

BROADBAND INFRACO SOC LTD

REQUEST FOR QUOTATION:

**SOURCING OF THE SERVICE PROVIDER FOR SAGE PASTEL MAINTENANCE/ SUPPORT
FOR 24 MONTHS**

RFQ NUMBER:	11874
RFQ ISSUE DATE:	05 June 2025
RFQ CLOSING DATE:	13 June 2025 @ 12:00
RFQ VALIDITY PERIOD:	60 days (COMMENCING FROM THE RFQ CLOSING DATE).
A FULL DESCRIPTION OF GOODS/SERVICES REQUIRED:	Broadband Infraco requires the services of an external service provider to offer support and maintenance on the SAGE system for a period of 24 months.
RESPONSES TO THIS RFQ SHOULD BE FORWARDED TO:	Supply Chain Management – Commercial Department Email: Quotations@infraco.co.za
ENQUIRY: SHOULD BE FORWARDED TO:	Khanyi Mananga on the email: Khanyisile.Mananga@infraco.co.za

Bidders must acknowledge receipt of this RFQ on the above contact details.

Annexure A

BIDDER:
REGISTRATION NUMBER:
ADDRESS:
CONTACT PERSON:
TEL:
FAX:
E-MAIL ADDRESS:

TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ).

1. Broadband Infraco standard conditions of purchase shall apply.
2. No services must be rendered, or goods delivered before an official Broadband Infraco Purchase Order form has been received.
3. Late and incomplete submissions will not be accepted.
4. Any bidder who has reasons to believe that the RFQ specification is based on a specific brand must inform Broadband Infraco before the RFQ closing date.
5. Where applicable, Work will be carried out in terms of the OHSA and regulations and therefore it is important for the bidders to include OHSA compliance costs (i.e., safety file for the recommended bidder will be approved by Broadband Infraco).
6. Bidder is required to submit copy of Tax Clearance Certificate and verification information (PIN) to be used by Broadband Infraco to validate the copy on the SARS website for all price quotations exceeding the value of R30 000 (VAT included). Failure to submit the copy of valid Tax Clearance Certificate and verification information will result in the invalidation of this RFQ. It is the responsibility of the bidder to ensure that Broadband Infraco is in possession of the bidder's valid Tax Clearance certificate.
7. The onus is on the bidder to ensure that Broadband Infraco receives a valid Tax Certificate as soon as the validity of the said certificate expires.
8. Bidders must attach a valid B-BBEE certificate, correct affidavit or valid exemption letters with the bid. Copies must be certified.
9. Bidders must submit the full CSD report.
10. Bidders are required to complete **PART A** for all price quotations exceeding the value of R30 000 (VAT included).
11. This RFQ will be evaluated in terms of Price and Specific Goals system and points shall be awarded accordingly.
12. All prices must be quoted in South African Rand (ZAR) and the foreign currency amount applicable must be stated. The bidder must indicate clearly which portion of the quoted price is linked to the exchange rate. The cost of installation, delivery, and other charges must be included in the total price quoted.
13. It is within Broadband Infraco's prerogative to award this bid in part/s or whole to one or more than one service provider based on the pricing and other technical consideration within the ambits of the law.

- 14. Broadband Infracore will only commence payment processes after fulfilment of the conditions contained in the contract and/ or on receipt of an invoice from the service provider and after such has been approved by the client division as representing the services received.
- 15. Payment of invoices will be effected on the last day of the calendar month following the calendar month of receipt of a correct and original invoice
- 16. Bidders who submitted information that is fraudulent, factually untrue or inaccurate, for example memberships that do not exist, BEE credentials, experience, etc will be disqualified.
- 17. Bidders will be disqualified if there are listed on prohibited register of bidders in National Treasury and register of tender's defaulters.

NB*, Please provide us with a detailed quotation on your company letterhead, indicating all the product specifications and indicate compliance (and any deviations) to the given specification.

DECLARATION BY BIDDER

I, the undersigned (NAME)..... certify that:

- i. I have read and understood the conditions of this RFQ.
- ii. I have supplied the required information and the information submitted as part of this RFQ is true and correct.

.....
Signature	Date

.....

Capacity

STANDARD BIDDING DOCUMENT 1 (SBD 1) - PART A: INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF BROADBAND INFRACO (SOC) LTD					
BID NUMBER:	11874	CLOSING DATE:	13 June 2025	CLOSING TIME:	12H00 NOON
DESCRIPTION	SOURCING OF THE SERVICE PROVIDER FOR SAGE PASTEL MAINTENANCE/ SUPPORT FOR A PERIOD OF 24 MONTHS				

BID RESPONSE DOCUMENTS SHALL BE SUBMITTED BY EMAIL to: Quotations@infraco.co.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					
TAX CLEARANCE PIN NUMBER					
		TCS PIN:		OR	CSD No:
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]		<input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT <input type="checkbox"/> Yes <input type="checkbox"/> No	
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?					
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX		<input type="checkbox"/> AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) <input type="checkbox"/> A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS) <input type="checkbox"/> A REGISTERED AUDITOR NAME:			
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMEs& QSEs) SHALL BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	
				<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ANSWER PART B:3 BELOW]	
SIGNATURE OF BIDDER			DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)					

PART B: TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.1.	BIDS SHALL BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	ALL BIDS SHALL BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR ONLINE
1.3.	BIDDERS SHALL REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE SHALL BE SUBMITTED TO BIDDING INSTITUTION.
1.4.	WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE SHALL BE SUBMITTED TO BIDDING INSTITUTION.
1.5.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.
2. TAX COMPLIANCE REQUIREMENTS	
2.1	BIDDERS SHALL 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 VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY SHALL SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.
2.6	WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER AND PROOF SHALL BE PROVIDED.
3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
3.1.	IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.2.	DOES THE BIDDER HAVE A BRANCH IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.3.	DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.4.	DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
<p>IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.</p>	

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SBD 4

STANDARD BIDDING DOCUMENT (SBD) 4 - DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire Shall be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:

2.2 Identity Number:

2.3 Position occupied in the Company (director, trustee, shareholder², member):

.....

2.4 Registration number of company, enterprise, close corporation, partnership agreement or trust:

.....

2.5 Tax Reference Number:

2.6 VAT Registration Number:

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / PERSAL numbers Shall be indicated in paragraph 3 below.

¹"State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;

- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

²"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

.....

Name of person / director / trustee / shareholder/ member:

.....

Name of state institution at which you or the person connected to the bidder is employed:

.....

Position occupied in the state institution:

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES / NO**

2.7.2.1 If yes, did you attach proof of such authority to the bid document? **YES / NO**

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....

.....

.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct **YES / NO**

business with the state in the previous twelve months?

2.8.1 If so, furnish particulars:

.....
.....
.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid?

YES / NO

2.9.1 If so, furnish particulars.

.....
.....
.....

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid?

YES/NO

2.10.1 If so, furnish particulars.

.....
.....
.....

2.11 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract?

YES/NO

2.11.1 If so, furnish particulars:

.....
.....
.....
.....
.....
.....

3. Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Income Tax Reference Number	State Employee Number / Persal Number

NB: Bidders can also attach shareholder certificates instead of completing the above.

4 DECLARATIONS

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME 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 bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B- BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to this bid:

- the 80/20 system for requirements with a Rand value of above R50 000 000 (all applicable taxes included); and

1.2

- a) The value of this bid is estimated to exceed R50 000 000 (all applicable taxes included) and therefore the80/20..... preference point system shall be applicable.

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) Specific Goals

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim regarding preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) “B-BBEE” means broad-based black economic empowerment as defined in section 1 of

the Broad-Based Black Economic Empowerment Act.

- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act.
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposal.
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003)
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad- Based Black Economic Empowerment Act.
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts.
- (h) **“Proof of B-BBEE status level of contributor”** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person.
 - 2) An affidavit as prescribed by the B-BBEE Codes of Good Practice.
 - 3) Any other requirement prescribed in terms of the B-BBEE Act.
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act.
- (j) **“Rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes.

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis.

$$\text{80/20} \\ = \left(+ \frac{\quad}{\quad} \right)$$

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:

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 80/20 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 80/20 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 80/20 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 80/20 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: 80/20 preference point system is applicable, corresponding points are indicated below.

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 (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the bidder)
Black Owned Entities	6	
Black Woman Owned	4	
Youth Owned Entity	4	
People Living with Disability	3	
Military Veterans	3	

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 20 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:
.....

SCOPE OF WORK

RFQ: 11874:

SOURCING OF A SERVICE PROVIDER THAT WILL PROVIDE SAGE PASTEL MAINTENANCE/ SUPPORT

1. BACKGROUND INFORMATION

SAGE Evolution is an ERP (Enterprise Resource Planning) software system that gives BBI the ability to control financial records and data as well as modules that ties different business relationships within the organization such as Finance, Procurement, Sales and others to one cohesive system.

The comprehensive range of features and functionality of Sage Evolution ERP software system package, complemented with several add-on modules, such as accounts management, procurement management and more provides scalable, flexible, and robust financial management for the growing of BBI business.

Broadband Infraco SOC started utilising SAGE South Africa (Pty) Ltd on 01 April 2009 utilising SAGE Pastel system, at the time of implementation the system was assigned to a reseller to implement the system. In addition, AMS360 was taken on in 2024, to manage fixed assets, which integrates with SAGE evolution.

2. MOTIVATION

Broadband Infraco requires the services of an external service provider to offer support and maintenance for the SAGE system. This allows the company to effectively escalate any Sage Evolution-related query that can't be resolved inhouse to the appointed service provider. Broadband Infraco personnel will offer 1st and 2nd level support, and the appointed supplier will offer 3rd and 4th level support. BBI's finance division continues to utilise SAGE Pastel Evolution as its core financial system, and AMS360 to manage fixed assets.

3. BENEFITS

Sage Evolution Accounting and all modules within the Sage Evolution range are subject to an annual renewal fee. This ERP software business model provides BBI with several important benefits including:

- System upgrades; and
- Unlimited telephonic and e-mail support.
- 3rd and 4th level support
- Training

4. DELIVERABLES

Broadband Infracore requires SAGE Evolution Support & Maintenance – From Version 11.1.6.0 and AMS 360:

- Unlimited telephonic, email and remote support,
- Weekly onsite consultation or more if required,
- System analysis and improvement suggestions,
- Module reconfiguration as and when required,
- Upgrade the Sage Evolution module as it becomes available,
- Scoping of BIC reports and enhance the existing reports,
- Perform Procurement, Sage Intelligence, Accounts Payable, Accounts Receivable, Order Entry, Annuity Billing, General Ledger and Asset Modules Support and Training
- Provide support on Fixed Assets,
- Provide support with appropriate upload templates where necessary,
- Assess the current system controls and recommend improvements,
- Integration of systems solutions if any.

Modules Registered:

- System
- User Defined
- General Ledger
- Accounts Receivable
- Accounts Payable
- Annuity Billing
- Contact Management Basic
- Inventory
- Order Entry
- Warehousing
- Fixed Assets
- SDK Connector
- Report Writer
- Contact Management Premium
- Information Alerts
- GL Master/Sub Accounts
- GL Segmented Accounts
- Bank Manager 2

- Segmented Inventory
- SIC Standard
- SIC Advanced
- Procurement
- SIC Report Designer
- Audit Tool
- Delivery Management
- Mobility
- Inventory Optimisation
- Internal Registration Key
- AMS360

5. BID EVALUATION METHODOLOGY

The Evaluation will be done in three (3) stages, as follows:

5.1 STAGE 1: ADMINISTRATIVE COMPLIANCE

The verification during this phase is to assess the bid responses for purposes of verifying compliance with RFQ requirements, whereby a bidder may be disqualified if they do not fully comply with requirements as stipulated below:

- Submission of fully completed SBD1 (Invitation to Bid),
- Submission of a quotation on the company letterhead,
- Submission of fully completed SBD 4 (Bidder's disclosure),
- Submission of fully completed SBD 6.1
- Recent CSD Report
- Valid Tax Pin or Certificate
- Certified copy of BBBEE or Sworn Affidavit

5.2 STAGE 2 – FUNCTIONALITY CRITERIA

The following criteria will be used for evaluating all price quotations/proposal that met the pre-qualification of which a score of a minimum of **(70 points)** for functionality to qualify for further evaluation.

No.	Evaluation Criteria	Weight
1.	Proof of partnership/vendor and training with SAGE Evolution (Pastel)	10
2.	Proof of prior experience with integration of AMS360 with SAGE Evolution	10
3	Methodology on case management – service provider should show methodology on how cases are managed from logging of a ticket, to ticket closing and resolution, as well as turn around times.	30

4.	5 Key Personnel <ul style="list-style-type: none"> i. Consultant - Revenue Management Technical Support ii. Consultant - Budget and Reporting Technical Support iii. Consultant - Supply Chain Management Technical Support iv. Consultant - Asset Management Technical Support and AMS 360 Support v. Consultant - Expenditure Management Technical Support CVs of personnel who will be directly involved in providing the services together with proof of their competency in implementing Sage Evolution ERP system (Pastel) and interfacing modules.	25
5.	References from five (5) contactable clients where you have conducted Sage Evolution (Pastel) maintenance and support services in the last five (5) years. (Organs of State will be an advantage.	25
Total Points		100

*Note: A bidder/s that scores less than **70 points out of 100** in respect of functionality will be regarded as submitting a non-responsive bid and will be disqualified.*

5.3 STAGE 3 – PRICE AND SPECIFIC GOALS EVALUATION

Bidders will be evaluated on price and specific goals using the 80/20 preference point system as per the table below.

PRICE AND SPECIFIC GOALS

The average rate price for each services costed will be utilized to determine the bid price. The evaluation for Price and Specific Goal shall be based on the 80/20 PPPFA Principle and the points for evaluation criteria are as follows:

CRITERIA	WEIGHTING/ POINTS
Price	80
Specific Goals	20
Total	100

NB: Price and specific goals points will be calculated as described in the Preferential Procurement Regulations of 2022. SBD 6.1 form must be used to claim points for specific goals for the company.

6. PRICING SCHEDULE

Service	Contract monthly hours required on all modules	Contract hours required on all modules over 24 months	Unit Price	Total Price
Sage	32	768		
AMS 360	8	192		
Disbursements				
Total Excl. VAT				
VAT @ 15%				
Total Incl. VAT				

NB: The rate should not include travelling costs - details of how such costs will be billed should be provided separately. Kindly clearly indicate a price breakdown of the rates.

MONTHLY PRICING

Deliverable	Hours per Month (estimated)	Price incl. VAT Rate Year 1	Price incl. VAT Rate Year 2
Configuration and Maintenance (Including the training of system users)	Fixed fee		
Support (Including the training of system users)			

ANNUAL PRICING

DESCRIPTION	YEAR 1	YEAR 2
MAINTENANCE		
Configuration and Maintenance (Including the training of system users) – FIXED FEE INCL. VAT	R	R
ESTIMATED MINIMUM NO. OF HOURS PER YEAR		
1) SUBTOTAL (= Year 1 & Year 2)	R	R

SUPPORT		
RATE PER MONTH INCL. VAT	R	R
MONTHS REQUIRED	X 12 months	X 12 months
2) SUBTOTAL (= Year 1 & Year 2)	R	
NET COST = SUBTOTAL 1 + SUBTOTAL 2	R	

PRICES MUST BE FIXED FOR THE DURATION OF THE CONTRACT; NO OTHER FEES WILL BE ENTERTAINED OTHER THAN THOSE THAT ARE DECLARED ABOVE.


.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

Reviewed by: Terence Manzini

Signature 

Date: 05/06/2025