

# **THE NATIONAL CREDIT REGULATOR**

**MAY 2023**

**TERMS OF REFERENCE FOR PROVISION OF  
MAINTENANCE, SUPPORT AND PROVISION OF  
LICENCE UPDATES FOR THE SAGE 300 PEOPLE  
SYSTEM.**

**RFP NUMBER: NCR 852.05.2023**

**DUE DATE: 20 JUNE 2023 AT 11H00  
SHARP CAT  
HAND DELIVERY TO NCR OFFICES**

## **SECTION 1**

### **GENERAL TERMS OF CONDITIONS**

#### **1. General Information for Bidders**

The National Credit Regulator (NCR) was established in terms of Section 12 (1) of the National Credit Act (Act 34 of 2005) and came into being on 1 June 2006.

The NCR will determine which bidding organisation ("bid participant"), if any, is appointed in response to this request for submission as stipulated in section 2 of this document.

##### **1.1. General Terms**

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2017 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (see Section 4 below and Annexure B.1). Please read this document carefully prior to submitting your proposal.

##### **1.2. The Proposal Format**

###### **1.2.1. Economy of proposal preparation**

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant's ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to, and provided for, in a file of Annexures.

###### **1.2.2. Validity of proposals**

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids. Refer to the quarters in the terms of reference (TOR).

###### **1.2.3. Number of proposals**

Each bid participant must provide **three (3) hard copies and 1 CD/Stick** of their entire

proposal, including all the documentation referred to in 4 below, in the format specified in that section. All submitted proposals will become the property of the NCR, and will not be returned. Receipt of all proposals will be recorded in a register at the point of receipt. One copy of the proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

## **2. Submission of proposals**

- 2.1.** Proposals must reach the offices of the NCR before **11:00 on 20 JUNE 2023, @11H00am** and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside:

**(a) RFP No: NCR 852.05.2023**

**(b) TERMS OF REFERENCE FOR PROVISION OF MAINTENANCE, SUPPORT AND PROVISION OF LICENCE UPDATES FOR THE SAGE 300 PEOPLE SYSTEM AT THE NCR**

**(c) CLOSING DATE: 20 JUNE 2023 AT 11H00 SHARP**

- 2.2.** Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15<sup>th</sup> Road, Randjiespark, Halfway House, Midrand. The tender box will only be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).
- 2.3.** Please note that this RFP closes punctually at 11h00 on **20 JUNE 2023**. No late submissions will be considered under any circumstances.
- 2.4.** All the documentation referred to in Section 4 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.
- 2.5.** If responses are not delivered as stipulated in this Section 2.1, such responses will be considered “late”, and will not be considered for evaluation.
- 2.6.** The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 2.7.** Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 2.8.** The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 2.9.** Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.

- 2.10.** After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

### 3. Timetable

Date	Activity
<b>29/05/2023</b>	Advertisement of the RFP
<b>20/06/2023</b>	Closing date @ 11h00
<b>21/06/2023</b>	Preliminary evaluation
<b>23/06/2023</b>	Evaluations by the Evaluation Committee
<b>30/06/2023</b>	Adjudication Committee meeting
<b>01/07/2023</b>	Appointment

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

### 4. Documentation to be submitted

Please Note

All of the documentation described below must be submitted, with no omissions whatsoever. Where a particular form or format of documentation is stipulated, this is the only form or format in which these documents must be submitted. Failure to adhere to these requirements may result in the rejection of the entire submission.

All of the documentation referred to below (in Parts One – Twelve) must be acknowledged and submitted. For ease of reference and to facilitate the evaluation process, you are requested to clearly mark each part of the submitted documentation as it is referred to below.

#### 4.1. Table of content

**Introductory letter** by the bidder with authorized contact person and details for this specific tender

#### 4.2. SBD 1 – should be the completed and inserted after the introductory letter

#### **One – Proposal drafted in response to Terms of Reference**

Section 2 of this document below, contains the terms of reference (TOR) for the above

mentioned tender. Bid participants are required to draft a proposal that will clearly indicate to the Evaluation Committee how they will fulfil the requirements as set out in the TOR.

Bid participants should include the following information when drafting their proposals:

- Proposals should make clear the relevant skills, experience and capacity of the participant, in respect of this particular TOR. This is an important evaluation criterion. Bid participants should ensure that their proposals focus on how they will address the requirements of this TOR, rather than on achievements.
- Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.
- Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.

#### **4.3. Two – Pricing Proposal- SEPERATE ENVELOPE**

**SBD 3.3** Pricing Schedule together with signed off detailed pricing on the company's letter head. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. Additional information may be added on a separate page if necessary.

The total price that the participant will charge to deliver services in accordance with the TOR must be clearly indicated. The pricing proposal should contain sufficient information to allow the Evaluation Committee to estimate the cost of the service, to a high degree of accuracy.

Please note that a financial proposal must be submitted in a separate sealed envelope together with your submission. The financial Proposal will be opened once all technical proposals have been evaluated. This appointment will be made in line with QBS. All prices provided must be inclusive of Value-Added Tax (VAT).

Please note that the prices contained in the pricing proposal are the only charges that may be levied if the participant's proposal is successful, unless explicitly agreed to in writing by the National Credit Regulator, and in terms of the General Conditions of Contract, no additional cost will be accepted after the bidding documents have been submitted and the tender closing date has expired. Any cost for additional parts and peripherals needed for the successful implementation of the project shall remain and form part of the bidding price.

#### **4.4. Three – General Conditions and Procedures of the NCR**

Annexure B and B1 - General Conditions and Procedures of the NCR. Bid participants must indicate clearly that they have read this document, and have no objections to being bound by its contents. In cases where any provisions of the General Conditions and Procedures

conflict with this General Information for Bidders and/or Terms of Reference, the latter will take precedence over the General Conditions of Contract.

#### 4.5. Four – Contract Form: Rendering of Services

**Annexure C** - Contract Form: Rendering of Services. This will only be completed by the successful bidder once a selection has been made by NCR. Participants do not, therefore, need to complete this form at the bidding stage but their proposals must clearly indicate that they have read this form, and have no objections to signing it as is, if selected as the successful participant.

#### 4.6. Five – Tax status

Annexure D - Please attach CSD showing Tax status

*A CSD print out must also be attached.*

#### 4.7. Six – Preference Points Claim Form

Annexure E – form SBD 6.1. Bid participants must complete Sections 8 and 9 in full. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. *## Please note that a **BBEE certificate/ sworn affidavit** must also be attached to the bid documents. None submission will result in zero scoring in this competitive bidding process*

The following pointers are key in determining the validity of a sworn affidavit:

- Name/s of deponent as they appear in the identity document and the identity number.
- Designation of the deponent as either the director, owner or member must be indicated in order to know that person is duly authorised to depose of an affidavit
- Name of enterprise as per enterprise registration documents issued by the CIPC, where applicable, and enterprise business address.
- Percentage of black ownership, black female ownership and designated group. In the case of specialised enterprises as per Statement 004, the percentage of black beneficiaries must be reflected.
- Indicate total revenue for the year under review and whether it is based on audited financial statements or management account.
- Financial year end as per the enterprise's registration documents, which was used to determine the total revenue.
- B-BBEE Status level. An enterprise can only have one status level.
- Empowering supplier status must be indicated. For QSEs, the deponent must select the basis for the empowering supplier status.
- Date deponent signed and date of Commissioner of Oath must be the same.

- Commissioner of Oath cannot be an employee or ex officio of the enterprise because, a person cannot by law, commission a sworn affidavit in which they have an interest.

#### **4.8. Seven – Declaration of Interest**

Annexure F – form SBD 4. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

#### **4.9. Eight – Declaration of past Supply Chain Management Practices**

Annexure G – form SBD 8. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

#### **4.10. Nine – Non-Disclosure Agreement**

Annexure H – Non-Disclosure Agreement. Participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is.

#### **4.11. Ten – Certificate of Independent Bid Determination**

Annexure I – Certificate of Independent Bid Determination Participants. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

#### **4.12. Eleven – SLA draft version for supplier review**

Annexure K – SLA draft version for supplier review. The participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is. If not objections should be outlined separately in a letter. NB: all the SBD documents can be downloaded from our website - <https://www.ncr.org.za/tenders-download/current-tenders>

#### **4.13. Pre-qualification Criteria**

Without limiting the generality of the NCR's other critical requirements for this Bid, bidders must submit the documents listed in **Table 1** below. All documents must be completed and signed by the duly authorised representative of the prospective bidders. During this phase, Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidders' proposals may be disqualified for non-submission of any of the documents.

**Table 1: Documents that must be submitted for Pre-qualification**

Document that must be Submitted	Guideline		Consequence of Non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status.  Proof of Registration on the Central Supplier Database  Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on BBBEE	Zero points awarded for B-BBEE
Declaration of Bidder's Past Supply Chain Management Practices – SBD 8	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Certificate of Independent Bid Determination – SBD 9	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Registration on Central Supplier Database (CSD)	Yes	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal.  Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number starting with MAAA. Submit proof of registration.	Disqualification from process
Pricing Schedule SBD 3.1	Yes	Submit full details of the pricing proposal in a separate envelope	Disqualification from process
General terms and conditions	Yes	Bidders are required to read and accept the terms as outlined	Disqualification from process



## 5. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on B-BBEE codes system, allocated as indicated in the table below:

B-BBEE status level of contributor	Number of points	Price
Total maximum points	20	80

Functionality will be evaluated in terms of Section 2 point 10

NB: FIRMS THAT MEET THE BELOW PERCENTAGE ARE ENCOURAGED TO TENDER:

KEY JOINT PERFORMANCE INDICATOR:			
INDICATOR	YES	NO	ATTACH EVIDENCE
40% owned by women			
40% owned by youth			
100% SA companies			
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			

## 6. Conflict of interest

Service providers are required to provide services that are professional, objective and impartial. Service providers must ensure that there is no conflict of interest between existing assignments, obligations and responsibilities to other clients and the services set out in the TOR. In the event of any uncertainty in this regard, full disclosure in the submitted proposal

should be considered. Non-disclosure of a conflict of interest may be grounds for termination of any contract.

## **7. Confidentiality agreement**

The successful service provider may have access to confidential data or information. The appointment of a successful bidder is subject to that bidder agreeing to the contents of, and signing, the NCR's standard Non-Disclosure Agreement.

## **8. Contact details**

This no-contact policy does not apply to any information deemed to be in the public domain, or which is readily available from organs of State, which are repositories of such information. All communications and enquiries/requests for clarification relating to this proposal should be directed to [procurement@ncr.org.za](mailto:procurement@ncr.org.za).

### **Fraud / Anti-Corruption Hotline**

**Report any incidents of wrong doing  
to the KPMG Ethics Line**

**0800 20 53 17 (Toll Free)**

## **TERMS OF REFERENCE FOR PROVISION OF MAINTENANCE, SUPPORT AND PROVISION OF LICENCE UPDATES FOR THE SAGE 300 PEOPLE SYSTEM AT THE NCR**

### **1. Background**

The National Credit Regulator (NCR) use Sage 300 People for Human Resource (HR) and Payroll business transactions processing. The NCR is licensed for 350 employees which includes the following modules:

- Payroll
- Leave Management
- Sage Intelligence Connector
- Job Management
- Personnel Management
- Performance Management
- Equity
- Skills
- Web Self Service
- Job Requisition

The Sage 300 People is hosted on-prem within the below mentioned ICT infrastructure:

- Virtual Machines (VM) on VMWare i.e.: 2 VMs one dedicated to the app and the other to the database.
- Microsoft Windows Server 2016 Standard.
- Microsoft SQL Server 2017 Enterprise.
- Internet Information Service (IIS) 10.

### **2. PURPOSE**

The purpose of these Terms of Reference (ToR's) is to get bids to appoint a Sage300 People accredited and service provider to assist the NCR with end-to-end Sage 300 People System Support and Maintenance services, including licenses' renewals for a period of **3 YEARS**.

### **3. SCOPE OF WORK**

The role of the appointed service provider is to assist the NCR with Sage 300 People annual license renewals, system (end-user and administrator) support and maintenance services through various channels i.e., remotely, on-site, email, and telephonic as per request. Sixteen (16) hours per month must be allocated to the NCR for system support and maintenance services.

The appointed service provider must ensure that the following key areas are fulfilled:

#### **3.1 System Support**

The following scope forms part of the system support service.

- Ensure efficient resolution of all calls logged by the NCR in the helpdesk system.

- Support must be attended using various channels i.e., remotely, on-site, email, and telephonic as per request by the NCR.
- Provide monthly reports of all calls logged by the NCR during the monthly Quality of Service (QoS) meetings indicating performance measures specified in section 5.0 of this ToR's.
- Escalation of system related issues and problems to appropriate authority e.g., NCR ICT Management.
- Assist with system data integrity issues i.e., accuracy, consistency, completeness, and reliability.
- System administration and configuration based on best practise recommended by Sage SA.
- Facilitate or provide user training for the NCR including refresher trainings as per request i.e., end-user, super user, and administrators.

### **3.2 System Maintenance**

- Commit to monthly system maintenance meeting to discuss reports e.g., QoS, system performance health checks, and any other report as per NCR's request.
- Provide system documentations e.g., change management, All system modifications must be documented, and the documents provided to the NCR for audit purposes.
- Management and implementation of system patches, and updates in consultation with the NCR ICT team and management and provision of the evidence of patches / updates made.
- Management and implementation of advance system enhancements and add-ons as per request by the NCR e.g., system customisation, automation, and integrations.
- Recommend new products or add-on modules to the system to ensure that the NCR is functioning efficiently in the space of 4IR.
- Ensure compliance with the NCR ICT Governance and laws of the country i.e. POPIA.
- Performing optimisation tasks that ensures the system performs at its best. i.e. system performance health checks.
- Identify and report system risks and propose mitigation controls for the NCR.

### **3.3 LICENSE RENEWAL**

- Renew and activate the systems licenses annually for the period of 4 years. The licences must be renewed on or before the expiry for the current year. License service

cost must only include the Sage 300 People software and not SQL Server, Windows Server, etc.

- The number of employee counts to be licenced is 300

#### **4. AD HOC SERVICES (NON SCORABLE REQUIREMENTS)**

- The Ad Hoc Services will not exceed 15% of the Contract Value for the contract period.
- Both the NCR and the successful bidder will be required to keep account of the Ad Hoc Services and the costs thereof such that the specified variation percentage is not exceeded.
- All service requests requirements (outside the scope of work) will be classified as Ad Hoc Services, except for the Change Requests that result from Incident Management, Problem Management and Maintenance processes, which will be part of the baseline services.
- The Successful bidder will invoice only on approved and completed Ad Hoc Services on one-month arrear bases. Bidder to indicate acceptance with this arrangement.
- Ad hoc services to be agreed in advance with the successful bidder and price list to be documented in advance.

#### **5. QUALITY OF SERVICE**

- The quality of service delivered by the appointed service provider for the Sage 300 People System Support and Maintenance will be closely monitored by the NCR through monthly QoS meetings. Should the NCR receive unsatisfactory service, which will be guided by the Service Level Agreement (SLA), the NCR reserves the right to immediately enter a service dispute that may result in the termination of the contract.
- **Prioritisation and Measurement**
- Reported support or maintenance requests must be prioritised and deadlines set as per the SLA. The priority and deadlines for these requests must be evaluated on an ongoing basis and amended as and when needed.
- **Priority Levels**
- The following priority levels may be used to identify the levels of a support or maintenance requests or calls:
  - ✓ Priority Level 1
  - ✓ Priority Level 2
  - ✓ Priority Level 3
  - ✓ Priority Level 4

Priority Level	Description	Requirement
Priority Level 1	Complete system failure affecting majority or all users.	Average response time < 30min. Average resolution time < 8 hrs.
Priority Level 2	Partial system failure affecting specific users where system is functional but in an unsatisfactory state.  All audit requests	Average response time < 2hrs. Average resolution time < 16hrs.
Priority level 3	Maintenance issues.	Average response time < 4hrs. Resolution time based on the schedule plan.
Priority Level 4	Approved enhancements and custom settings	Average response time < 4hrs. Resolution time based on the schedule plan.

Security issues or call logs such as creation of new users, set-up of user profiles, delegation of authority, and any other security issues must be addressed as critical with the following response and resolution times:

Response Time: Within 30 minutes

Resolution Time: Within 1hr

## 6. Cloud Migration

NCR is considering to transition to the cloud environment in future as part of the ICT Strategy. The service providers are required to cost this separately which should include annual hosting services and migration of data.

## 7. REPORTING

The appointed service provider will report directly to the ICT Manager or to the delegated NCR official. The service provider will be required to submit specific monthly QoS reports to the NCR within 5 working days after the end of each month for the duration of the contract. The reports must provide the details of the logged calls, resolutions, recommendations and target performance measurements including configuration settings and steps taken to resolve the

issues. The monthly billing (invoice) must be accompanied by the QoS report as a supporting document.

### SPECIAL CONDITIONS / NOTE

- The service provider must be an accredited Sage 300 People Business Partner.
- The service provider must submit at least three references with contact details for Sage 300 People support and maintenance services provided elsewhere.
- If the service provider and the NCR are not able to reach an agreement in terms of the SLA, the NCR may withdraw the award of the bid and/or appoint another service provider.
- The service provider must inform the NCR of any movement in key personnel directly linked to this project and provide reasonable notice and an equally qualified replacement.

### 8. CONTRACT PERIOD

The appointed service provider will be required to sign a SLA with the NCR. The contract will be valid from the date of appointment for a period 03 years.

<p><b>9. MANDATORY REQUIREMENTS:</b></p> <p>Sage 300 People Accreditation / Partner</p>	<p>The bidder must submit a proof of accreditation with Sage for the Sage 300 People for implementation, post support and maintenance.</p> <p>NB: - non submission of this certificate will disqualify the bidder for the evaluation phase.</p>
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## 9.1 TECHNICAL EVALUATION CRITERIA (PHASE 1)

CATEGORY	DESCRIPTION	WEIGHT
Service provider relevant experience for the project.	<p>Bidder must indicate that they have over 5 years of experience in SAGE 300 People Implementation, Support, maintenance and licence update and / or renewals.</p> <ul style="list-style-type: none"> <li>Bidder indicates more than 5 years' experience =5</li> <li>Bidder has 5 years =4</li> <li>Bidders has 3-4 years' experience =3</li> <li>Bidder has 2 years' experience =2</li> <li>Bidders has 0-1 experience = 1</li> </ul> <p>Bidders must complete a schedule A as part of indication of experience.</p>	40
Experience and Qualification of the Support & Maintenance Team	<p>The bidder must provide at least 4 CVs of team leader and consultants responsible for the SAGE 300 People support services and maintenance with Sage 300 People Certificate</p> <p>More than 4 CVs submitted with relevant qualification = 5</p> <p>4 CVs submitted with relevant qualification = 4</p> <p>3 CVs submitted with relevant qualification = 3</p> <p>2 CVs submitted with relevant qualification = 2</p> <p>1 CVs submitted with relevant qualification = 1</p> <p>If no information is provided a scoring of zero will be allocated.</p>	30
Service provider relevant experience for the project.	<p>The service provider must submit at least four (4) signed reference letters on the client letterhead where the Sage 300 People Support and licence renewal service were provided.</p> <p>Bidder submitted more than 4 reference letters =5</p> <p>Bidder submitted 4 reference letters =4</p> <p>Bidder submitted 3 reference letters =3</p> <p>Bidders submitted 2 reference letter =2</p> <p>Bidders submitted 1 reference letter =1</p>	30
<b>TOTAL</b>		<b>100</b>

**ONLY BIDDERS MUST ACHIEVE A MINIMUM SCORE OF 70 POINTS IN ORDER TO BE CONSIDERED FOR PRICE AND BBBEE EVALUATIONS.**



**Additional information/documents to be submitted**

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas and Clientele
- All sub-contractor information (if applicable) needs to be disclosed in the proposal by the bidder for e.g. BEE certificate, SARS Tax Pin etc.
- **NB: The BEE level of the sub-contractor (if applicable) needs to be equivalent to that of the bidder.**
- CV/Resumes of key members
- Financial proposal- full and detailed pricing must be on the company's letter head and signed off by the delegated and authorised person, the total cost must link to SBD 3.3 attached.