



OUR REF RFQ 201880
ENQUIRIES Lekgolo Lebepe
TELEPHONE 012 428 6157
DATE 26 May 2026

RFQ 201880: APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE JDE FUNCTIONAL SUPPORT SERVICES AS AND WHEN NEEDED FOR THE PERIOD OF 6 MONTHS.

Dear Bidder

The South African Bureau of Standards (SABS) hereby invites suitably qualified suppliers to provide JDE functional support services to the finance division and the organization at large as and when needed for the period of 6 months for SABS group.

The details of the service to be provided are provided below.

Please note the following:

- Scope of services specified on page 3
- Closing date specified on page 6
- SABS Procurement terms and conditions (accessed on the sabs website)
- **Bidders must submit the following documents with the quotations:**
 - National Treasury Central Supplier Database (CSD) registration report
 - A valid copy of BBBEE certificate/ Sworn Affidavit (to claim specific goals)
 - SBD 4 Bidders Disclosure Form
 - SBD 6.1 Preference points claim form in terms of the Preferential Procurement Regulation 2022

SOUTH AFRICAN BUREAU OF STANDARDS – Established in terms of Section 2 of the Standards Act, 1945, as amended

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1. Background

The SABS is a statutory body established in term of Standards Act, 1945 (Act No. 24 of 1945) and continues to operate in terms of the Standards Act, 2008 (Act No. 8 of 2008) as the national standardization institution in South Africa, mandated to:

- develop, promote and maintain South African National Standards;
- promote quality in connection with commodities; and
- render conformity assessment services and matters connected therewith.

2. Request for Quotation (RFQ)

This RFQ serves as an invitation to submit a quotation to **provide JDE functional support services to the Finance Division and the organization at large as and when needed for the period of 6 months for SABS group** subject to General Conditions of the Contract (GCC).

The Bidder is requested to supply its quotation, in writing, by the date specified. Should the Bidder require any clarification, the clarification should be submitted by e-mail to the Procurement Specialist identified in this document.

By submitting a quotation in response to this RFQ or participating in this RFQ process, the Bidder accepts that it is subject to and bound by all the terms and conditions contained in this RFQ document.

3. Confidentiality

This document may not be used for any purpose by the Bidder other than for developing their response to it, and all reasonable efforts must be taken by the Bidder to ensure confidentiality of any information provided. This document and any other information of a confidential nature provided to the Bidder during the course of RFQ process are and will be covered by the non-disclosure agreement to be signed between the SABS and the Bidder.

4. No Contract

Bidders shall note that this RFQ does not commit the SABS to any course of action resulting from the receipt of quotations and the SABS may, at its discretion reject any submission which does not conform to instructions and specifications which are contained herein or select a Bidder based upon its own unique set of criteria. The SABS also reserves the right not to select a bidder.

Nothing in this document shall be construed as a contract between the SABS and the Bidder, and no communication, whether verbal or written, by the SABS personnel or agents during the course of this process shall create such a contract in respect of the requirements specified in this RFQ.

5. No Obligation to Proceed

The SABS reserves the right to discontinue the RFQ evaluation process at any time and will not be responsible for any losses incurred by the Bidder as a result of discontinuance of the RFQ process

6. Validity of Proposals

The Bidder's quotation shall remain valid for a period of one hundred and twenty (120) days from the closing date. The SABS may at any time prior to the expiry of the bid validity period, extend the above validity period by sixty (60) days by written notice to the Bidders. In that event, the SABS will not require any consent from the Bidders, and bidders will not be required or permitted to amend any of their quotations.

The SABS retains the right, but is under no obligation, to request Bidders to extend the validity periods of their quotations, prior to expiry thereof, if it has already invoked the extension referred to above and it is in the SABS' interest to further extend the bid validity period. Such a request shall be in writing. The Bidder is not obliged to extend the validity period. Also, bidders will not be required or permitted to amend any of their quotations.

7. Scope of Work

The SABS Finance seeks JD Edwards (JDE) functional support services from a suitably qualified service provider for a 6-month period, including:

- JD Edwards version 8.12 functional support and maintenance
- JD Edwards Integration Services
- Application upgrade support and related activities
- 80 hours of functional support per month, as and when needed and paid when incurred. Unutilised monthly hours will be carried forward for future use throughout the contract period.

This service covers functional support only. Technical maintenance and development of JDE are managed separately by ICT.

Implemented JDE Modules include the following, however additional module(s) may be implemented when the need arise. The service provider may be required to assist with implementation of new module(s).

- Accounts Payable
- Accounts Receivable
- General Ledger
- Fixed Asset Accounting and Management
- Budgeting and financial management
- Work order management
- Sales order management
- Expense management
- Inventory management
- Procurement and purchase order management
- BI publisher
- Job costing
- Capital asset management
- Audit planning

Integration Services

Required to provide support and maintenance of the applications integration services on an ongoing basis. Where required, provide functional support for the development of new or enhanced integration methods. Other systems that integrate with JDE are as follows:

- Transform
- CRS
- LIMS
- Webstore
- SharePoint
- AS25

Application Upgrade Related Activities

JDE Tools upgrades will be required from time to time as they are made available by the software manufacturer. The bidder may be required to assist with functional support activities relating to the tools upgrade where applicable.

Service Levels and Support Requirements

The bidder is required to provide ongoing support services in line with defined Service Level Agreements (SLAs). The proposed solution must include adherence to the following standard turnaround times, based on incident priority classification:

a. Incident Priority and SLA Expectations

P1 – Critical (System Down)

Business operations are at a complete standstill, requiring immediate attention.

- Response Time: Within 15 – 30 minutes
- Resolution / Workaround Time: Within 2 – 4 hours

P2 – High (Major Impairment)

Critical system functionalities are unavailable; however, the system remains partially operational.

- Response Time: Within 1 – 2 hours
- Resolution Time: Within 4 – 8 hours

P3 – Moderate (Minor Impairment)

Non-essential functions are impacted, and workarounds are available.

- Response Time: Within 4 – 8 hours
- Resolution Time: Within 24 – 48 hours (1–2 business days)

P4 – Low (Task Request / General Query)

Includes general queries, reporting enhancements, user provisioning, and minor configuration changes.

- Response Time: Within 8 business hours (same business day)
- Resolution Time: Within 3 – 5 business days

b. Additional Requirements

- Bidders must clearly indicate their ability to meet or exceed the above SLA targets.
- Any deviations from these SLAs must be explicitly stated in the proposal.
- Escalation procedures, support hours, and communication channels must be defined.
- Service performance will be monitored and may be subject to periodic review.

Mandatory Requirements

The Service Provider should provide the following services:

- The suppliers must supply the relevant reseller's/partner's accreditation documentation.

Functionality Evaluation

	Functionality Evaluation Criterion	Sub-criteria	Weight
	Functionality will be measured on a scale of 1- 5: 1 = poor; 2 = Average; 3 = Good; 4 = Very Good; 5 = Excellent		
1	Proof as resellers / partners		
	The bidder must submit the proof of JD Edwards resellers/partners as per the requirement:		10%
	No	0	
	Yes	5	
2	Experience of the proposed resource(s)		
	The bidder must submit a minimum of three detailed CVs of suitably qualified and experienced team who has implemented and supported JD Edwards system, has relevant qualifications (BCom Informatics or IT related degree), at least 5 years' JDE functional support experience, and accreditation in the area.		30%
	No CV or CV with no relevant experience and/or years	0	
	One CV with relevant experience and years	1	
	Two CVs with relevant experience and years	2	
	Three CVs with relevant experience and years	3	
	Four CVs with relevant experience and years	4	
	Five CVs with relevant experience and years	5	
3	Service Levels and Support Requirements		
	The bidder must indicate their ability to adhere to SABS service level and support turnaround times, clearly defining escalation procedures, support hours, and communication channels. Bidders are required to provide evidence demonstrating their track record in meeting similar SLAs, including documented performance reports, client references, or examples of service delivery outcomes.		30%
	No service level and support turnaround times indicated	0	
	Bidder does not meet SABS response and resolution times for all the priority levels.	1	
	Bidder does not meet SABS response and resolution times for some of the priority levels.	2	
	Bidder meets SABS response and resolution times across all priority levels.	3	
	Bidder exceeds SABS response and resolution times across all priority levels	4	

Functionality Evaluation Criterion	Sub-criteria	Weight
Bidder exceeds SABS response and resolution times across all priority levels and escalation procedures, support hours, and communication channels are clearly defined	5	
4 Reference Letters		
The bidders to provide minimum of three reference letters (not older than five years) from clients where implementation and functional support of JD Edwards has been implemented. The reference letters must include the following: <ul style="list-style-type: none"> • Duration of the contract • Value of the contract • Description of the services provided for the client • Signature of the client on the letters 		30%
No relevant Reference Letters	0	
One Reference Letters	1	
Two Reference Letters	2	
Three Reference Letters	3	
Four Reference Letters	4	
Five Reference Letters	5	
TOTAL (Minimum Threshold =75%)		100%

8. Timelines

MILESTONES	DATE AND E-MAIL ADDRESS
Closing Date and Time No late submissions will be accepted.	01 June 2026 at 11:00 am
Method of submission Only.	Responses should be submitted via email only elvis.lebepe@sabs.co.za It is the Bidder's responsibility to ensure that the quotation is received on time by SABS.

9. Preference Points

Only Bidders who meet the specified requirements will be evaluated further on 80/20 preference points system of 2022. (Pricing and Specific Goal)

10. Quotation

The quotation should but not limited to the following:

- Rate per person
- Transportation cost (If applicable)
- Disbursement

- Fixed price, where foreign currencies are involved, bidders should make provision for forward cover.

11. Contact information

All enquiries regarding this RFQ must be e-mailed/directed to elvis.lebepe@sabs.co.za and 012 428 6157. Bidders must not contact any other SABS' personnel regarding this RFQ, as it may lead to the Bidder's disqualification. Also note that any canvassing by Bidders/Suppliers regarding this RFQ will result in disqualification.

12. Advance payment

The SABS will not make an upfront or advance payment to a successful Bidder. Payment will only be made in accordance to the delivery of service or goods that will be agreed upon by the SABS and the successful Bidder.

13. Responsibility for costs

Under no circumstances shall the SABS be responsible for any of the Bidder's costs associated with the preparation and/or submission of its quotation, including any costs incurred by the Bidder prior to the signature, by both parties, of an agreement resulting from a successful bid.

14. Bidder's contractual terms

The SABS will not be bound by any legal or contractual terms as may be included in the Bidder's quotation, in response to this RFQ.

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 interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 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

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 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.

2.3 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? **YES/NO**

2.3.1 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 consortium² 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.
- 3.4 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.
- 3.5 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.
- 3.6 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 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.

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.

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 PFMA SCM INSTRUCTION 03 OF 2022/22 ON PREVENTING AND COMBATING ABUSE IN THE
SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

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:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- 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 **80/20** preference point system.

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	80
SPECIFIC GOALS	20

- 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.
- 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. FORMULAE 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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE 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:

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

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.

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.)

Specific Goal	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 allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Persons historically disadvantaged on the basis of race	100% black ownership		10		
	75% - 99% black ownership		8		
	60% - 74% black ownership		6		
	51% - 59% black ownership		4		
	0% - 25% black ownership		2		
	0% black ownership		0		
Persons historically disadvantaged on the basis of gender	100% black women ownership		6		
	51% - 99% black women ownership		4		
	30% - 50% black women ownership		2		
	0% black women ownership		0		

Persons historically disadvantaged on the basis of disability	100% owned by persons living with disabilities		4		
	51% - 99% owned by persons living with disabilities		2		
	0% - 50% owned by persons living with disabilities		0		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company.....

4.5. registration number:

4.6. 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]

4.7. 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.

..... SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

