

APPOINTMENT OF A SERVICE PROVIDER FOR RENEWAL OF SAGE 300 ERP, BPM, VRM AND 4ASSET LICENSES AND SUPPORT FOR A PERIOD OF TWELVE (12) MONTHS

1. INTRODUCTION

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Mineral Resources and Energy (DMRE). For more information on the company, you can visit our current website: www.cefgroup.co.za

2. SCOPE OF WORK

CEF SOC Ltd invites quotes from accredited Sage business partners for the renewal of Sage 300 ERP, BPM, VRM and 4Asset annual license subscription, Maintenance and support for a period of twelve (12) months.

Requirements:

The winning bidder will be required to perform the following:

- Provide annual license subscription for the following products
 - Sage 300 ERP;
 - AccTech eWorkflow (BPM);
 - VRM ;
 - 4Asset;
 - AssetVerify;
- Maintenance of integration packages between BPM, VRM and Sage 300 ERP as and when required;
- Minor system enhancements as and when required;
- CEF requires time and material support and maintenance; As such, the bidder must include in their bid response a support rate per hour and monthly support fee based on estimated support hours stated below;
- The estimated support hours required are 15 hours per month on an "as and when" required. (The bidder will only invoice for the hours used per month);
- Access to a telephone and online helpdesk platform;
- Service level agreement with response times for each priority level;
- Adherence to SLA targets and clearly defined escalation process;

Service level agreement for 12 months (Attach copy of draft SLA)

- Monitors and resolve errors;
- Perform proactive and preventative maintenance;
- Provide monthly support reports;

- Provide suitable systems and measures to ensure continuity in case of system failure;
- Provide support and perform backups on the system;
- Perform software updates and ensure the latest patching is done as soon as it is made available;
- Provide user and admin training;
- Any additional licensing will need to be included as part of the agreement;
- Criteria to determine priority level of each call. See below for example;

Priority Level	Description	Response time	Resolution time
Priority Level 1	System is unavailable	30 minutes	2 working hours
Priority Level 2	Critical fault: a major function, component or application is unusable	2 working hours	4 Working hours
Priority Level 3	A software function, component or application has been lost which does not seriously affect business critical work	8 working hours	24 working hours
Priority Level 4	Enquiry: all other problems that do not fall into the three categories above. This includes general queries and reporting requirements.	48 working hours	72 working hours

1. EVALUATION CRITERIA

2.1 Phase 1

Administrative Evaluation Criteria

Initial Screening Process: At this phase bidder's response are reviewed to check if bidders have responded according to CEF (SOC) Ltd RFQ document.

2.2 Phase 2

Mandatory Requirements

Bidder must be accredited by the software provider

2.2.1 <u>ACCREDITATION</u>	Comply	Not Comply
Bidder must be an accredited Sage Business Partner.		
Submit a copy of a valid accreditation/partnership letter		
Substantiate / Comments		

2.3 Phase 3

Technical evaluation

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **70%**. It must be noted that if the Bidder does not meet the **70%** minimum threshold, the bidder will be disqualified and not be evaluated further.

2.3.1 EXPERIENCE OF THE COMPANY

The company must have experience implementing and supporting Sage 300 ERP, AccTech eWorkflow (BPM), VRM and 4Asset

The bidder must submit reference letters detailing the bidder offered support in the past 5 years.

The reference letter signed by the client must be on client's letterhead and include the company name, contact person, contact details (telephone number) and it should indicate when the service was done.

Evaluation Criteria	Document as Evidence	Score	Weighting %
5 Reference letters and more	Reference letters	5	20%
4 Reference letters		4	
3 Reference letters		3	
2 Reference letters		2	
1 Reference letters		1	
No Reference letter(s) provided		0	

2.3.2 **EXPERIENCE OF THE TEAM TO SUPPORT SAGE 300**

The team that will be assigned to CEF must have experience in maintaining and supporting Sage 300 ERP.

Bidder must provide a C.V. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.

The proposed team experience will be aggregated/calculated as combined experience.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience of team average	CV of the Proposed team clearly listing the name of clients and work done	5	20%
5 years of experience of team average		4	
> 3 years of experience but < 5 years of experience of team average		3	
3 years of experience of team average		2	
2 but < 3 years of experience of team average		1	
< 2 year of experience/No CV submitted of team average		0	

2.3.3 EXPERIENCE OF THE TEAM TO SUPPORT ACCTECH EWorkflow(BPM)

The team that will be assigned to CEF must have experience in maintaining and supporting AccTech eWorkflow (BPM).

bidder must provide C.Vs. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.

The proposed team experience will be aggregated/calculated as combined experience.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience of team average	CV of the Proposed team clearly listing the name of clients and work done	5	20%
5 years of experience of team average		4	
> 3 years of experience but < 5 years of experience of team average		3	
3 years of experience of team average		2	
2 but < 3 years of experience of team average		1	
< 2 year of experience/No CV submitted of team average		0	

2.3.4 EXPERIENCE OF THE TEAM TO SUPPORT SAGE VRM

The team that will be assigned to CEF must have experience in maintaining and supporting VRM.

bidder must provide C.Vs. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.

The proposed team experience will be aggregated/calculated as combined experience.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience of team average	CV of the Proposed team clearly listing the name of clients and work done	5	20%
5 years of experience of team average		4	
> 3 years of experience but < 5 years of experience of team average		3	
3 years of experience of team average		2	
2 but < 3 years of experience of team average		1	

< 2 year of experience/No CV submitted of team average		0	
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2.3.5

EXPERIENCE OF THE TEAM TO SUPPORT 4ASSET

The team that will be assigned to CEF must have experience in maintaining and supporting 4Asset.

Provide a C.V. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 5 years of experience	CV of the Proposed team clearly listing the name of clients and work done	5	20%
5 years of experience		4	
> 3 years of experience but < 5 years of experience		3	
3 years of experience		2	
2 but < 3 years of experience		1	
< 1 year of experience/No CV submitted		0	