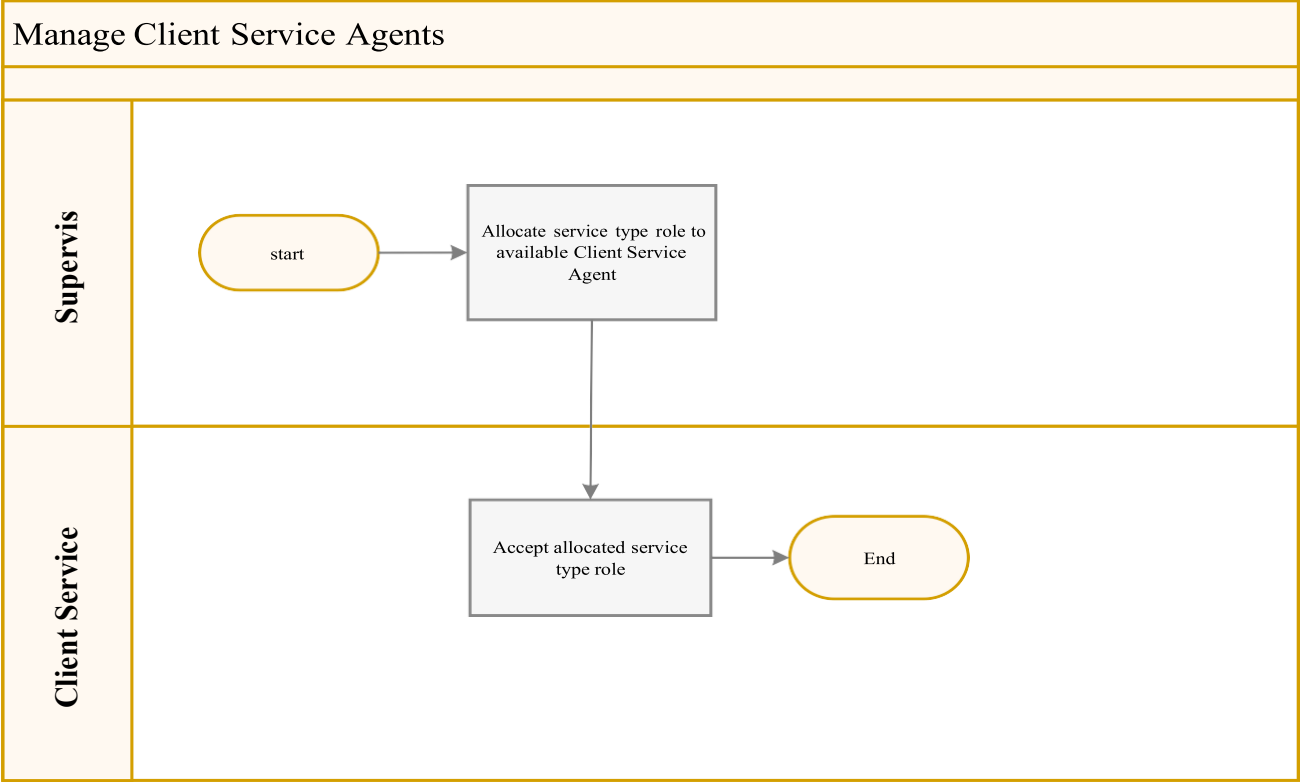
Figure 7: Manage Client Service Agents roles

Table 16: Manage Client Service Agents roles

Process	Description
Client Service Agents roles	The Supervisor communicates with the client service agent through the Queue management application, provide support and assistance as required. The Supervisor manages the client service agent's availability roster for the day by allocating all the role clustered by service types.

8.3.1   Use Cases Details

The use case diagram depicts how the Supervisor will interact with the MLB application system to manage the client service agents roster for the day by allocating the roles.

8.3.1.1   Manage Client Service Agent Roles Use Case

The Supervisor communicates with the client service agent through the Queue management application, provide support and assistance as required. The Supervisor manages the client service agent's availability roster for the day by allocating all the role clustered by service types.
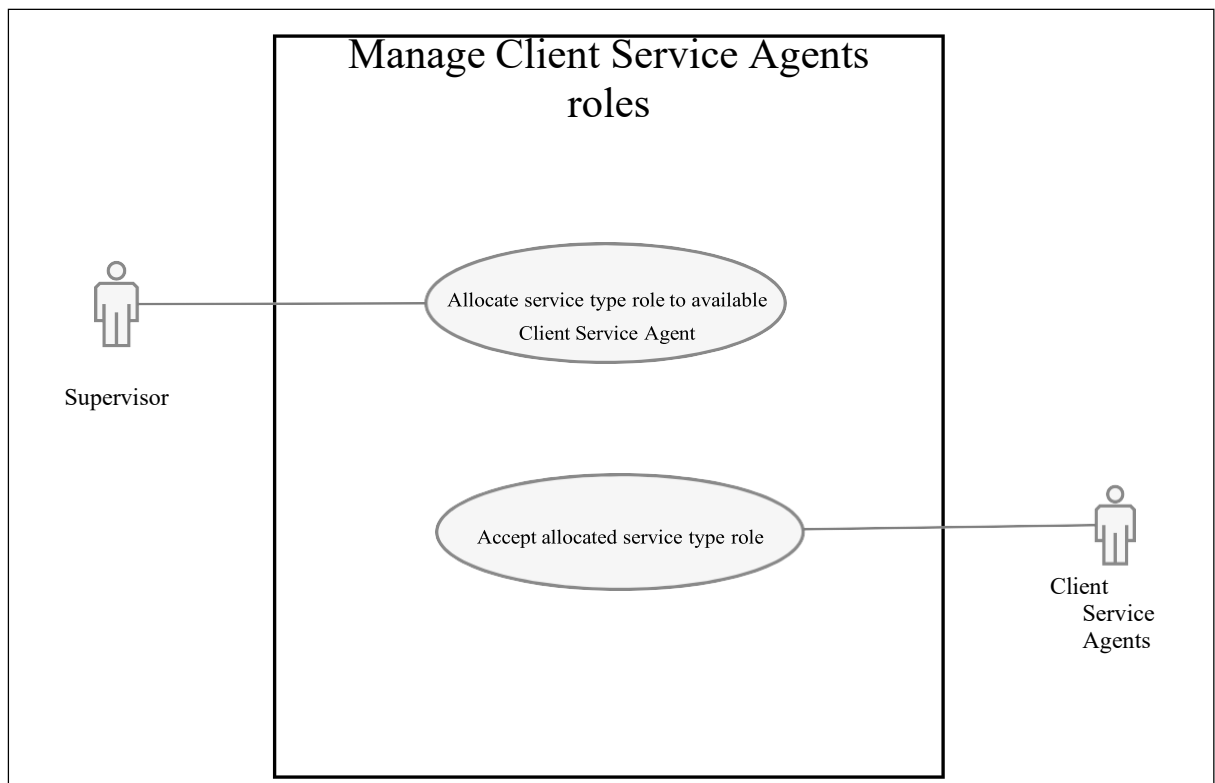
Figure 8: Manage Client Service Agents Roles

8.3.1.2 Allocate service type role to available Client Service Agent

The Supervisor manages the client service agent's availability roster for the day by allocating all the role
clustered by service types.

Table 17: Allocate service type role to available Client Service Agent

Use Case ID:	REQ013		
Use Case Name:	Allocate service type role to available Client Service Agent		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	11 May 2020	Last Revision Date:	n/a
Actors:	Supervisor		

|	
Description:	The Supervisor communicates with the client service agent through the Queue management application, provide support and assistance as required. The Supervisor manages the client service agent's availability roster for the day by allocating all the role clustered by service types.
Trigger:	The workload and client service agent required for servicing the expected load of clients
Pre-conditions:	The request for service
Post-conditions:	The service type role has been successfully allocated to the client service agent
Normal Flow:	1. View available client service agent 2. Select service type 3. Select the client service agent 4. Enter date allocated 5. Enter time allocated 6. Click "Allocate" button. The information is saved and a system notification is sent to client service agent. 7. The system displays the message "Role has been allocated successfully."
Alternative Flows:	Not applicable.
Exceptions:	Not applicable.
Includes:	Not applicable.
Frequency of Use:	Normal
Special Requirements:	Not applicable
Business Rule	1. The system must provide the Supervisor a dashboard view to monitor the queue. 2. The system must monitor the average waiting time per service type 3. The system must be able to start / stop the Queue management operation
Assumptions:	Not applicable
Notes and Issues:	Not applicable

8.3.1.3   Accept allocated service type role

Upon allocation of the service type role by the Supervisor, the client service agent views and accept the task.

Table 18: Accept allocated service type role

Use Case ID:	REQ014		
Use Case Name:	Accept allocated service type role		
Created By:	Nonhle Gwala	Last Updated By:	Nonhle Gwala
Date Created:	11 May 2020	Last Revision Date:	n/a
Actors:	Client Service Agent		
Description:	Upon allocation of the service type role by the Supervisor, the client service agent views and accept the task.		
Trigger:	The service type role has been successfully allocated to the client service agent		
Pre-conditions:	The workload and client service agent required for servicing the expected load of clients		
Post-conditions:	The allocated responsibility has been accepted		
Normal Flow:	1. The client service agent receives the allocated service type 2. Select accept Yes/ No 3. Enter date 4. Enter comments 5. Click "Submit" button. The information is saved and e-mail notification is sent to relevant Supervisor 6. The system displays the message "Service type role has been accepted."		
Alternative Flows:	Not applicable.		
Exceptions:	Not applicable.		
Includes:	Not applicable.		
Frequency of Use:	Normal		
Special Requirements:	Not applicable		
Business Rule	Not applicable		
Assumptions:	Not applicable		
Notes and Issues:	Not applicable		

8. Data Requirements: Class Diagrams

The class diagrams clearly map out the structure of the queueing management system by modelling itsclasses, attributes, operations, and relationships between objects.

9.1 Queueing Management System Class Model Diagram

The diagram below (Figure 9) describe the database structure of the queueing management system, it also shows relationship between the objects. It also provides a visual starting point for database design that can also be used to help determine information system requirements.

This database structure comprises all the attributes related to each object e.g. Ticket object includes the unique ticket number, date ticket created, time, ticket service type and barcode and the status attributes. This object is generated by the system.
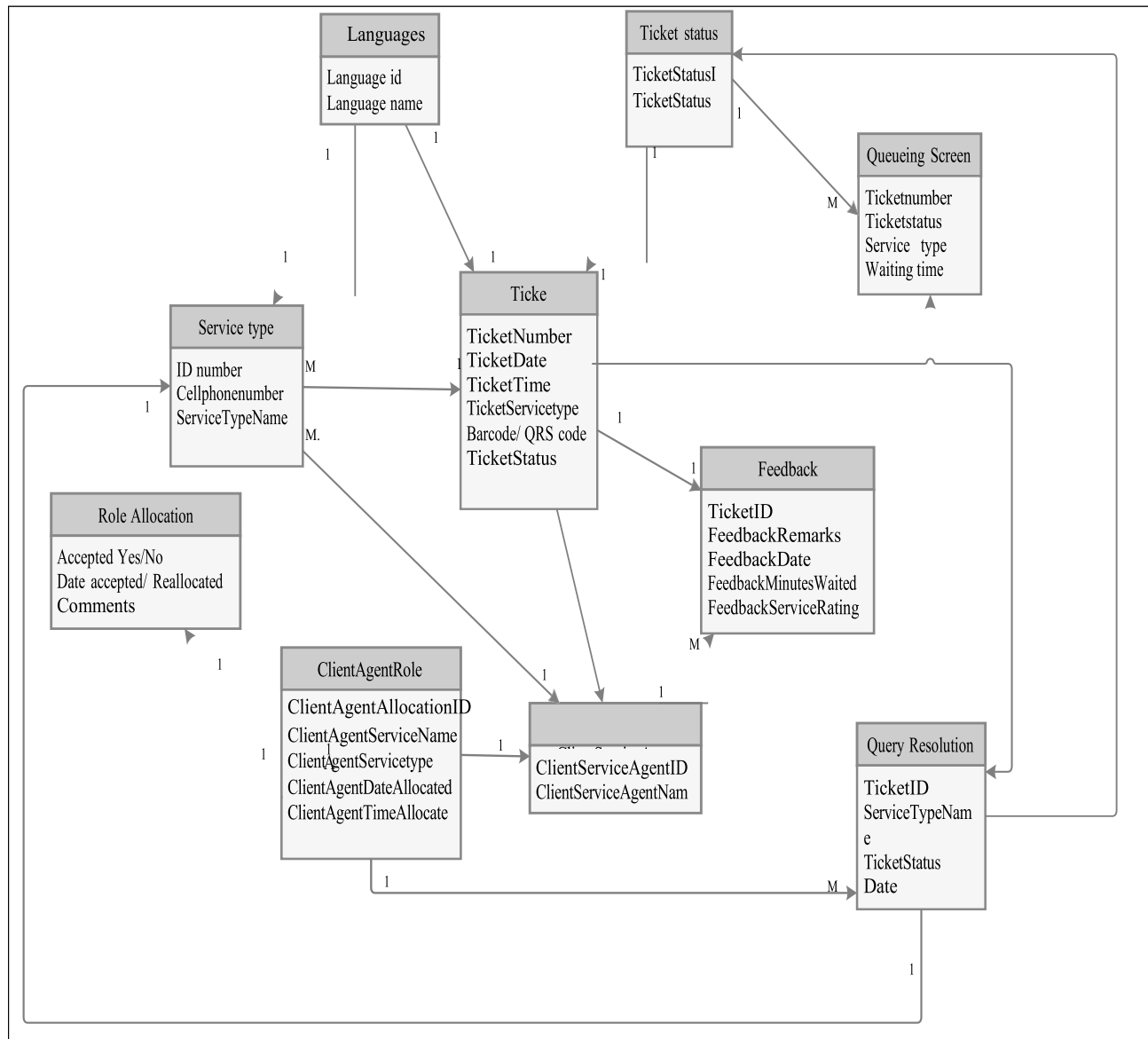
Figure 9: Queueing Management System Class Model Diagram

9. Data Dictionary

The following table represents the data dictionary for the Queueing Management System.

Table 19: Data Dictionary

Field Name	Field Description	Type	Size	Edit Mask	Editing / Validation
TicketNumber	Ticket Number	Numeric	13	9(13)	Numeric, Unique
TicketDate	Ticket Date	Date	10	DD/MM/YYYY	Must contain Values.
TicketTime	Ticket Time	Numeric	13	9(13)	Numeric, Unique
TicketServicetype	Ticket Service type	Alphanumeric	50	A(50)	Must contain Values.
TicketID	Ticket ID	Numeric	13	9(13)	Numeric, Unique
FeedbackRemarks	Feedback Remarks	Alphanumeric	50	A(50)	Must contain Values.
FeedbackDate	Feedback Date	Date	10	DD/MM/YYYY	Must contain Values.
FeedbackMinutesWaited	Feedback Minutes Waited	Numeric	13	9(13)	Numeric, Unique
FeedbackServiceRating	Feedback Service Rating	Alphanumeric	50	A(50)	Must contain Values.
ClientServiceAgentID	Client Service Agent ID	Numeric	13	9(13)	Numeric, Unique
ClientServiceAgentName	Client Service Agent Name	Alphanumeric	50	A(50)	Must contain Values.
ClientAgentAllocationID	Client Agent Allocation ID	Numeric	13	9(13)	Numeric, Unique
ClientAgentServiceName	Client Agent Service Name	Alphanumeric	50	A(50)	Must contain Values.
ClientAgentServicetype	Client Agent Service type	Alphanumeric	50	A(50)	Must contain Values.
ClientAgentDateAllocated	Client Agent Date Allocated	Alphanumeric	50	A(50)	Must contain Values.
ClientAgentTimeAllocated	Client Agent Time Allocated	Numeric	13	9(13)	Numeric, Unique
Service Type ID	Service Type ID	Numeric	13	9(13)	Numeric, Unique
Service type name	Service type name	Alphanumeric	50	A(50)	Must contain Values.
Language id	Language id	Numeric	13	9(13)	Numeric, Unique
Language name	Language name	Alphanumeric	50	A(50)	Must contain Values.
TicketStatusID	Ticket Status ID	Numeric	13	9(13)	Numeric, Unique
TicketStatus	Ticket Status	Alphanumeric	50	A(50)	Must contain Values.

10.1   Non-functional requirements

Table 20 represents the non-functional requirements for the Consumer Case Management System (e-Complaints):

Table 20: Non-functional requirements

NFR No.	Requirement	Description
NFR001	Security	Access to the solution must be restricted to authorised clients agent/ other users
NFR002	Authentication of users	There must be a secure login for client agents/ other users
NFR003	An online solution to provide the capacity to handle the estimated transaction volumes	The system must have the capacity to handle the volume of transactions Attributes: a) Network capacity b) Processing capacity c) Data Storage capacity
NFR004	Scalability	The solution should be able to handle an increase in the number of transactions and new functionality.
NFR005	Data integrity must be maintained to ensure that only valid and quality data is stored in the database	Ensure that data is of quality in terms of validity, accuracy and usability
NFR006	Fit for purpose	The solution must ensure that the business and technical requirements are clearly understood and implemented to enable the KZN DOT service delivery Attributes: a) Compliance to requirements b) Compliance to relevant and applicable standards
NFR007	Audit Trail	Provide an audit trail facility to track transaction history thus enabling history tracking of transactions as well as dispute resolution Attributes: a) Transaction history recording b) Record user actions
NFR008	Functional support	To be documented in a service level agreement (SLA) during project implementation.
NFR009	Hosting services	To be documented in a service level agreement (SLA) during project implementation.
NFR010	Application Development services	Comply with the Policy on Free and Open Source Software (FOSS) use for South African Government.
NFR011	24/7 availability of the solution	The solution must be available for both the client and departmental officials anytime

10.2   Service Level Agreement Requirements

The following requirements are to be incorporated in the Service Level Agreement (SLA) between SITA andDepartment of Transport after the implementation of the chosen solution:

Table 21: SLA requirements

SLAR No.	Requirement	Description
SLR001	Hosting	The solution must be hosted in South Africa on a private cloud.
SLR002	Maintenance	SITA must maintain the implemented solution, thus SITA must acquire the necessary skilled resources in time for maintenance and support.
SLR003	Technical support	The solution with support services will be required in line with Department's functioning (24 hours per day, 7 days per week, 52 weeks per year).

10.3 Reporting requirements

<p align="center">Table 22: Reporting requirements</p>

RR No.	Required Feature	Reason

REP001	1. A report that list the users of the system is required:
	    a) User Name
	    b) Last logged in to the system
		Control user access to the system

REP002	1. Dashboard is required:
	    a) Number of active users
	2. The solution must generate the following reports;
	    a) Average waiting time per service type.
	    b) Average service time
	       i. Per Service type.
	       ii. Per Service Desk.
	       iii. Per Client
	    c) Average ticket issuing load.
	    d) Report delivery scheduler.
	    e) Real-time reporting on the longest wait time.
	    f) Client feedback report per service type per client service agent
	    g) Dashboard that must be available to the branch manager and the head office managers (to have a consolidated dashboard for all the regional offices with drill down capability)
	       i. Number of clients serviced per walk-in centre/region
	       ii. Type of clients serviced and number per walk-in centre/region
	       iii. Average waiting times per walk-in centre/region
	       iv. Average service times per walk-in centre/region
	       v. Number of abandoned tickets per walk-in centre/region
	    h) Number of cases per query type, to identify a root cause for seasonal influx in order to react proactively in future
		Manage real time reporting

10.4 Operational and Implementation Requirements

The following operational requirements must be kept in mind when choosing an appropriate solution:

<p align="center">Table 23: Operational and Implementational Requirements</p>

OIR No.	Requirement	Description
OR001	Operating hours	The solution will have to be operational 24 hours per day, 7 days per week, 52 weeks per year in order to suit the possible operating hours of the Department.
0R002	Technical Support	Technical support service must be available to the client 24 hours per day, 7 days per week, 52 weeks per year in order to suit the possible operating hours of the Department.
OR003	Organisational Change Management	During implementation of the solution, SITA must make provision for organisational change management as well as end-user training across the Department.
OR004	Vulnerabilities	Vulnerability assessments should be automated for the SITA platforms only and such SITA any identified vulnerabilities should be fixed.

OR005	Security	The solution must be securely accessible anywhere in the around. Customized algorithm installed on VPN devices and all data flow encrypted as recommended by SSA. All activities should be logged and security incidents and breaches should be identified, reported and resolved. SITA must adhere to all Security Policies on the Government Network, i.e. SITA Next Generation Network (NGN) to enable all network security firewalls to support the Video Conferencing Solution. Other security and compliance requirements are stated below: a) Single sign-on capability. The systems should be able to integrate with Active Directory for single sign-on. b) Encryption – All communication and data should be encrypted at rest and in transit. End-to-end encryption is required.
OR006	Implementation Services (Overall)	Package the product for deployment. Deployment of the product into the production environment.
OR007	Business Process Management	The Department will be responsible for Business Process management.

OIR No.	Requirement	Description
OR009	Data connection	A stable data connection is recommended however existing application bandwidth must also be considered which SITA can assess and advise
OR010	Training	Officials must be trained on how to use the system and they must be supplied with user manuals.
OR001	Operating hours	The solution will have to be operational 24 hours per day, 7 days per week, 52 weeks per year in order to suit the possible operating hours of the Department.
0R002	Technical Support	Technical support service must be available to the client 24 hours per day, 7 days per week, 52 weeks per year in order to suit the possible operating hours of the Department.
OR003	Organisational Change Management	During implementation of the solution, SITA must make provision for organisational change management as well as end-user training across the Department.
OR004	Vulnerabilities	Vulnerability assessments should be automated for the SITA platforms only and such SITA any identified vulnerabilities should be fixed.

10.5   Integration/Interface requirements

The following table summarises all the interfaces required for the proposed solution:

Table 24: Interface requirements

Integration	Data Owner	Description
Queueing Management system	DOT	The solution must have an add-on or integration with eNatis system as this will enable the Department to track the client's journey through the business, which is good for improving customer experience.

10.   Implementation and Functional Application Support Requirements

The below information is required in order to get a clear understanding of the client's requirements. It is aimed at making sure that all areas are covered and that the correct questions are answered during client engagements.
The following categories are included for implementation:
   a) Solution Implementation and Migration Services
         i. Organisational Change Management
         ii. Data Management
         iii. Business Process Management
         iv. Technology Management
   b) Functional Application Support (6 weeks post go-live)
   c) Application Training.

11.1　Solution Implementation and Migration Services

Implementation Services is responsible for the implementation of new systems, applications and productsinto the client environment.

Table 25: Solution Implementation and Migration Requirements

SIMR No.	Requirement	Description	Response
IMP001		SITA provides change management advice and support to the client, including internal stakeholder management. However,	Comment:
	Organisational Change Management	the execution of the change management functions is usually performed by the client's structures, in consultation with SITA. The following deliverables are available. Is this required in your organisation, should you require the service:	
		a)　Environmental assessment	Yes / No
		b)　Change Management approach and plan	Yes / No
		c)　Communication plan	Yes / No
		d)　Stakeholder matrix	Yes / No
		e)　Change impact assessment and report	Yes / No
		f)　Pre-Go live readiness assessment and checklist	Yes / No
		Will any jobs within the client organisation be affected or changed by this implementation?	Yes / No
		Please indicate the number of users that will be impacted.	
		Where are the users who are impacted by the implementation situated?	
		Please provide the number of offices and the location of these offices.	
IMP002	Data Management	Please confirm the following data requirements for the implementation:	
		Do you have any legacy system data that must be imported into the new system? If "Yes", please list the systems:	Yes / No
		Are there any additional data required to ensure that the system is operational? If "Yes", please list the systems:	Yes / No
		Are there any interfaces required with other systems? If "Yes", please list the systems:	Yes / No
		Is there a requirement for any new master data to be defined / imported? If "Yes", please list the data such as categories, codes, structures, workflow, etc.	Yes/ No
IMP002	Data Management	Please confirm the following data requirements for the implementation:	
		Do you have any legacy system data that must be imported into the new system? If "Yes", please list the systems:	Yes / No
		Are there any additional data required to ensure that the system is operational? If "Yes", please list the systems:	Yes / No
		Are there any interfaces required with other systems? If "Yes", please list the systems:	Yes / No
		Is there a requirement for any new master data to be defined / imported? If "Yes", please list the data such as categories, codes, structures, workflow, etc.	Yes/ No
IMP003	Business Process Management	To what extent will the current business processes and workflows within your organisation be impacted?	No impact Small impact Medium impact Large impact

		Is a mapping between 'as-is' and 'to be' required?	Yes / No
		Will it be necessary to train the employees on the new business process?	Yes / No
		Do you require an assessment on any legislative impacts that may result due to the implementation?	Yes / No
IMP004	Technology Management	Will the implementation impact on other client technology components for the client, e.g. servers, desktops, network?	Yes / No
		If "Yes", do you need SITA to do a Technology Readiness Assessment?	Yes / No
		If "Yes", please list the affected sites and the expected number of users per site.	
IMP005	Support Requirements	Please confirm if you need stabilisation support (mostly on-site support to users as part of the initial implementation project, to iron out any final problems and to support users in the initial usage of the system, before the implementation project comes to an end (usually for a short period of about two months).	Yes / No

11.2   Functional Application Support

Functional Application Support (FAS) is the support rendered to clients after the implementation of the solution. The support is rendered on calls logged on the SITA call logging system, and is managed via an SLA between SITA and the client.

Table 26: Functional Application Support Requirements

FASR No.	Requirement	Description	Response
FASR001	Post Implementation Functional Application (FAS) Support	Will FAS be required post-implementation? If "Yes", please indicate the following:	Yes / No
		(a) If support is required across multiple provinces/locations, please list the locations:	
FASR002	Provincial Support	If support is required at the provinces and will each province be responsible for their own support costs or will it be a covered on a National SLA?	
		Please indicate the estimated number of system users per location that must be supported	
FASR003	Standby and Overtime Hours	Are there any support services required for after working hours? Note working hours are between 08h00 to 16h30, after hours is any work done after 16h30 Any support beyond SITA's normal working hours (08h00 - 16h30) for the application must be indicated as there will be a standby allowance of R200 per day per resource that will be included in the SLA pricing. Should there be any actual work done after hours such as testing of the system due to enhancements, or any emergency technical issues that must be fixed after hours, it will incur overtime costs to the client. The actual amount as per the overtime hours worked, the client will be invoiced additionally for those hours	Yes / No
FASR004	Help Desk	Please indicate if you would require a Help Desk facility for call logging, or if you would use you own in-house Help Desk:	
FASR005	Ad-hoc or on the job training	Will the department use super users to conduct ad-hoc/on the job training to users/new staff or is it expected of the FAS Team to do so? The client will be billed for travel and S&T.	

11.3 Application Training

Application Training provides an end-to-end training service to both the client administrators and end-usersof a system, as well as the training of trainers. The application training service offerings are listed within table
9. Indicate the training requirements in the Response column.

Table 27: Application Training Requirements

ATR No.	Requirement	Description	Response
TRR001	Course design specification	This document provides the specifications for the training material development and training delivery approach as per the training requirement. This is a standard document required to be compiled for any training request.	Yes
TRR002	Online help for front-end users	A "How To" guide on how to perform the required transactions on the front-end (citizen-facing) part of the application. It can be accessed from the application home/landing page. This is especially useful for e-Services applications.	Yes / No
	User guide for front-end users	A PDF version of the online help, which can be downloaded and printed if required. This is especially useful for e-Services applications and can also be used for training purposes.	Yes / No
TRR003	Online help for back-end users	A "How To" guide for Departmental officials on how to perform the required transactions on the back-end part of an application. It can be accessed from the application home/landing page.	Yes / No
	User guide for back-end users	A PDF version of the online help, which can be downloaded and printed if required. It can also be used for training purposes in conjunction with a facilitator guide (if required).	Yes / No
TRR004	Training manual	The manual consists of a course outline/overview and learning units with learning outcomes, usually according to the main menu of the application. It is a more formal manual than a user guide, but contains the same information in terms of the process steps of the functions. It is especially useful when a train-the-trainer approach is followed, used in conjunction with a facilitator guide (if required).	Yes / No
TRR005	Facilitator guide	The guide will be provided to the trainers when a train-the-trainer approach is followed, if required. It provides information and guidelines in terms of pre- and post-course preparation, as well as training delivery (learning outcomes, course programme, etc.). It can be used in conjunction with a training manual or user guide.	Yes / No
TRR006	Assessment guide	This document will be compiled if the users must be assessed at the end of the training. It includes the assessment approach, assessment guidelines, formative exercises and question paper for the summative assessment at the end of the training.	Yes / No
TRR007	Pilot training	A pilot training session is conducted prior to the training delivery to evaluate the training material and training methods. The feedback and recommendations from the role players will be discussed, consolidated and applied to the respective training documents. If "Yes", please indicate the following:	Yes / No
		Must the training be classroom-based? If "Yes", please specify the venue.	Yes / No

		Must the training be presented online? If "Yes", please specify the platform:
		  a) MS Teams
		  b) Jitsi
		  c) Skype.
			Yes / No
			
			Yes / No
			Yes / No
			Yes / No

		Must it be a full simulation of the training?	Yes / No
		Must it be an abridged version of the training?	Yes / No
TRR008	Training of trainers	SITA will train trainers as identified by the client, who will in turn train the other end-users. If "Yes", please indicate the following:	Yes / No
		(a) Must the training be presented at a SITA venue? NOTE:	Yes / No

ATR No.	Requirement	Description	Response
		i. SITA does not have training venues in all provinces. ii. The maximum number of delegates per session will be determined by the social distancing protocol applicable at the time. iii. The use of personal protective equipment will be adhered to.	
		(b) If "Yes", please indicate whether catering services are required at the SITA venue. This will be provided if possible, depending on the lockdown regulations at the time.	Yes / No
		(c) Must the training be presented at a client venue? If "Yes", please specify the location(s).	Yes / No
		(d) Must the training be presented online? A maximum of 15 delegates can be accommodated to keep the group manageable during training. If "Yes", please specify the platform: i. MS Teams ii. Jitsi iii. Skype.	Yes / No Yes / No Yes / No Yes / No
		(e) How many trainers must be trained?	
		(f) Must the trainers write an assessment?	Yes / No
		(g) Are training certificates required?	Yes / No
TRR009	Training of end-users	The end-users will be trained by SITA. If "Yes", please indicate the following:	Yes / No
		(a) Must the training be presented at the SITA Centurion training centre? NOTE: i. SITA does not have training venues in all the provinces. ii. The maximum number of delegates per session will be determined by the social distancing protocol applicable at the time. iii. The use of personal protective equipment will be adhered to.	Yes / No
		(b) If "Yes", please indicate whether catering services are required at the SITA venue. This will be provided if possible, depending on the lockdown regulations at the time.	Yes / No
		(c) Must the training be presented at a client venue? If "Yes", please specify the location(s).	Yes / No

ATR No.	Requirement	Description	Response
		(d) If the training venues are decentralised, please specify the number of end-users to be trained at each location.	
		(e) Must the training be presented online? A maximum of 15 delegates can be accommodated to keep the group manageable during training. If "Yes", please specify the platform:	Yes / No
		i. MS Teams	Yes / No
		ii. Jitsi	Yes / No Yes / No
		iii. Skype.	
		(f) How many end-users must be trained?	
		(g) Must the end-users write an assessment?	Yes / No
		(h) Are training certificates required for the end-users?	Yes / No
TRR010	Any additional training requirements or information		

12. Exclusions

The following will be excluded from the provisioning of goods and/or services regarding this request:

a) Data migration.
b) Existing Department hardware and/or software updates/upgrades.
c) The Department end-user equipment procurement, upgrade or replacement.
d) Bandwidth expansion or improvement and/or connectivity of end-users.
e) End-user software i.e. browsers and other office applications.
f) Any software licences which are optional or not specified.
g) Any subscription services not specified.
h) Mobile voice and data connectivity facilities.
i) Additional network points for end users.

13. Risks / Dependencies

There are several forseeable risks involved in the provisioning and/or operation of the required solution. Such perceived risks should be addressed during the analysis, selection and implementation of the required solution to ensure sovereignty of parliament and the South African citizens as a result.

The following risks have been identified at this early stage and does not serve as an exhaustive list of risks:

a) Protection of information of client.
b) Authentication and verification of Departmental users.
c) Scalability of the solution to accommodate all required functionality that may be constrained by the hosting infrastructure, network capacity and the solution.
d) Sufficient skilled resources availability to maintain, sustain and support both the solution and the meetings when in session.
e) Availability of required functionality as per this URS.

14. Sample figure and caption

Figure 10: Sample figure caption

15. Sample table and caption

Table 28 : Sample table caption

Column heading	Column Heading	Column heading

Annex A :Abbreviations and Definitions

A.1   Abbreviations

A.2   Definitions

Term	Definition
Term1	Definition 1
Term 2	Definition 2

Annex B :Sample Annex heading

B.1   Annex heading level 1

B.1.1   Annex heading level 2

KZN Config/DRM Metadata

Internal approval

I, the undersigned, certify that the above document conforms to SITA quality directives.

Author: <designation and full name>	Date

Not Applicable	2021-11-24
Quality Assurance Specialist: KZN Config Document and RecordManagement Office (KZN Config): Vinesh Lachman (Digitally signed)	Date

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