

## TERMS OF REFERENCE



**APPOINTMENT OF A SERVICE PROVIDER THAT IS ACCREDITED WITH SAGE 300 PEOPLE  
WRSCM-2022/2023-0001**

## **1. BACKGROUND TO W&RSETA**

The Wholesale and Retail Sector Education and Training Authority (W&RSETA) was established in 2000 in terms of the Skills Development Act (as amended). The public entity aims to facilitate the skills development needs of the Wholesale and Retail (W&R) sector through the implementation of learning programmes, disbursement of grants and monitoring of education and training as outlined in the National Skills Development Strategy (NSDS).

## **2. OBJECTIVE OF THE TERMS OF REFERENCE**

The W&RSETA hereby seeks to appoint an experienced Service Provider to upgrade SAGE VIP Payroll system to Sage 300 People for the W&RSETA on an urgent basis.

## **3. BACKGROUND TO SERVICE**

The W&RSETA has offices in ten (10) Regions/Provinces around South Africa, with the Head Office in Centurion, Pretoria. The W&RSETA currently uses Sage VIP Premier Systems for computer-based Human Resource (HR) and Payroll business processes. The W&RSETA's Information and Communication Technology (ICT) service is centralised at the Head Office and provides HR and Payroll support to all W&RSETA offices nationally.

The Sage VIP Premier systems, hereafter referred as Systems, are Payroll and Employee Self-Service (ESS) with a 250-user license renewable annually. HR officials operate the HR and Payroll systems at Head Office and the ESS system is accessible to all W&RSETA employees.

In its pursuit for more efficiency and excellency the W&RSETA wishes to upgrade its systems to the Sage 300 People.

Please refer to page 4 of the document where specifics are being outlined in terms of what SAGE300 offers.

## **4. PURPOSE OF THE BID**

The purpose of this Request for Proposal (RFP) is to seek proposals from bidders who are Accredited Implementation Partners to SAGE VIP System. The prospective bidder should have experience in upgrading Sage VIP Premier to Sage 300 People.

### **4.1. System Objectives**

The following system objectives must be achieved with the implementation of the required solution:

- Address the technology shortcomings and problems if such exists. The proposed system must be inclusive of all the stated modules.
- Ensure business intelligence reports are drawn from the system and presented at BI dashboards which consolidate information from HR, Payroll, ESS and all other reports through a single interface.
- Employ the latest technology where applicable including simplified data exporter to Excel and other applications.
- Propose a system that is scalable to accommodate future growth of the organisation, with a current staff complement of 320 employees
- Propose a system that is agile and adaptable to accommodate business requirement changes and future enhancements.
- Ensure that users are authenticated through role-based security configuration to comply to the organisation's data security protocols.

#### 4.2. Key Systems Implementation Principles

The ICT Strategy is sensitive to the current fiscal constraints under which the W&RSETA operates. It is for this reason that a pragmatic approach should be taken to the proposed Systems ensuring sensible and realistic in a way that is based on practical considerations.

The following key principles should be considered and applied in the proposal:

- Principle 1: ICT that is adequately governed.  
To have an organisation that is adequately governed inline with King IV Corporate Governance principles and Internal Control efficiencies.
- Principle 2: ICT that is focused.  
W&RSETA seeks to have an ICT that is focused on providing a platform that enable business integration and requirements. Fusing Enterprise Architecture through standardisation and simplification efforts.
- Principle 3: ICT that is reliable.  
W&RSETA seeks to have a reliable ICT infrastructure service that enable the operations and core functions to effectively work within the prescribed operating hours with minimal business disruptions or downtime.
- Principle 4: ICT that is secure.  
Provide an environment in which information systems, facilities and data have appropriate protection from unauthorised access or interference, and from accidental or malicious destruction.
- Principle 5: ICT that is flexible and responsive.  
Provision of technology capabilities that allow employees to collaborate and work seamlessly across the W&RSETA offices to meet business needs with minimal IT connectivity and system limitations.
- Principle 6: ICT that fosters innovation.  
Provide an environment that promotes and rewards innovation as well as value contributions.
- Principle 7: ICT that accommodates diversity.  
Employees, disciplines and tasks are not all the same; the IT environment needs to be flexible and accommodate differences.
- Principle 8: ICT that is affordable and sustainable.  
Provides an environment that favours scalable, effective and efficient solutions; an environment that delivers what is required in an efficient manner and creates value for the organisation.

#### 5. SCOPE OF WORK

The Sage VIP Premier Systems upgrade to Sage 300 People project scope of work requires that the service provider perform but not limited to the following:

- The installation and configuration of Sage 300 People should be cost effective and improve the W&RSETA efficacy.
- For hosting and backup, the service providers should propose **both on-premises and cloud platforms** to the W&RSETA's, where the following considerations should be accommodated:
  - For the on-premises option, the W&RSETA will provide the hosting environment including hardware through its hosting partner.
  - For the cloud option, the SAGE Managed Cloud Services should be used to host the environment including hardware through Microsoft Managed Cloud Services.
  - For both options it is expected that, the service provider will include support and maintenance related costs for the requested duration.
- The configuration should be extended to workstations or user machines.
- Data migration from existing Sage VIP Premier Systems to Sage 300 People is key and must be done electronically with all the applicable logic embedded in the system, as part of this project.

- Training of the internal HR team on features included in the Sage 300 People system.
- All licensed modules that exist in the current Sage VIP Premier Systems should be configured and implemented in Sage 300 People and new activated where applicable. Below is a list of modules to be implemented at the W&RSETA:
  - Payroll
  - Leave Management
  - General Ledger Integration
  - Sage Intelligence Connector
  - Job Management/Organization design.
  - Personnel Management
  - Performance Management
  - Employment Equity
  - Skills & training
  - Organizational Design
  - People Self Service Incl. Mobile App
  - Recruitment.
- Integration of payroll with the Financial System-Microsoft Dynamics 365 Finance & Operations. The integration's layout should be configured and mapped and be configured based on role-based security.
- Configuration of the payroll to align with the applicable human resources policies and practice.
- The bidder should demonstrate the new system to the user and should train end-users, super-users and administrators on Sage 300 People.
- It is expected that the bidder should develop the system's test strategy, test scripts and user training manuals.
- The maintenance and support costs for the duration of 36 months, should be included in the proposal. This must include support to Payroll Staff to run the payroll for at least four months post go live.
- Proposed system should have a feature for exporting data to Excel for further analysis of the data.
- A project plan should be provided to the W&RSETA, to ensure that all parties are well informed of the project process, costs, risks, tasks, timeframes, targets, milestones and responsibilities. All project technical and business documentation should be provided to the W&RSETA e.g., design, users manuals and functional documentations.
- A Business Requirements Specification (BRS) document should be compiled and provided to the W&RSETA. The document is to ensure that the upgrade project is aligned to business goals and objectives.
- The Service Provider must include costs for the renewal of software licence on an annual basis based on a staff complement not exceeding 350 employees.

## 6. PROPOSED PROJECT DURATION

This will be a phased project and should be implemented with the timeline not exceeding six (6) months from successful contracting. The contract period will be for 36 months. **Service Level Agreement will be entered into for Maintenance and support.**

## 7. QUALITY ASSURANCE REVIEW OF THE SERVICES

Quality Assurance of the services provided in a form of bi-weekly reporting (every second week) from the appointed service provider to the duly appointed W&RSETA official(s) at agreed timeframes. This will be applicable during the implementation of the project.

The service provider shall ensure that all work conforms to the highest professional standards.

Quality assurance is required in terms of prescribed branding, accuracy, consistency, spelling, grammar and overall appearance.

## **8. MONITORING PROGRESS OF WORK**

The W&RSETA shall monitor and evaluate the progress of the delivery of services through deliverables stipulated in the Service Level Agreement. The HR Business Unit shall be responsible for monitoring the project.

## **9. INDEPENDENCE AND OBJECTIVITY OF STAFF**

In carrying out the service, the service provider must ensure that its staff maintains their objectivity by remaining independent of the activities they execute.

## **10. PRICING**

- Service providers must give a detailed cost breakdown for all applicable costs e.g., Initial setup costs, cost per module, training costs, escalations and any other additional charges must be spelt out as part of the proposal.
- Service providers must indicate if their prices will be fixed and firm for the duration of the proposed contract period, if not, the proposed escalations should be clearly indicated on the proposal/quotation. All prices submitted must be inclusive of VAT.
- Service Providers must ensure that the quotes submitted have no arithmetic errors as W&RSETA will not rectify any errors and no adjustments to quotations received will be permitted after the closing date. The quotes should include all activities/services that will be required as no variations will be accepted unless mutually agreed by W&RSETA and the service provider prior to contract acceptance.
- Service providers will carry the responsibility of ensuring that the proposals submitted have been signed by a duly authorized person. Should it be established after the submission of proposals that the signatory authorizing the proposal is not legally appointed by the service provider, the offer/proposal will be disqualified from the evaluation process.
- All prices submitted should be typed in black ink or written in pen. No proposals written in pencil will be accepted or evaluated.
- The pricing for Maintenance and Support must be indicated in the proposal for the period of 36 months as follows:
  - Year one must be based on 20 hours per month
  - Year two must be based on 15 hours per month
  - Year three must be based on 10 hours per month and
  - The hours will accumulate to the next month if not fully utilized for the month.
- In pricing the maintenance and support please make sure that you take into account the two options on the hosting environment i.e on-premises and cloud hosting.
- There will be no briefing session
- Validity period for this bid is 90 days
- This bid will follow the 80/20 preference point system.

## 11. TECHNICAL EVALUATION CRITERIA

Technical Evaluation: SAGE 300 People					
Minimum Requirements					
Evaluation Criteria		Submission Requirements:			Weighting
Compliance Documentation	<b>Minimum Submission Requirements</b>			Yes	No
	Bidder must complete the Prescribed Standard Bidding Documentation (SBD)				
	Bidder must be registered on the Central Supplier Database (CSD) and must submit proof of registration				
	Bidder must submit one (1) hardcopy of the Compliant, Technical and Price Proposal				
	Proof of SAGE VIP System Accreditation Letter as a Partner				
	Note: Failure to complete the SBD Documents and adherence to the Minimum requirements will render your proposal as non-responsive				
Evaluation Criteria		<b>Technical Threshold: 80%</b>			Weighting
<b>1. Experience</b>		<p>Bidder must provide five (5) reference letters stating detail successful data migration from old Payroll environment to SAGE 300 People. Letters must not be older than six (6) years. 0= 0 points Bidders' who provided one or two reference letters or no reference letters will receive 0 points 1= 09 points Bidder provided three (3) reference letters. 2=15 points Bidder provided four (4) reference letters. 3= 25 points Bidder provided five (5) reference letters.</p> <p>Bidder must provide detailed portfolio outlining five (5) years of experience in the software implementation industry with proven record of accomplishment on successful implementation of similar projects.</p> <p>0= 0 points Bidder who provided 2 years of experience and less and/or No evidence provided</p>			45 points
<b>Value</b>	<b>Weighting</b>				
<b>0</b>	<b>0 points</b>				
<b>1</b>	<b>9 points</b>				
<b>2</b>	<b>15 points</b>				
<b>3</b>	<b>25 points</b>				
<b>Value</b>	<b>Weighting</b>				
<b>0</b>	<b>0 points</b>				
<b>1</b>	<b>10 points</b>				
<b>2</b>	<b>15 points</b>				
<b>3</b>	<b>20 points</b>				

	<div>1= 10 points Bidder provided proof of detailed portfolio outlining 3 years of experience.</div> <div>2= 15 points Bidder provided proof of detailed portfolio outlining four (4) years of experience.</div> <div>3= 20 points Bidder provided proof of detailed portfolio outlining five (5) years of experience</div>																											
<div>2. Methodology</div>	<div>Bidder must provide the Methodology indicating the ability to configure and implement the following based on the BRS.</div> <table><thead><tr><th>Description</th><th>Weighting Points</th></tr></thead><tbody><tr><td>Payroll</td><td>3 points</td></tr><tr><td>Leave Management</td><td>2 points</td></tr><tr><td>General Ledger Integration</td><td>2 points</td></tr><tr><td>Sage Intelligence Connector</td><td>2 points</td></tr><tr><td>Job Management/ Organisation design</td><td>2 points</td></tr><tr><td>Personnel Management</td><td>2 points</td></tr><tr><td>Employment Equity</td><td>2 points</td></tr><tr><td>Skills and Training</td><td>2 points</td></tr><tr><td>Organisational Design</td><td>2 points</td></tr><tr><td>People Self Service incl mobile App</td><td>2 points</td></tr><tr><td>Recruitment</td><td>2 points</td></tr><tr><td>Performance Management</td><td>2 points</td></tr></tbody></table>	Description	Weighting Points	Payroll	3 points	Leave Management	2 points	General Ledger Integration	2 points	Sage Intelligence Connector	2 points	Job Management/ Organisation design	2 points	Personnel Management	2 points	Employment Equity	2 points	Skills and Training	2 points	Organisational Design	2 points	People Self Service incl mobile App	2 points	Recruitment	2 points	Performance Management	2 points	<div>25 points</div>
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<b>4. Capacity to deliver</b>	Bidder must provide Capacity in the CVs of personnel forming part of the project to deliver the required services			10 points
	<b>Description</b>	<b>Years of Experience</b>	<b>Weighting points</b>	
	Project Manager and/ or Business Analyst	Relevant 6 or more years' experience in SAGE 300 People	5 points	
	Sage 300 People Technical Consultant Sage 300 Trainer	Relevant 3-5 years' experience in SAGE 300 People Relevant 1-2 years' experience in SAGE 300 People	3 points 2 points	

