

INVITATION TO SUBMIT A PROPOSAL FOR REQUIREMENTS OF THE SOUTH AFRICAN BUREAU OF STANDARDS (SABS)

RFP NUMBER: 20592

DESCRIPTION: ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION

COMPULSORY BRIEFING SESSION

DATE: 14 July 2022

TIME: 10:00am to 12:00pm

VENUE: MS TEAM

BIDDERS INTERESTED IN ATTENDING THE BRIEFING SESSION MUST SEND A CONFIRMATION TO ATTEND VIA AN EMAIL TO prince.hlongwane@sabs.co.za NO LATER THAN 13 July 2022 AT 15:00PM

CLOSING DATE: 02 August 2022

CLOSING TIME: 11:00am

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**THE FOLLOWING PARTICULARS MUST BE FURNISHED
(FAILURE TO DO SO MAY RESULT IN YOUR PROPOSAL BEING DISQUALIFIED)**

NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	(CODE)		(NUMBER)	
FACSIMILE NUMBER	(CODE)		(NUMBER)	
CELLPHONE NUMBER				
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				

NAME OF AUTHORISED PERSON	
SIGNATURE OF BIDDER	
CAPACITY UNDER WHICH THIS BID IS SIGNED	
DATE	

1. Intent

The South African Bureau of Standards (SABS) is inviting experienced and reputable (Suppliers) Bidders to submit proposals for Enterprise Resource Planning (ERP) Solution.

2. 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 the Request for Proposal (RFP) process are to be covered by the non-disclosure agreement signed between the SABS and the Bidder.

3. Procedural compliance

3.1 Intent to respond

An interested Bidder is required to advise the SABS of its intention to submit a proposal by completing and returning the "Intention to Respond" form (Appendix B) no later than **13 July 2022**. Should a party decide not to respond to this RFP, you are requested to continue to treat the information as confidential in perpetuity.

3.2 Responsibility for costs

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

3.3 Amendments to the RFP

Amendments to this document shall only be effective if agreed by the SABS and confirmed in a written addendum to the RFP. The SABS reserves the right to modify the scope of this document at any time prior to and after the award of the tender.

3.4 Delivery of proposals or bids

The Bidder is responsible for ensuring that the Bid/Proposal is submitted and delivered on time to Tenders.prince@sabs.co.za. The SABS undertakes that the Bids/Proposals shall be stored in a secure place, opened at the same time and not before the deadline for submission.

Note: The above email address should only be used for submission of proposals. No clarity seeking questions should be sent to this email address.

3.5 No obligation to proceed

The SABS reserves the right to discontinue the RFP process at any time prior to the formation of the envisaged agreement and will give written reasons for the cancellation upon written request to do so. The SABS, its subsidiaries, shareholders, advisors, directors, employees, representatives including the SABS Representative shall not be liable for any losses, claims or damages of whatsoever nature or howsoever arising that may be sustained by a Bidder or any other person as a result of its participation or any amendment, termination or suspension of the process set out in this RFP or its exclusion from participating in the tender process at any point. It is an express term that SABS shall in no way be liable for any indirect/consequential damages, loss of profits, etc. suffered by the Bidder during the RFP process, award, negotiating and/or contracting phase.

After any cancellation of the tender process or the rejection of all tenders due to non-compliance with the thresholds, SABS may abandon the proposed work and services, have it performed in any other manner, or re-issue a similar invitation to tender at any time.

3.6 No contract

Bidders shall note that this RFP does not commit the SABS to any course of action resulting from the receipt of Bids/Proposals and the SABS may, at its discretion, reject any Bid/Proposal that does not conform to instructions and specifications that are contained herein or select a Bidder based upon its own unique set of criteria. SABS also reserves the right not to select a Bidder/award the tender. The SABS does not become bound by any obligations prior to the signature, by both parties, of an agreement - to be negotiated, resulting from a successful bid.

Nothing in this document shall be construed as a contract between the parties 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 RFP.

SABS shall not be liable for any fees incurred due to any work done/services performed by the Bidder prior to signature, by both parties, of an agreement resulting from a successful bid.

3.7 Validity of proposals

The proposal shall remain valid for a period of one hundred and twenty (120) days from the submission date, where after such proposal expires. SABS retains the right, but is under no obligation, to request Bidders to extend the validity periods of their proposals, prior to expiry thereof. Such request, if any, shall be in writing. The Bidder is not obliged to extend the validity period.

3.8 Intellectual Property

The Bidder undertakes that the SABS retains ownership of all Intellectual property rights on all material and processes developed that relate to the service provided for and on its behalf by the Bidder. The Bidder undertakes to transfer all said Intellectual Property Rights, whether registered and / or unregistered, to the SABS, including undertaking to sign all forms necessary to affect such transfer.

4. General Instructions

4.1 Assumptions

The SABS has endeavoured to provide sufficient guidance to inform Bidders' Bids/Proposals. However, it may be necessary to make some assumptions. Where assumptions have been made these must be documented in the Bid/Proposal. The SABS accepts no responsibility for assumptions made by the Bidder.

4.2 Requests for clarification/additional information

Requests for additional information, questions or issues fundamental to the quality or clarity of the response should be submitted using the 'Request for Proposal Enquiry' (Appendix N). Additional information will be provided at the discretion of the SABS. The SABS also reserves the right to provide the same information to all other interested Bidders.

4.3 Contact information

All enquiries regarding this RFP must be e-mailed to prince.hlongwane@sabs.co.za. Bidders must not contact any other SABS personnel regarding this RFP as this may lead to disqualification of the bid. Also note that any canvassing by Bidders regarding this RFP will result in disqualification.

4.4 Timescale

The proposed timescales for the RFP process are indicated below.

Item	Milestone	Date
1	Date of RFP advertisement	05 July 2022
2	Compulsory Briefing session <i>BIDDERS INTERESTED IN ATTENDING THE BRIEFING SESSION MUST SEND A CONFIRMATION TO ATTEND VIA AN EMAIL TO prince.hlongwane@sabs.co.za NO LATER THAN 13 July 2022 AT 15:00PM</i>	14 July 2022
3	Appendix C, Non-disclosure Agreement /Confidentiality Undertaking signed and submitted	02 August 2022
4	Appendix B, Intention to respond released and submitted	02 August 2022
5	Final Date for Bidders to submit consolidated requests for clarification (Questions) Questions to be send to prince.hlongwane@sabs.co.za	18 July 2022
6	SABS clarification. (Not further clarification after this date)	21 July 2022
7	Proposal Submission Date Proposals to be send to Tenders.prince@sabs.co.za	02 August 2022,11:00 am
8	Evaluation of proposals	5 – 11 August 2022
9	Presentations	15 - 16 August 2022
10	Awarding of Tender (Next TC seating)	TBA

4.5 Management summary

This section should be submitted as a separate document. The information to be provided in the Management Summary shall include, but not be limited to the following items

- Company profile
- Completed 'Statement of compliance' (Appendix K)

4.6 Presentations

The SABS reserve the right to request bidders to present for clarification.

4.7 Clarification and inspections

The SABS may submit clarification in writing on specific tender aspects to obtain a better understanding of the received bid/s. This may also include possible inspections of the Bidder's premises at an agreed upon date and time.

4.8 Submitting a response

4.8.1 Due date

- Proposals/ Bids are to be submitted by closing date and time as stipulated on page 1.

- Proposals/ Bids must be submitted **electronically** to Tenders.prince@sabs.co.za indicating the tender **reference number** and **description on the subject**. **Maximum size 14MB.**
- Proposals/ Bids must be submitted on **PDF Files** (compressed zipped folder if necessary).
- Proposals/Bids submitted via a link and/or “we transfer” **will not be accepted.**
- The responsibility for on-time submission rests entirely with the Bidders.
- **Late submissions will NOT be accepted.**
- **The above email address should only be used for submission of proposals. No clarity seeking questions should be sent to this email address.**

4.8.2 Proposal format

Each proposal shall include a detailed description of the Bidder’s capabilities with regard to the requirements set out in **Appendix A and Section 5.3** of the Functionality Evaluation.

4.8.3 Central Supplier Database (CSD) Registration

Service providers and suppliers who wish to render services to SABS will no longer register at SABS directly. Suppliers will have to register on National Treasury Central Supplier Database (CSD) as per National Circular No 3 of 2015/6 – Central Supplier Database;

National Treasury will maintain the database for all suppliers for Government and its institutions; and All existing and prospective suppliers are requested to register on the CSD by accessing the National Treasury website at www.CSD.gov.za.

5. Evaluation

5.1 Returnable documents

Bidders must provide the following administrative compliance documents.

[TICK APPLICABLE BOX]

NO	APPENDIX	TICK
1	Appendix A Tender Requirements/ Scope of Work	
2	Appendix B Intention to Respond	
3	Appendix C <input type="checkbox"/> SBD 4 Bidder’s Disclosure	
4	Appendix D Signed Non-disclosure agreement	
5	Appendix E <input type="checkbox"/> SBD 6.1 Preference points claim form in terms of the Preferential procurement Regulation 2017	
6	Appendix F Signed SABS Terms & Conditions	
7	Appendix G CSD Report / Proof of banking details for international suppliers	
8	Appendix H BBBEE/ Sworn affidavit	
9	Annexure I Quotation/ Fixed Rate	
10	Appendix J Management Summary (including Statement of Compliance)	
11	Appendix K Statement of Compliance	
12	Appendix L Page 2 of the RFP Document	
13	Appendix M Audited Financial Statements	
14	Appendix N Request for Proposal Enquiry	

5.2 Disqualifying criteria is as follows:

- Bidders who do not meet all the requirements as specified on the RFP document scope of work will not be evaluated any further.
- Bidders whose solution is encumbered by any Intellectual Property rights, whether registered and / or unregistered, including but not limited to Copyrights, Patents, Know-How, Registered Designs, Trade Marks, Trade Secrets and the like, will not be considered for award of the bid.
- Bidders who make a misrepresentation on the above 2 points or any other material fact.

5.3 Tender Evaluation Process

Stage 1: Mandatory requirements

- Accreditation letter/agreement from the original vender of the proposed ERP Solution.
- DEMO for the proposed ERP Solution as per SABS requirement.
- Statement of compliance to SABS requirements and guaranteed continuous support of the solution beyond five years by the OEM of the proposed ERP Solution.
- Provide four (4) contactable references where the proposed ERP Solution was successfully implemented
- Three years Audited Financial Statement
- Organogram for the full resource to be deployed with relevant CV's and qualification.
- Methodology with a detailed project plan including the transition process.

Only Bidders that quoted as per the scope and meet the mandatory requirement will be evaluated further on functional evaluation.

Stage 2 of the evaluation – Technical evaluation

Responsive services providers will be evaluated on functionality. The minimum score for functionality is 80%, Bidders who do not achieve the 80% threshold on technical evaluation will be automatically disqualified. Bidder must clearly respond to each of the be low, this will be strictly reviewed and scored according to the overall feedback provided in the proposal and clearly numbered in the Table of contents, bidders not meeting the technical threshold of 80% will not be evaluated on the next stage of Presentation evaluation.

Bidders will be evaluated on a scale of 0 – 5 where; 0 = very poor, 1 = Poor; 2 = Average; 3 = Good; 4 = Very good and 5 = Excellent

NO	FUNCTIONALITY EVALUATION CRITERION	WEIGHTING
1	TECHNICAL SERVICES	40%
	Provide a detailed description in line with the stipulated minimum requirements of how the requirements specified in Annexure A (Scope of work) will be met for: <ul style="list-style-type: none"> 1. Finance 2. Supply Chain management 3. Customer Relationship management 4. Sales 5. Marketing 6. Human Capital 7. Non-functional Requirement, 8. Integration Requirements 9. Infrastructure Requirements 10. Deployment Requirements 	Less than 3 requirements met = 0 3 requirements met = 1 5 requirements met = 2 7 requirements met = 3 8 requirements met = 4 10 requirements being met = 5
2	DEMONSTRATION OF SKILLS AND CAPACITY	20%
	Provide the professional profiles of the individuals that will be responsible for, and working on, the assignment including any credentials and/or certifications related to:	

	N.B Bidders must submit proof of Formal Qualification and CV's with experience aligned with the project scope	Less than 5 resource = 0 5 to 6 Resources = 1 6 to 8 Resources = 2 8 to 10 Resources = 3 10 to 15 Resources = 4 > 15 Resources = 5
3	Methodology with a detailed project plan including transition process	20%
	. The SABs's requirement is that the new solution will be seamlessly incorporated into the environment with minimal downtime. The vendor is therefore requested to propose how they will achieve this.	Detail not provided = 0 Detail Provided with no Timelines = 3 Detail Provided with timelines = 5
4	BIDDERS TO PROVIDE TRACK RECORD OF THE SAME PROJECT EXECUTED IN LAST FIVE YEARS	20%
	a) Bidders must provide contactable references or testimonials letters as proof of work executed on an official client letter head	less than 1 Reference Clients = 0 1-3 Reference Clients = 1 4 Reference Clients = 2 5 Reference Clients = 3 6 to 8 Reference Clients = 4 >8 Reference Clients = 5
	Total	100%

3. Stage 3 of the evaluation – Presentation, threshold is 80%, bidders who do not meet presentation threshold will not be evaluated on the next stage of Pricing and BBEE evaluation.

	Solution Presentation by shortlisted Vendors	
	FIT of Solution to Functional requirements	100%
1	What is the fit gap to the requirements in Annexure A Note : there are 10 requirements	Less than 6 requirements met = 0 6 requirements met = 1 7 requirements met = 2 8 requirements met = 3 9 requirements met = 4 10 requirements met = 5
	TOTAL	100%

Stage 4: Preferential point system – Pricing and B-BBEE

Only Bidders who submitted quotations as per scope of work and met mandatory requirements, met 80% threshold on functionality and met 80% threshold on presentation will be evaluated further on 80/20 preference points system of 2017. (Pricing and BBEE)

6. Feedback on Proposals

Once the recommendation to the Tender Committee has been approved, the successful and unsuccessful bidder(s) will be notified in writing.

Successful bidder/s will be issued with a notification letter. Such notification does not constitute an agreement. The award is wholly subject to the successful Bidder entering into a duly signed contract with SABs.

7. Contracting

Successful bidder(s) will be required to enter into a contract with the SABS. A formal Agreement will be signed with the successful bidder and SABS further reserves the right to amend, alter or delete clauses relating to, but not limited to: insurance, indemnity, undertaking, guarantees, Intellectual Property, service levels and / or tax compliance.

SABS shall not be liable for any costs expended by the bidder prior to any formal agreement being signed. **It is therefore imperative that NO SERVICES are rendered prior to the formal agreement becoming effective.**

Appendix A – Scope of Work

1. Introduction

The SABS has an ambitious business strategy which is underpinned by the use of technology to become more innovative and competitive. The SABS strategic objective is to improve overall operational efficiency and customer services via state-of-the-art solutions that underpin business imperatives.

The delivery of quality products to our customers and empowering of SABS employees are key to our success, hence a Enterprise Management Platform with the following high-level capabilities is required:

- Enterprise Level Financial Management (**ERP / FINANCE**)
- Capital Asset Management, Expense Management and Job Costing
- Supply-Chain Management (**SCM**) **Including stock control**
- Sales, Marketing and Product Delivery (**CRM**)
- Pre and Post Engagement Customer Service
- Human Resources Management inclusive of payroll (**HR**), **Health, safety management system**
- Optimisation and Automation of current business processes
- Electronic document repository capabilities

2. Purpose

The SABS would like to invite eligible bidders to propose and supply a robust ICT Solution that can deliver the ERP\FINANCE, SCM, CRM and HR capabilities, via a single unified platform (**Enterprise Management Platform**).

Bidders can propose a solution that entails the upgrade/enhancement of the existing SABS systems (refer to section 4 for details of existing SABS systems) or bidders can propose an entirely new solution. The proposed solution must cater for all required functionality, detailed within section 3 of this document. Bidders must also cater for the migration and upgrade of all related information from the current SABS systems into the proposed solution.

The successful bidder is also requested to provide the following consultancy, support and training services:

- ***Setup and configure all software and related components pertaining to the proposed solution.***
- ***Provide consulting services to affected SABS ICT and Business Units to ensure the implemented solution is fully operational.***
- All Modules (detailed in section **3.1.1 to 3.1.6**) must interoperate with each other in a fully integrated manner.
- ***Provide user acceptance training.***
- ***Provide Train the Trainer type training to Key SABS stakeholders.***
- ***Provide End User Training for each Core Module (3.1.1 to 3.1.6).***
- ***Compile and Provide the following:***
 - ***Systems and procedural documentation;***
 - ***Training material and;***
 - ***All Training Material, including User Manuals, User Guides, Training Videos, etc., must be accessible via online, to facilitate at the desk or user self-training.***
- ***Business consulting services (Handholding) for a duration of one month after the GO-LIVE of the solution;***
- ***Importing and/or migration of all required information from current SABS systems into the proposed solution;***
- Support and Maintenance services (SLA) for a period of Five (5) Years.

3. Scope of Work

The bidders are required to deliver on the following components which are envisioned to achieve the overall objectives highlighted within the purpose of this Terms of Reference:

- Supply and install/provision a software solution that offers all of the capabilities detailed in section 3.1 and;

- Operationalise the enterprise learning management specific business capabilities in accordance with the SABs requirements, as defined in section 3.2 and;
- Participate in the Quality Assurance activities and;
- Provide required product specific change management services as detailed in section 3.3 and;
- Provide an appropriate Service Level Agreement, to cater for the proposed solution's support, maintenance and an acceptable level continuous improvement (as required in section 3.4).
- Provide a proposed project implementation plan as required in section 5.

The costs for each of the above components must be individually represented in the response to the proposal.

3.1 Solution Provisioning

The bidders are required to setup and configure the baseline solution for the proposed **SABs Enterprise Management Platform (ERP, Finance, CRM and HR)** containing the following capabilities:

3.1.1 Finance Requirements

No.	Requirement	Action
1	Accounts receivable and Revenue	<ul style="list-style-type: none"> • Customer master data management • <u>Capture primary customer data</u> (financial data) and provide extensive secondary identifiers such as credit scores, periodic movement in credit scores, standard industry codes, business unit applied through, audit trails for credit limit changes, credit controller responsible for collections purposes etc). • <u>Storage / Archiving</u> - functionality to enable customer account application and master data change documentation to be stored and visible to selected parties (functionality to add 'view securities' must be available). • <u>Bulk upload functionality</u> – enable upload of multiple credit limits and make multiple changes to credit controller portfolios (as many as 10,000 changes at a time) • <u>Monitor account creation timescales</u> – Reports should be available to monitor how long it takes for a new account to be created by Finance once the application form has been received (it is envisaged that a specific e-mail address where account applications are received could be directed to the ERP) • Optimize cash collections management • <u>Ensure accurate invoice and account balances</u> can be easily viewed by Collections staff and lead to accurate statement generation at month end • <u>Enable efficient retrieval of accounts receivable ledger</u> - functionality to retrieve by company, business unit, credit controller, industry code, credit score etc is required) • <u>Enable efficient invoice and statement generation</u> – Collections staff should be able to send multiple copy invoices and statements to customers by e-mail in the most efficient manner possible and directly from the ERP system. • <u>Debtors activity log</u> – All verbal and written communications must be recorded by collections staff. This system will also be used to update 'collections contacts' (contacts within customer credit departments). Reports of all collections activity must be retrievable from this system. • <u>E-billing</u> – the proposed solution must enable customers who have signed up for the SABs e-billing service to automatically be sent original tax invoices by e-mail as soon as they are billed. Reports detailing e-billing mails that have been received and rejected must be available and sortable by the customer's account number. The solution should also enable invoices to be sent to multiple email addresses. • <u>Debit orders</u> – the proposed solution should contain the functionality to enable the collection of monies from customer accounts by debit order.

No.	Requirement	Action
		<ul style="list-style-type: none"> • <u>Reminder letters</u> – bulk upload functionality is required to enable as many of 10,000 reminder letters to be sent by e-mail simultaneously. All such e-mails must be stored and easily retrievable. Functionality must be available to send them to the multiple mails that are cited in the activity log. • <u>Reminder functionality</u> – the activity log must have the functionality for collections staff to set themselves a reminder to contact a customer to follow up on payment. • <u>Interest calculation functionality</u> – ability to automatically calculate interest and raise interest invoices for defaulting debtors. • <u>Proof of debt documentation</u> – The sales order (WIP) and conversion to invoice should be stored in an invoice drive/ folder together with the relevant supporting documents, when an invoiced is billed functionality. Accessible to all interested parties. (Preferably a stock standard functionality) to enable billing staff to scan and archive the relevant proof of debt documentation and attach it to the actual invoice that is seen on the accounts receivable screen, so that collections staff can download it when needed. • <u>Credit note / refund documentation / remittances</u> – the same functionality is required as the point above, for credit note documentation and remittances relating to payments received. Remittances would be added to the line denoting the payment on the accounts receivable. • <u>Automated bank download</u> – the proposed solution should enable all payments received to be uploaded into the system (via integration with bank systems) and provide a solution on how to maximize the amount of payments that can be automatically uploaded to the correct customer, by including intelligence that can identify customer deposit reference numbers and/or account numbers used as payment references. • <u>Performance Management tools</u> – Reports should be available detailing debtors days (at Group, divisional, customer, BU, credit controller levels), customer contact rates (average daily contacts made to customers by collections staff) e-billing take up rates per credit controller and the efficiency of the allocation of receipts. • <u>Credit Risk Mitigation</u> • <u>Automated financial clearance</u> – The solution's functionality should include the ability to place all sales orders on hold that compromise set financial clearance parameters, this preventing invoicing/the job continuing until the held sales order is released from credit hold by a member of Credit Management • <u>Held audit reports</u> – In accordance to set parameters the ERP system should link account debt status to prospective audits that are about to be conducted, so that audits can be placed on hold ensuring resources are not wasted conducting work for debtors in arrears. • <u>Reporting on queries</u> • <u>Query reports</u> – the proposed solution should be provided to enable cash collections staff to highlight invoices in query, assign a query type code, detail who the query was referred to and identify the BU / Division / Company that the query emanates from. Reporting functionality would ideally contain the functionality to sort such queries in accordance to value, volume, query type, queries per credit controller, queries per BU / Division / Company. • <u>Automated credit note reports</u> – the proposed solution must enable efficient retrieval of a credit note report with the ability to shows volume, rand value per business unit, division, company over any period of time. It should also

No.	Requirement	Action
		<p>be devised to show how the current period / prior period effect of the credit note on revenue.</p> <ul style="list-style-type: none"> • Revenue Management • <u>Consolidated sales order management</u> – at present the SABS billing process is fragmented and several systems need to be visited to note progression. The proposed solution should enable the entire process of issuing a quote, acceptance of quote, conversion of quote to sales order and payment of quote (i.e. for cash in advance customer) should be immediately visible in one system. • <u>Customer specific billing arrangements/ requirements - Enable billing templates for pro-forma invoices</u> – Functionality is required to enable pro-forma invoices to be raised on a template basis (so that they are created quarterly / six monthly / annually). A pro-forma ledger should also be available to enable cash collections of such invoices. • <u>Recurring Billing for contract customers e.g. Certification and Standards</u> • <u>Provide extensive revenue reporting capabilities</u> – Detailing internal, external, WIP billing at Group, BU, industry type, revenue type on both a VAT inclusive and exclusive level. Ability to develop exception reports to improve internal controls and identify exceptions. • <u>Automation of journals</u> – enable the automation and processing of revenue journals and inter-company transactions between divisions. • <u>Integration / interfacing of various billing systems</u> – At present there are numerous disparate billing systems that need to be integrated with the current ERP system. The ERP system should have the technical architecture to easily enable such integration e.g. Labware LIMS, Webstore, SABSSTAN, QS Admin, Planning and Scheduling all to be integration with the main ERP system • Centrally monitored and managed pricing model applicable for all divisions within the SABS organisation. • Accommodate price increases tied to a range of products and various intervals, automated process required. • Product codes to be used to provide customers with detailed billing which would separate service costs from expenses incurred • Enable the price increases to be communicated to our active customers via bulk email functionality • Automation and integration of audit scheduling aligned with open sales order (WIP) reports • Automation and integration of critical decisions made at various departmental levels, relating to the billing activities. • Audit trail to be kept of invoice history from quote, to sales order to invoice, to payment or credit note stage (end to end) • Automated functionality to process corrections on an invoice, aligning the required delegations of authority in a workflow process. Achieve this seamlessly. • Monthly reconciliation – departmental/ module functionality on balance sheet accounts • Built-in Month-end processes per module to provide management with indication of exception identified such as exchange rates variances, currency variances not aligned with Address book set-up etc. • Alignment with the IFRS 15 requirements, revenue recognition criteria and disclosure on the Financial Statements. • Ability to integrate the address book, sales order processing, accounts receivable and general accounting.

No.	Requirement	Action
		<ul style="list-style-type: none"> Any other possible automation solutions which exist within the ERP system which is proposed and could be beneficial to the Organisation that we could have overlooked.
	Sales Order management	<ul style="list-style-type: none"> Traceability in one system from the issuing to quote (Sales Department), to acceptance of quote, to conversion of quote to a sales order, to payment of quote/ sales order or recording of purchase order, to confirmation that the work is completed, lastly printing of the invoice. Set-up to provide the ability to produce an itemized bill, which must state the work that was performed using the relevant cost codes Ability to integrate the address book, sales order processing, accounts receivable and general accounting. Integration with underlying laboratory management and other operations systems. Works order processing for audit planning and tracking (This functionality could be part of Capital Asset Management module)
2	Accounts Payable	<ul style="list-style-type: none"> Comprehensive service provider master database. 3 and 2-way matching of invoices - processing vendor invoices with linkage to GRV & PO. Ability to pay in local and in foreign currency. Generate payment proposal queries to create supplier payments for all invoices due or for specific suppliers with option to select or de-select invoices Processing of S&T and employee related invoices (advance payments, reconciliation claims). S&T integration to payroll module. Electronic reconciliation and integration with banking site for payments. Credit notes management and payments.
3	General Ledger (GL)	<ul style="list-style-type: none"> Comprehensive GL master database. Integration to other modules e.g. (asset register, inventory, laboratory management and other operations systems). Electronic clearing of S&T and other payments. Provision of various journals and manual approval of journals. Electronic reconciliation where possible on GL accounts especially where there is integration with other modules. Ability to identify only open items for accounts receivable and payable from GL module for ease of reconciliation Financial reporting Consolidations and eliminations capabilities with import/export options at summary and detailed transaction levels.
4	Management Accounting	<ul style="list-style-type: none"> Advance planning, budgeting forecasting capabilities Product / Service costing Analysis for decision making Budgeting module Loading and maintenance of organizational budget per cost centre. Integration to GL, business intelligent tool and organizational structure. Develop forecasts based on actuals and any other input CAPEX module - end to end process, tracking of capex spent against budget, return on investment, tracking of status of the project. Management Reporting tool including automated management report ability Ability to drill down to transaction level Clear account allocation and re-allocation ability
5	Assets	<ul style="list-style-type: none"> Comprehensive master data asset register that is IFRS compliant. Integration to PO, GRV and GL. Manual override for exceptions.

No.	Requirement	Action
		<ul style="list-style-type: none"> Online workflow for assets transfer request and approvals. Online workflow for assets disposal and historic date management. Online integration of assets barcoding, allocation, movement, condition, verification and reporting. Monthly depreciation run including ability to pro-rata as well as ability to compute catch-up depreciation. Maintenance of Asset's tax values and related wear and tear Management of grant funded assets Ability to change useful lives and report historical information on assets Ability to consolidate components
6	Banking / Treasury	<ul style="list-style-type: none"> Online upload of bank statement, automatic allocation and reconciliation. Cash book functionality and interface AP/AR. Automatic foreign currency update Ability to draw cash book reports for a particular reporting date and any given point.

3.1.2 Supply Chain Management (SCM) Requirements

No.	Business Requirement	Action
	Commodity Structure	<ul style="list-style-type: none"> ERP should be able to categorize items, services, and link supplier catalogues in a hierarchical tree structure and create relationships thereof to provide default information for requisitions/Business Needs This must be linked to contracts loaded on the system for order generations or requisition creation The envisaged ERP should be preloaded with or capable to create this based on United Nations Standard Products and Services Codes (UNSPSC) structure as it is the preferred listing for CSD that SOCs should be integrated to. As an example the ERP should be capable to structure commodities as follows: <ul style="list-style-type: none"> Define 1st tier commodity. (E.g. Soft Services) Link item number 2nd Tier. (E.g. Security) Link or define 3rd tier item number (Physical Guards) 4th tier could be optional but preferred (Armed Guards) Link UNSPSC code as per defined structure Define and link supplier relationship for the commodity. Define and link supplier's commodity code. (Vendor Number) Link to a G/L account number.
	BBBEE - Supplier Development/Enterprise Development	<ul style="list-style-type: none"> The envisaged ERP should be able to track, plan, manage and implement B-BBEE strategies or plans, objective being to understand B-BBEE score/performance against targets prior to audit. Monitoring and reporting ability – provide real-time visual overview of current B-BBEE scorecard and live graphs and tables that creates dashboard to give a visual summary of performance against set targets
	Local Content Verification	<ul style="list-style-type: none"> The envisaged ERP should be able to track, plan, manage and implement Local Content Verification threshold of designated items.
1	Demand Management	<ul style="list-style-type: none"> Upload and review Demand Management Plan. Workflow to link to contracts, budgets, project owners etc. Notification of impending deadlines and escalations. Monitoring and reporting ability.
2	Purchase Requisitioning (PR)	<ul style="list-style-type: none"> Electronic registration of PR's. Workflow to SCM for quotation verification, supplier selection and budget verification.

No.	Business Requirement	Action
		<ul style="list-style-type: none"> Workflow to business unit management approval. Monitoring and reporting ability.
3	Purchase Orders (PO)	<ul style="list-style-type: none"> Automatic generation of PO on approval of PR. Workflow of PO to SCM for approval order processing. Workflow of approved PO to suppliers with all relevant attachments. Update PO when the invoice is submitted, close PO when invoice fully paid Tracking of outstanding PO and escalation. Monitoring and reporting ability.
4	Workflow and Approvals	<ul style="list-style-type: none"> Workflow per cost centres, DOA with timeline escalations. Workflow across cost centres such as ICT, HR, and Facilities etc. Workflow for budgeted and unbudgeted items. CAPEX case management.
5	Upload and Attach documents	<ul style="list-style-type: none"> Allow user to upload all documents and system to archive and keep audit trail work done.
6	Framework/Standing Orders	<ul style="list-style-type: none"> Automatic release of PO against standing orders. Flag outstanding orders unused. Balance of framework order (remainder for the year/project).
7	Goods Receive Voucher (GRV)	<ul style="list-style-type: none"> Linkage of received goods against order number. Manage exception reports on quantities and pricing differences. Linkage to invoicing and creditors modules. Upload for DN/Invoices Integrate with inventory module.
8	Supplier/Vendor Management	<ul style="list-style-type: none"> Supplier management database customized per goods/services, region etc. Supplier information (e.g. bank details, contact details, registration info, tax info, BBBEE info etc.) Automated SBD documents. Supplier panels and rotation ability. Linked to the National Treasury Central Supplier Database Spend reports for the BBBEE categories. Spend reports for all suppliers, item categories and business units
9	Contract Management	<ul style="list-style-type: none"> Contract, SLA, MoUs and other documents. Online contract register of goods and service. Payments and performance tracking against budget and delivery milestones. Supplier performance assessment reports. Setting of contracts start and end date with early warning notification of contract ending period. Differentiate between once off, short term and long term contracts. Online variations, deviations and expansions registers with supporting documents
	Savings & service Credits	<ul style="list-style-type: none"> ERP must be capable to manage Service level credits - this are a mechanism by which amounts are deducted from the amounts to be paid under the contract to the supplier if actual supplier performance fails to meet the performance standards set in the service levels. ERP should be able to record, calculate, allocate and report on savings acquired through procurement processes
10 (a)	Strategic Sourcing – Request for Proposals (RFP) Management	<ul style="list-style-type: none"> Automated tracking system with reporting ability Linked to the National Treasury E-Tenders advertisement portal Online tender submission, registration, checklist completion and assessment. Individual scoring input onto system for scoring consolidation. Automated preference points calculation functionality

No.	Business Requirement	Action
		<ul style="list-style-type: none"> • Tender documents repository (e.g. tender approval, specification, advert, briefing sessions). • Automated approval routing and contract request • Monitoring and reporting ability • All committee reports repository and audit trails.
10 (b)	Strategic Sourcing – Request for Quotations (RFQ) Management	<ul style="list-style-type: none"> • Automated tracking system with reporting ability • Linked to the National Treasury E-Tenders advertisement portal • Online quotes and bids submission, registration, checklist completion and assessment. • Individual scoring input onto system for scoring consolidation. • Automated preference points calculation functionality • RFQ documents repository (e.g. procurement approval, specification, advert, briefing sessions). • Automated approval routing and contract request • Monitoring and reporting ability • All committee reports repository and audit trails.
	Strategic Sourcing – Request for Quotations (RFQ) Management	<ul style="list-style-type: none"> • Automated tracking system with reporting ability • Linked to the National Treasury E-Tenders advertisement portal • Online quotes and bids submission, registration, checklist completion and assessment. • Individual scoring input onto system for scoring consolidation. • Automated preference points calculation functionality • RFQ documents repository (e.g. procurement approval, specification, advert, briefing sessions). • Automated approval routing and contract request • Monitoring and reporting ability • All committee reports repository and audit trails. • E-auction or online tendering complying to PFMA requirements
11	Inventory	<ul style="list-style-type: none"> • System to support First in First out (FIFO) and weighted average. • Online order type correction and inventory count and update. • Online stock adjustments and processing of obsolete stock. • Tracking, monitoring, reporting and escalation ability. • Stock tracking and management. • Reverse logistics • Warehouse management report and stock transfers.
12	Travel management	<ul style="list-style-type: none"> • Online applications for travel. • Policy based selection of transport and accommodation, calculation of S&T. • Workflow for approval and notifications of staff and travel agency through email. • Online submission and approval of travel reconciliation.

3.1.3 Customer Service

No.	Requirement	Action
1	<i>Service and Product Delivery Management:</i>	<p>The solution must provide the respective agents with the capability to manage and service the various different customer related service types (i.e. Work In Progress Requests, Product Delivery Requests, etc.). Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Capturing the Request ○ Provide First-Line support on the request. ○ Manage the updates and activities pertaining to the request ○ Decision based routing to further lines of support / servicing agents.

No.	Requirement	Action
		<ul style="list-style-type: none"> ○ Completion of the request. ○ Feedback and Satisfaction tracking
2	<i>Customer Complaints and Improvement Requests (IRQ) Management:</i>	<p>The solution must provide the respective agents with the capability to manage and service the various different customer related complaints. Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Capturing the Complaint / IRQ ○ Provide First-Line support on the Complaint/IRQ. ○ Manage the updates and activities pertaining to the Complaint / IRQ ○ Decision based routing to further lines of support / servicing agents. ○ Assign of tasks / Reassign tasks ○ Resolution of the Complaint/IRQ. Keep history: who, when, what ○ Feedback and Satisfaction tracking ○ Problem Management ○ Escalation management ○ Generate reports about team performance
3	<i>Contact Management:</i>	<p>The solution must provide authorised resources, with the capability to manage customer contacts. Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Capturing Contact Information ○ Collecting respective customer contact information via other sources ○ Maintain Contact History ○ Tracking and Tracing with Auto escalation ○ Auto response mail system ○
4	<i>Customer Retention and Loyalty :</i>	<p>The solution must provide the respective customer retention and loyalty agents with the capability to:</p> <ul style="list-style-type: none"> ○ Manage Loyalty Programs in a pro-active manner ○ Pro-actively identify and engage with customers that are falling out of contracts or; those who insist on leaving, in order to retain the customer. ○ Tracking and Tracing with Auto escalation ○ Auto response mail system
5	<i>Customer Accounts Management:</i>	<p>The solution must provide the respective agents with the capability to service customer accounts related requests. Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Billing Management (Enquiries, Collections, Payments and Invoicing) ○ Customer Statement Queries ○ Product and Pricing Queries ○ Provide First-Line support on the query. ○ Decision based routing to finance or respective divisional area. ○ Resolution of the accounts related query. ○ Satisfaction tracking
6	<i>Channel Management:</i>	<p>The solution must provide the ability for the respective agents to perform the above-mentioned capabilities via multiple channels. The proposed solution must cater for the channels listed below:</p> <ul style="list-style-type: none"> ○ In-Store (Walk-In) ○ Web ○ Email

No.	Requirement	Action
		<ul style="list-style-type: none"> ○ Mobile App ○ IVR (Telephony) <p>The channels must cater for both self-service and staff-assisted models. The solution must cater for virtual agents (i.e. BOTS, etc.) with routing to actual agents at strategic points.</p>

3.1.4 Sales Capabilities

No.	Requirement	Action
1	<i>Sales Pipeline and Leads Management:</i>	<p>The solution must provide the respective sales teams to strategize and execute their sales models in order to generate revenue. Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Capture or collect information regarding leads and customers; ○ Segment customer or leads according to dynamically created sectors, etc. ○ Interact with various external social platforms to identify and target customers; ○ Allow the engagement of leads / customers directly via the proposed platform; ○ Manage and Report on Revenue; ○ Perform sales projections based on sales models.
2	<i>Product and Pricing</i>	<ul style="list-style-type: none"> ○ Creation of Products and Product Catalogues; ○ Product Bundling; ○ Setting up of Discounts; ○ Control costing and profitability margins; ○ Automate Approvals.
3	<i>Quotations and Order Fulfilment:</i>	<p>Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Quoting Customers based on the various product lines; ○ Automate generation of customer friendly quotes and contracts; ○ Management of the Quotation to Sale process; ○ Tracking of Orders; and ○ Satisfaction Feedback and Sales Completion
4	<i>Sales Driven via Analytics:</i>	<p>Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Use analytics to optimise and improve sales performance; ○ Provide Real-time sales dashboards with drill-down capabilities.
5	<i>Sales Force Planning and Automation:</i>	<p>The solution must provide the respective sales teams to plan and execute on their sales strategies. Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Plan Sales Initiatives; ○ Manage sales execution per sales resources; ○ Conduct capacity planning.
6	<i>Channel Management:</i>	<p>The solution must provide the ability for the respective agents to perform the above-mentioned capabilities via multiple channels. The proposed solution must cater for the channels listed below:</p> <ul style="list-style-type: none"> ○ In-Store (Walk-In) ○ Web ○ Email ○ Mobile App. ○ IVR (Telephony)

No.	Requirement	Action
		The channels must cater for both self-service and staff-assisted models. The solution must cater for virtual agents (i.e. BOTS, etc.) with routing to actual agents at strategic points.

3.1.5 Marketing Capabilities

No.	Requirement	Action
1	<i>Contact Management:</i>	<p>The solution must provide authorised resources, with the capability to manage feedback customer contacts. Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Capturing Contact Information to support the leads; ○ Evaluate, score, and qualify leads for sales purposes; ○ Collecting respective customer contact information via other sources (Social Platforms, Surveys, etc.) ○ Maintain Contact History ○ Auto response mail system
2	<i>Campaign Management:</i>	<p>Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Strategically design campaigns based on different product or customer journeys; ○ Plan the campaigns and the associated business values; ○ Track and execute all aspects of the campaign. ○ Consolidate feedback and responses to the various campaigns to feed into sales or divisional objectives.
3	<i>Events Management</i>	<p>Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Planning of Events; ○ Publishing of Events; ○ Management Venues and Speakers; ○ Manage the logistics associated with events; ○ Manage Event Registrations and Attendance; ○ Automate Communications and Approvals.
4	<i>Marketing Content Management:</i>	<p>Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Manage the Visual Brand of the company; ○ Design and generate marketing content ○ Store and manage the various marketing content ○ Automate approvals and acceptance of PR and Marketing Content; ○ Management of Content Templates; ○ Publishing of marketing content via various channels (Email, SMS, Social Media, etc.) ○ Satisfaction Feedback and Sales Completion
5	<i>Marketing Analytics:</i>	<p>Below is the minimum required functionality pertaining to this category:</p> <ul style="list-style-type: none"> ○ Use analytics to optimise and improve marketing performance; ○ Provide Real-time marketing dashboards with drill-down capabilities. ○ Analyse the results of surveys and other campaign types.
6	<i>Channel Management:</i>	<p>The solution must provide the ability for the respective agents to perform the above-mentioned capabilities via multiple channels. The proposed solution must cater for the channels listed below:</p> <ul style="list-style-type: none"> ○ In-Store (Walk-In) ○ Web ○ Email

No.	Requirement	Action
		<ul style="list-style-type: none"> ○ Mobile App. ○ IVR (Telephony) <p>The channels must cater for both self-service and staff-assisted models. The solution must cater for virtual agents (i.e. BOTS, etc.) with routing to actual agents at strategic points.</p>
7	<i>Mobility</i>	The solution must be mobility ready

3.1.6 Human Capital Requirements

No.	Requirement	Action
1	Manage HC Strategy / Dashboard, Policy and Procedures	<ul style="list-style-type: none"> • Develop HR strategy / Dashboard • Develop / Review HR policy and procedures • Maintain HR policies and procedures • Market trends and best practice
2	Organizational management	<ul style="list-style-type: none"> • Manage Organizational structure • Define Employee role and responsibility • Create position • Create job grading levels • Job Evaluation and Reporting • Manage Workforce Planning • Manage Competency Framework/Dictionary
3	Management Employee remunerations	<ul style="list-style-type: none"> • Maintain employee profile/records • Maintain time and attendance • Manage employee incapacity • Manage employee reporting process • Manage employee Benefits (leave, medical aid, retirement) • Update tax files/tax tables • Implement salary increases and adjustments • Manage forecasting • Develop remuneration policies and practice • Process employee leave, medical aid, retirement process • Generate dummy payslips • Process payroll and generate payslips • Management of the Recognition and Rewards • Management of the Remuneration architecture • Remuneration and Benefits methodologies and tools • Design, Management and Maintenance of the Pay Scale Design linked to Career Progression Framework • Pay Progression Model
4	Manage employee relationship	<ul style="list-style-type: none"> • Handle employee complaints, grievance and appeals • Handle employee disciplinary matters • Manage labour relations
5	Manage Recruitment, source and selection	<ul style="list-style-type: none"> • Manage employee travel requisition • Create job profile • Recruit candidates • Selection and screen candidates • Negotiate offer • Create employment contract • Carry pre-placement verification • Hire candidate • Employee Onboarding • Maintenance of records

No.	Requirement	Action
6	Employee Management	<ul style="list-style-type: none"> • Maintain employee profile/records • Maintain time and attendance • Maintain employee leave, medical aid • Manage employee reporting process • Manage employee incapacity • Employee forecasting • Renew employment contract • Terminate employment contract • HC analytics and reporting
7	Employee Self-service	<ul style="list-style-type: none"> • Manage leave and travel request • Application for leave and travel acquisition • Print pay slip, forms and tax certificate • Application for training course • Application for job • View benefits • Manage and update personal profile
8.	Manage Performance Management	<ul style="list-style-type: none"> • Strategic Planning • Cascading of Organizational KPIs across the business • Performance Contracting • Performance Reviews • Adjustments of the Performance Scores • 360 Degree Assessments • Performance Dashboard per Division • Performance Improvement Plan • Individual Development Plan(should be linked to the L & D system) • Moderation Process and tools • Management of the Moderation Governance Structure • Performance Reporting across various levels • Determination/Calculations of Performance Bonus
9	Manage Employee Learning and Development	<ul style="list-style-type: none"> • Training needs analysis/Skills Audit • Identification of the training needs • Training Plans (WSP) • Training Booking • Training Catalogue • Training Database • Tracking of attendance • Training implementation - capturing of the training interventions • Training Report (ATR) • Bursary Administration • Processing of Quotations and Invoices • Expenditure Report on Training • Knowledge Management/Research process • Competency Development Programme • Youth Development Programmes and Expenditure
10.	Manage Talent Management	<ul style="list-style-type: none"> • Employee Value Proposition • Management of the Talent Boards • Management of the Talent Reviews • Management of the Talent Assessments

No.	Requirement	Action
		<ul style="list-style-type: none"> • Identification of talent • Assessment matrices • Talent and Succession Management tools and matrices • Talent and Succession Pools Management • Talent and Succession pools • Talent Retention • Reporting • Management of Career Progression and tools
11.	Employee Engagement	<ul style="list-style-type: none"> • Employee Engagement surveys • Culture and Climate surveys • Customer Satisfaction survey • Reporting
12.	Payroll	<ul style="list-style-type: none"> • Payroll management • IRP 5 generation • Reconciliations with the general ledger • All input, calculation and processing of the payroll • Generate monthly Payroll (Permanent -, Contract employees and Medical aid subsidies) • Generation of monthly payroll reports • Generation of employee payslips • Electronic submission of Statutory monthly UIF reports • Generate of the Payroll journal – Electronic/Hard copy • Employee engagements & Terminations • Dummy payslips of offer purposes (New engagements) • Electronic payment of nett salaries • Electronic payment PAYE, UIF & SDL • Electronic payment of 3rd parties (Creditors) • Garnishee processing & payment • SARS: • Emp 201 submissions • Mid –year EMP 501 submission • SARS year end Emp 501 submission and reconciliation • Generate employees tax certificates (IRP5) • Annual COIDA return and submission • Securing SARS Tax directives • Employee self-service • Self-service leave application • Dedicated Payroll consultant and Administrator • Quarterly audit, Duplicate employee numbers and banking detail. • Monthly audit reports
13	Occupational Health	<ul style="list-style-type: none"> • Clinic Consultation Records • Man Job Specifications (OREPS) • Medical Scheduling and Management • Wellness Management • HIV and other disease management • COID Claim tracking • Drug stock control and drug register • Clinic Activity Statistics, Reports, Charts and trend analysis tools • IOD Tracking and recording • Chronic management
14.	Occupational Safety	<ul style="list-style-type: none"> • Risk Management

No.	Requirement	Action
		<ul style="list-style-type: none"> • Incident Management • Records Management • Legal Appointments • Survey Management • Non Conformances • Committees • Training Management • PPE Management • Corrective Action • Audits • Standards and Legal Directory • Inspections and Checklists • Compliance Management

3.1.7 Non-Functional Requirements

The proposed solution/platform(s) must cater for the following non-functional capabilities:

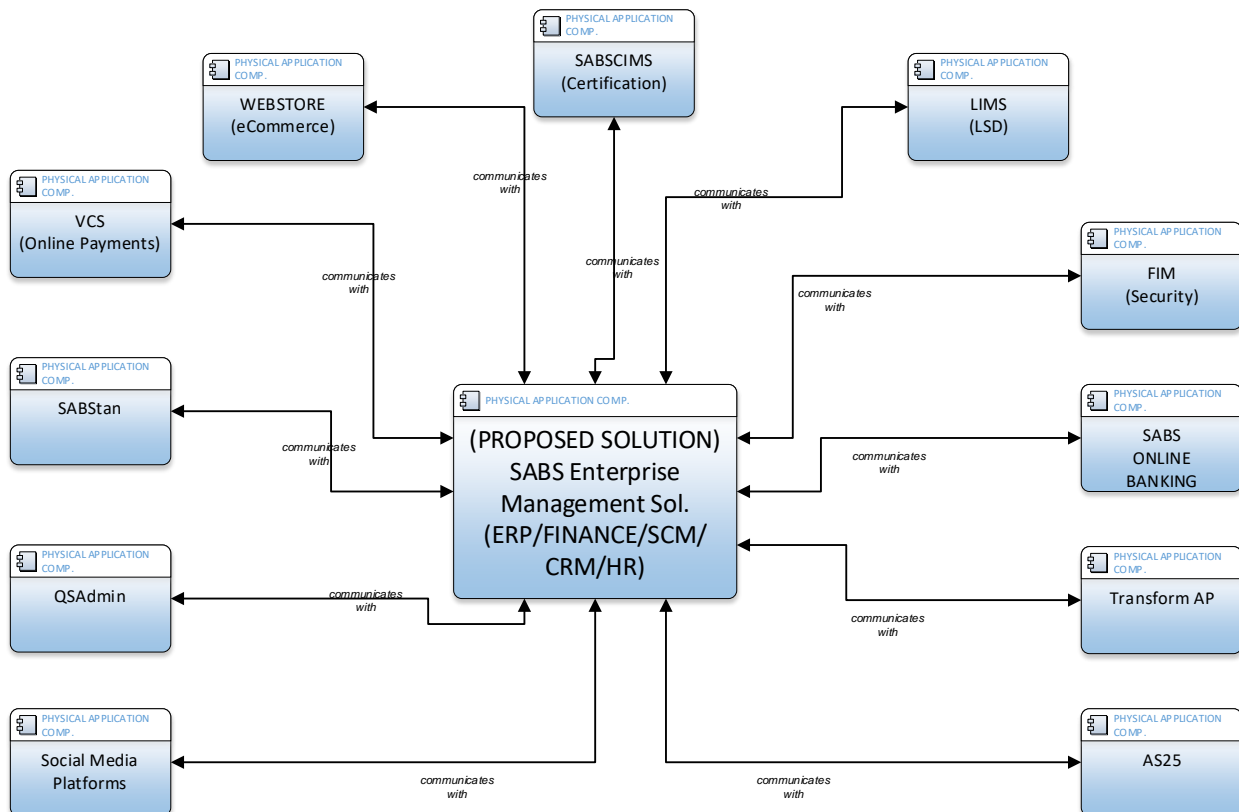
- High-Availability that supports SABS 24x7 operational model
- Scalable: The proposed solution must allow the SABS to scale-up or scale-out in order to support future demands
- Security:
 - The proposed solution must adopt and adhere to SABS Security Policy
 - Single Sign On capability – The platform must support Single Sign capability based on industry standards.
 - All the features must be role based configured (Persona)
- All data must be stored in a secured manner and only made accessible via controlled means of access. The solution must adhere to POPI and other Data Protection Acts / Legislations.
- The platform must have Resilience and Reliability
- The implemented solution must be accessible through
 - Online / Web Channels:

The system must support multiple browsers and is mobile friendly.

- APIs / Web Services
- Automated reports: System must create automatic reports on Employee Performance and personal development plan and Management reports per module / BU and BI reports
- All activities in the features must be logged and should be auditable.
- Hosting Requirements

3.1.8 Integration Requirements

The proposed solution must be able to integrate with external systems either by exposing the respective interfaces for other systems to consume or possess the ability to consume the interfaces exposed by other external systems.



The proposed solution must interoperate with major external Social Media, Communications Platforms and Internet based platforms to deliver the required capabilities required in section 3.1. The solution must integrate or provide the required interfaces to communicate with the SABS line-of-business (LOB) systems as illustrated in the above diagram.

The interfaces must be based on acceptable industry standards (i.e. RESTful or SOAP compliant).

3.1.9 Infrastructure and Deployment Requirements

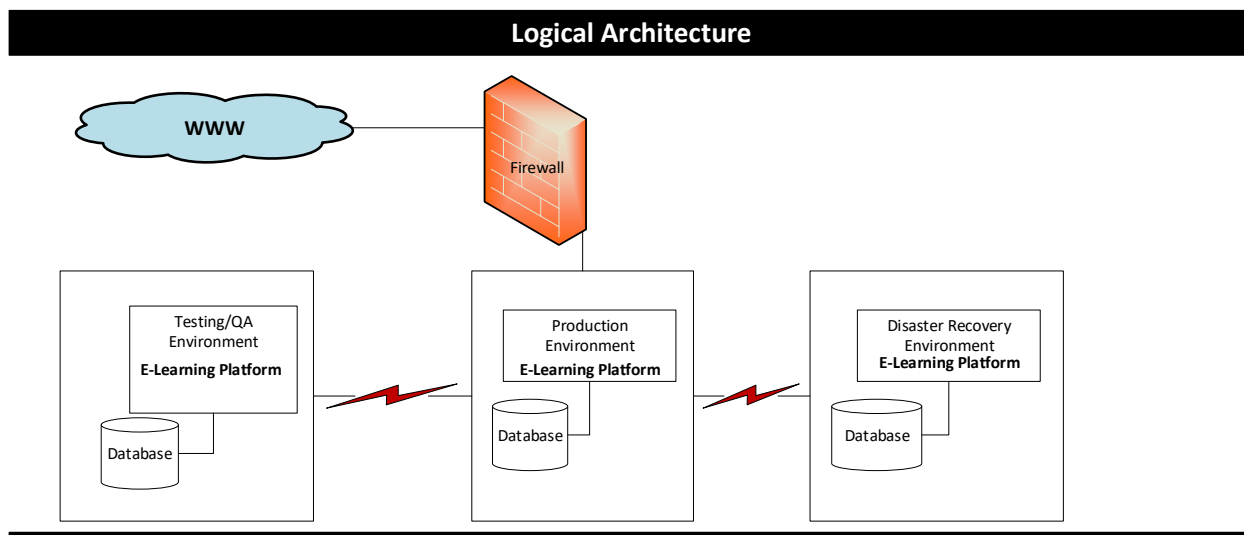
The SABS ICT Strategy supports all Cloud Based strategies or a hybrid thereof. The bidders are required to propose an appropriate infrastructure to host the proposed end-to-end solution. The proposed infrastructure can be cloud, on-premises, or a hybrid thereof, however must be cost-effective and simple to manage and maintain. The bidders are required to provide proposals and quotations for all hosting solutions; i.e. cloud, on-premises or hybrid solutions. The proposed infrastructure must cater for the following logical environments as illustrated in the diagram that follows:

- Testing (QA) Environment
- Production (LIVE) Environment
- Disaster Recovery Environment

The Production Environment must be supported by a High Availability and Disaster Recovery environment in case of any failures. This will help in protecting data loss if any.

3.1.10 Cybersecurity

The vendor is required to perform penetration test and supply the penetration report.



Bidders must allow the SABS to migrate the solution onto the SABS premises in the event that bidders propose any form of cloud-based infrastructure.

3.1 Business Enablement Capabilities

Bidders are expected to supply consulting services to the respective ICT and Business Units within SABS Business development division. The consulting services would entail the configuring and customising the proposed solution to cater for the specifics business requirements and procedures. Bidders must provide, at minimum 1 dedicated resource per Module (as requested in section 3.1.1 to 3.1.6) to handhold the respective SABS resources, in order to ensure that all functionality and procedures are fully operational. The Divisional Business requirements and procedures will be provided at or during the time of execution.

Bidders must operationalize all the features as part of the implementation and participate in getting the User Acceptance Testing completed successfully.

3.2 Change Management Service

Bidders are requested to deliver the following training services or functionality:

- Bidder must provide End User Training Session(s) for each Module (as requested in section 3.1.1 to 3.1.6), for up to a maximum of 50 Users
- System training and ICT technical skills transfer to internal staff to at least 10 SABS employees.
- Provide the plan for Train the Trainer program to train the SME's within the affected SABS Business Units, to run the capabilities efficiently.
- Must provide the user manuals as part of implementation for all the features both for administrators and end users perspective.
- All Training Material, including User Manuals, User Guides, Training Videos, etc., must be accessible via online, to facilitate at the desk or user self-training.

3.3 Support Services

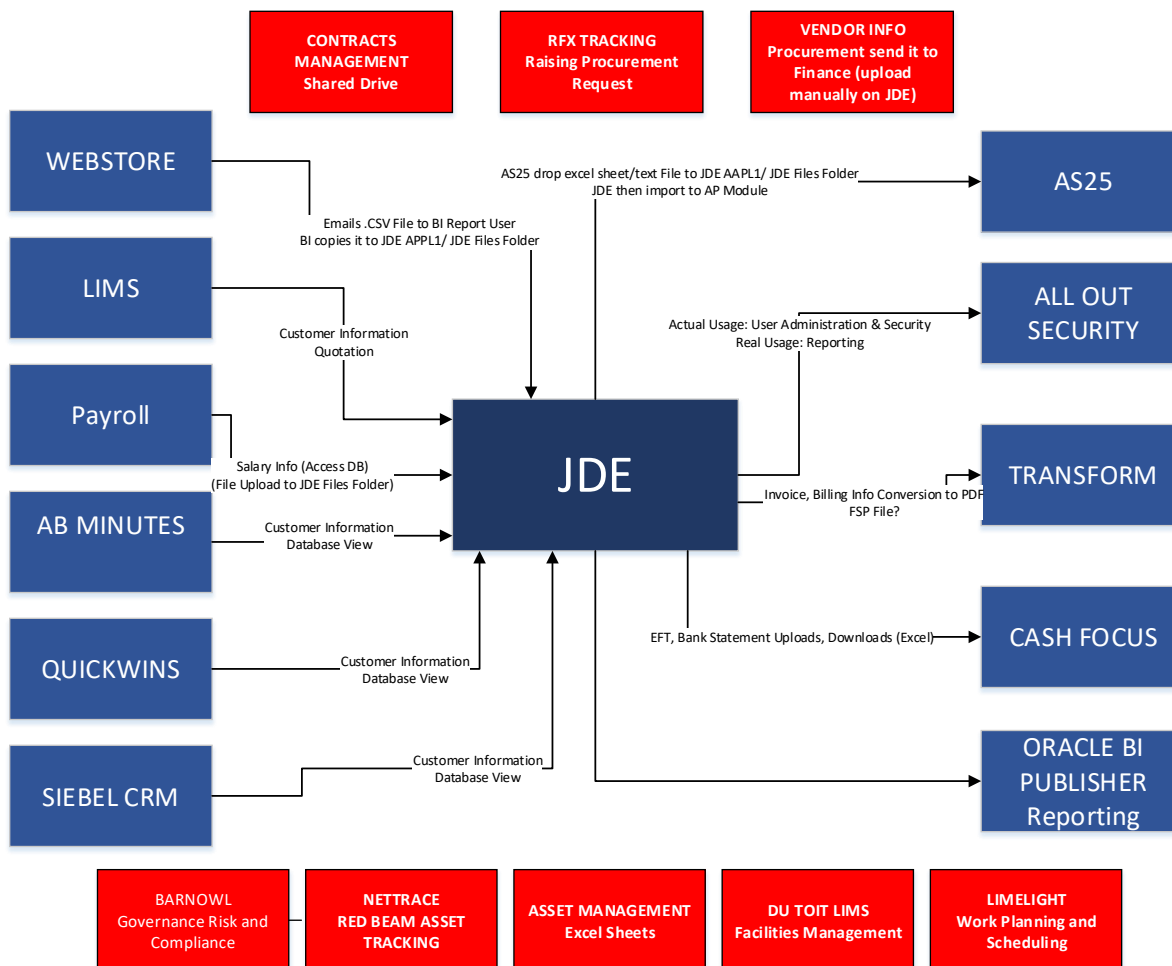
Bidders are requested to provide support services and related costing for a period of five (5) years. The support services must include:

- Second Line user and system support.
- Support service model and rate card for additional support services.
- Support model in case of Cloud Hosting Solution. The bidder must specify what level of support will be provided in the Cloud Hosting Solution.

Bidders must provide a draft Service Level Agreement that reflects the above support services.

4. High-Level details of existing SABS Systems

The Following Diagram provides a high-level overview of the existing SABS Applications:



The SABS has a user base of at least +-1200 users spread across SABS offices around the country. The SABS's business systems are dependent on efficient and reliable connectivity between all branch offices and the Head Office where the majority of systems are hosted.

SABS currently uses JDE (v8.1.2) as its financial system and has not upgraded or replaced the financial system in over a decade. Current version of JDE is out of warranty and no longer supported by the OEM , Oracle. Current version was last updated in 2006 (at least 16 years ago).

SABS will avail the respective technical resources, during the mandatory briefing session, to provide further details regarding the current SABS systems.

5. Project Execution

The appointed bidder must be available to start with the exercise immediately upon award and complete the implementation within twelve (12) months.

The bidder is expected to provide a detailed project execution plan that clearly articulates the following:

- Execution Methodology (i.e. PMBOK, PRINCE 2, or acceptable methodology)
- Detailed Scope of Work
- Detailed Project Plan
- Resource Break-down Structure (with Hourly Rates)
- Proposed Project Governance and Progress Reporting
- Project Change Control Procedures

Appendix B

Intention to respond to the Request for Proposal

We hereby accept / decline your Request for Proposal.

Company: _____

Company Representative: _____

Position/Title: _____

Signature: _____

Please state a brief reason for declining this Request for Proposal _____

Appendix C

SBD 4

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

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.

2.2 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:

.....
.....

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.

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.

- 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.

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

Appendix D

NON DISCLOSURE AGREEMENT

THIS AGREEMENT is made BETWEEN

The South African Bureau of Standards (SABS), an organisation established in terms of section 2 of the Standards Act (29 of 1993), whose registered office is at 1 Dr Lategan Road, Groenkloof, Pretoria, 0001, South Africa.

AND _____ (“the Bidder”),
Registration Number: _____ whose registered office is at _____

(Hereinafter referred to as the “parties”)

WHEREAS in the course of discussions and/or negotiations with the South African Bureau of Standards, the Bidder has received, or may receive in future, information relating to **20592** for the South African Bureau of Standards and other related information hereinafter referred to as “Confidential Information”. “Confidential information” shall include, but not be limited to any information disclosed by the SABS and / or any of its affiliates, employees, agents, representatives, subcontractors and consultants to the Bidder, its employees, agents, representatives and consultants, whether orally, in writing, by graphic, pictorial or electronic format, which information includes but is not restricted to Business information, including know how, commercial and technical aspects of products, processes and services; status and capabilities of the SABS’ business; The SABS or its subcontractors’ marketing and planning programs, products specifications, Service specifications, plans, drawings, test results and findings; financial, operational and technical data; and particular types of technologies and inventions, that already currently exist or that the SABS wishes to be developed, which could be subject to intellectual property rights, whether registered and/or unregistered.

Therefore the parties wish to agree as follows:

1. The Bidder undertakes to keep strictly secret and confidential all confidential information relayed or transmitted to it in any manner or form and will not divulge any part of the Confidential Information directly or indirectly to any person, firm or entity (other than such of its employees who have a need to know the Confidential Information for the purposes of fulfilling the Bidder’s obligation to the South African Bureau of Standards).
2. The Bidder undertakes to not make copies of the Confidential Information or otherwise disseminate any of the Confidential Information (except as may be required to fulfil specific obligations towards South African Bureau of Standards) without South African Bureau of Standards express prior written consent.
3. This agreement applies to information whether or not such information is marked as or appears to be confidential and whether or not such information is of commercial use to South African Bureau of Standards or any other party.
4. This agreement shall not apply to information which:-
 - (a) the Bidder can show had been lawfully received by it prior to disclosure under this agreement.
 - (b) is in the public domain or becomes so otherwise than through breach of this agreement;
 - (c) was disclosed to the Bidder by a third party who was under no obligation of confidence in respect thereof;
5. The Bidder further undertakes that the South African Bureau of Standards retains ownership of all Intellectual property rights on all material and processes developed that relate to the service provided for and on its behalf by the Bidder. The Bidder undertakes to transfer all said Intellectual Property Rights, whether registered and / or unregistered, to the SABS, including undertaking to sign all forms necessary to affect such transfer.
6. The Bidder acknowledges that the confidentiality obligations extend from signature of this agreement and survive the termination of the tender process, whether the Bidder is successful or not.

IN WITNESS WHEREOF the parties hereto have executed this agreement in duplicate.

Signed at.....on this.....day of2022

On behalf of the South African Bureau of Standards(signature) Lerato
Monyepao (Procurement)

Witness 1. Witness 2.

Signed at..... on this.....day of2022

Signed on behalf of the Bidder, duly authorised thereto..... (signature)

..... (name) (title)

Witness 1. Witness 2.

To: Tenders.prince@sabs.co.za

Appendix F

SABS STANDARD TERMS AND CONDITIONS

Bidders must sign the terms and condition to indicate acceptance thereof. Should the bidder have a variation/s, these must be submitted as Annexure F1 indicating the clause number, the rational for not accepting that specific clause and provide an alternative clause.

<https://www.sabs.co.za/Procurement/docs/SABS%20STANDARD%20TERMS%20AND%20CONDITIONS%20FOR%20PROCUREMENT%20OF%20GOODS%20AND%20SERVICES....pdf>

Annexure G
CSD REPORT

Appendix H – BBBEE Certificate/Sworn Affidavit

Appendix I
Quotations or Pricing Schedule

Item	Price	Total
Baseline Platform Fees (If Any) and/or Upgrades		
Implementation (Setup, Config, Consulting, Implementation, etc.)		
Finance Module (3.1.1)		
Implementation (Setup, Config, Consulting, Implementation, etc.)		
Training (Users & Administrators)		
Integration		
Data Migration/Importation (If Any)		
Project Management Fees		
Supply Chain Module (3.1.2)		
Implementation (Setup, Config, Consulting, Implementation, etc.)		
Training (Users & Administrators)		
Integration		
Data Migration/Importation (If Any)		
Project Management Fees		
Customer Service Module (3.1.3)		
Implementation (Setup, Config, Consulting, Implementation, etc.)		
Training (Users & Administrators)		
Integration		
Data Migration/Importation (If Any)		
Project Management Fees		
Sales Module (3.1.4)		
Implementation (Setup, Config, Consulting, Implementation, etc.)		
Training (Users & Administrators)		
Integration		
Data Migration/Importation (If Any)		
Project Management Fees		
Marketing Module (3.1.5)		
Implementation (Setup, Config, Consulting, Implementation, etc.)		
Training (Users & Administrators)		
Integration		
Data Migration/Importation (If Any)		
Project Management Fees		
Human Capital Module (3.1.6)		
Implementation (Setup, Config, Consulting, Implementation, etc.)		
Training (Users & Administrators)		
Integration		
Data Migration/Importation (If Any)		
Project Management Fees		
Payroll Module (3.1.6)		
Implementation (Setup, Config, Consulting, Implementation, etc.)		
Training (Users & Administrators)		
Integration		
Data Migration/Importation (If Any)		

Project Management Fees		
Other Integration Fees		
Total License Fees (5 Years)		
Total Support & Maintenance Fees (5 Years)		
Cloud Hosting Fees (5 Years)		
GRAND TOTAL		

Appendix J
Management Summary

Appendix K

Statement of Compliance to the Request for Proposal

Company Name: _____

Proposed Service: _____

It is hereby confirmed that the proposal response to the SABs' RFP is fully compliant with all points with the exception of the specific issues outlined below:

Signed: _____ (Authorised Signatory)

Name: _____

Position: _____

Date: _____

Appendix M
AUDITED FINANCIAL STATEMENT

Appendix N

Request for Proposal Enquiry

To: prince.hlongwane@sabs.co.za

From: _____

Questions:

Answers:

To: prince.hlongwane@sabs.co.za

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

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 all bids:

- 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

- a) The value of this bid is estimated to **exceed/not exceed** R50 000 000 (all applicable taxes included) and therefore the preference point system shall be applicable; or
- b) Either the 80/20 or 90/10 preference point system will be applicable to this tender (*delete whichever is not applicable for this tender*).

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

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

	POINTS
PRICE	
B-BBEE STATUS LEVEL OF CONTRIBUTOR	
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 in regard to 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 proposals;
- (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) A sworn 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 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

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

Ps = Points scored for price of bid under consideration

Pt = Price of bid under consideration

Pmin = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

5. BID DECLARATION

- 5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

- 6.1 B-BBEE Status Level of Contributor: . =(maximum of 10 or 20 points)
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.)

7. SUB-CONTRACTING

- 7.1 Will any portion of the contract be sub-contracted?
(Tick applicable box)

YES		NO	
-----	--	----	--

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES		NO	
-----	--	----	--

- v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

Designated Group: An EME or QSE which is at least 51% owned by:	EME ✓	QSE ✓
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

- 8.1 Name of company/firm:.....
- 8.2 VAT registration number:.....
- 8.3 Company registration number:.....
- 8.4 TYPE OF COMPANY/ FIRM
 - ☐ Partnership/Joint Venture / Consortium
 - ☐ One person business/sole propriety

- ☐ Close corporation
- ☐ Company
- ☐ (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

.....

.....

8.6 COMPANY CLASSIFICATION

- ☐ Manufacturer
- ☐ Supplier
- ☐ Professional service provider
- ☐ Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we 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 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding 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 bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury 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.

WITNESSES

1.

2.

.....

SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS