**10 APRIL 2024**


**REQUEST FOR QUOTATION FOR
SAGE 200 AND 300 TECHNICAL
SUPPORT AND MAINTENANCE
SERVICES FOR TWENTY-FOUR
MONTHS**

## 1.    Purpose

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1.1.    The Railway Safety Regulator (RSR) requires the services of a suitable service

provider with Sage 200 and 300 technical support and maintenance services

for Twenty-four(24) months.

## 2.    Considerations/background

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2.1  The RSR has implemented SAGE (200 and 300) to digitalise and automate Finance, Supply Chain
Management and Human Resource processes and functions.

## 3.    Scope of work / Specification

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Specifications are as follows:

The table below outlines the scope of work which the service provider must deliver on pertaining
to support and maintenance services of Sage 200 and 300 .

| PRODUCT | SERVICES |
|---|---|
| **SAGE 300-people** | 1. Diagnose and solve the payroll system technical issues, including the ESS (employee self-service) web portal and mobile app. |

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| | 2. Perform support which comprises tax year submissions and validations, as well as configurations on Sage 300 People. |
| | 3. Provide payroll support services as and when required and ensure the HR Payroll system is fully functional. |
| | 4. Capture, process, balance and finalise payroll, and be able to provide reports on a monthly and on an ad hoc basis. |
| | 5. Perform reconciliations, month end processes, year-end processes, ensure the system is fully functional and has no technical glitches that go unresolved. |
| | 6. Ensure that the RSR team can be supported remotely and onsite whenever required. |
| | 7. Provide second-line support and third-line support to RSR. |
| | 8. Provide a seamless call-logging process to assist with service requests. |
| | 9. Provide Audit reports as and when required. |
| | 10. Assist with application software upgrades as and when these upgrades become available. |
| | 11. Enhance SAGE 300 functionality in accordance with RSR's enhancement requirements. |

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| | 12. Ensure the SAGE 300 is backed-up daily and back-up files tested weekly. |
| | 13. Assist with Cloud migration exercises, and quarterly Disaster Recovery simulation exercises. |
| | 14. Transfer skills to ICT Technicians. |
| **SAGE 200-Evolution** | 1. Diagnose and solve accounting system technical issues. |
| | 2. Ensure the Accounting system is fully functional. |
| | 3. To perform reconciliations, year-end processes, and ensure the system is fully functional and no technical glitches go unresolved. |
| | 4. Ensure the RSR team can be supported remotely and onsite whenever required. |
| | 5. Provide second-line support and third-line support to RSR. |
| | 6. Be able to provide a seamless call logging process to assist with serviced requests. |
| | 7. Provide Audit reports as and when required. |
| | 8. Perform application software upgrades as and when these upgrades become available. |
| | 9. Assist the Finance department in developing custom reports. |

| | 10. Enhance SAGE 200 functionality in accordance with RSR's enhancement requirements |
| | 11. Ensure the SAGE 200 is backed-up daily and back-up files tested weekly. |
| | 12. Assist with Cloud migration exercises, and quarterly Disaster Recovery simulation exercises. |
| | 13. Transfer skills to ICT Technicians |

## 4.    Administrative / Compliance Requirements
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4.1.   Registration on National Treasury CSD report
4.2.   Comprehensive quotation (prices must be VAT Inclusive)
4.3.   Tax Pin & Tax clearance certificate
4.4.   Fully Completed and signed Standard Bidding Documents (SBD) forms documents
4.5.   A valid BBBEE certificate or sworn affidavit (on sworn affidavit indicate the day, month and year of the financial year period ie, 31 March 2022)
4.6.   Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC)
4.7.   A Copy of the identity document of the company owner(s)
4.8.   Valid Medical Certificate
4.9.   Valid South African Social Security Agency (SASSA) registration **(Where applicable)**
4.10.  Valid National Council for Persons with Physical Disability in South Africa registration (NCPPDSA)

*Failure to submit valid documents listed above (**No - 4.5, 4.6, 4.7, 4.8, 4.9, 4.10**) for proof of claim specific goals as stipulated in Section 6 below will lead to the service provider not being awarded points for specific goal.*

## 5.    Functionality Criteria Evaluation

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5.1 Only service providers that score a minimum of 70 points of the total points on the functionality evaluation will proceed to the price and preference point evaluation.

5.2 The suitable service provider must demonstrate capacity and capability to execute this project by complying with the functionality criteria in the table below:

| ITEM | FUNCTIONALITY CRITERIA | POINTS |
|---|---|---|
| EXPERIENCE OF THE COMPANY | **The service provider /bidder must submit a Reference letter as evidence of their experience in SAGE 200 and 300 support and maintenance. The Reference Letter should at least include the client's name, contact person, and contact details, a detailed description of services rendered, and the duration of the service.** The scoring for company experience will be as follows:<br><br>•     Four (4) relevant reference letters submitted = **30 points**<br><br>•     Three (3) relevant reference letters submitted = **20 points**<br><br>•     Two (2) relevant reference letters submitted = **10 points**<br><br>•     One (1) relevant reference letter submitted = **5 points**<br><br>•     Zero (0) relevant reference letters submitted =**0 points**<br><br>**NB: RSR reserves the right to contact the references to verify the information provided.** | 30 |
| SAGE 200 KEY PERSONNEL | **The service provider must have a Technical Resource who holds at least an NQF Level six (6) qualification in ICT and has at least five (5) years' experience in Sage 200 Support and Maintenance. NB: The service provider must submit both the ICT qualification and CV of the technical resource. No points shall be awarded if both documents are not attached.** | |

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| | The scoring for SAGE 200 Key Personnel will be as follows:<br><br>• Technical Resource with at least NQF level 6 ICT qualification and with more than ten (10) years' experience of Sage 200 support and maintenance = **15 points**<br><br>• Technical Resource with at least NQF level 6 ICT qualification and with more than seven (7) but less than ten (10) years' experience of Sage 200 support and maintenance = **10 points**<br><br>• Technical Resource with at least NQF level 6 ICT qualification and with between five (5) and seven (7) years' experience of Sage 200 support and maintenance = **5 points**<br><br>• Technical Resource with no NQF level 6 ICT qualification and / or with less five (5) years' experience of Sage 200 support and maintenance = **0 points** | 15 |
| SAGE 300 KEY PERSONNEL | **The service provider must have a Technical Resource who holds at least an NQF Level six (6) qualification in ICT and has at least five (5) years' experience in Sage 300 Support and Maintenance. NB: The service provider must submit both the ICT qualification and CV of the technical resource. No points shall be awarded if both documents are not attached .**<br><br>The scoring for SAGE 300 Key Personnel will be as follows:<br><br>• Technical Resource with at least NQF level 6 ICT qualification and with more than ten (10) years' experience of Sage 300 support and maintenance = **15 points** | |

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|---|---|---|
| | • Technical Resource with at least NQF level 6 ICT qualification and with more than seven (7) but less than ten (10) years' experience of Sage 300 support and maintenance = **10 points** <br> • Technical Resource with at least NQF level 6 ICT qualification and with between five (5) and seven (7) years' experience of Sage 300 support and maintenance = **5 points** <br> • Technical Resource with no NQF level 6 ICT qualification and / or with less five (5) years' experience of Sage 300 support and maintenance = **0 points** | 15 |
| SAGE PARTNERSHIP | **The service provider must be a SAGE partner. No points shall be awarded if the SAGE Partnership evidence is not attached.** <br><br> **NB: RSR reserves the right to verify the partnership evidence with SAGE.** <br> The scoring for SAGE partnership will be as follows: <br><br> • Platinum  = **40 points** <br> • Gold        = **30 points** <br> • Silver       = **20 points** <br> • Bronze     = **10 points** | 40 |

## 6.    Evaluation 80/20 Preference Point System

6.1. The price quotations will be evaluated in accordance with the pre-scripts of the Preferential Procurement Policy Framework Act (PPPFA) and its regulations, in particular Preference Procurement Regulation 2022 which stipulate **80/20 preference point system for acquisition of goods or services with Rand value equal to or below R50 million (inclusive of all applicable tax).**

6.2. **A maximum of 80 points for price and 20 points for the specific goal specified on the request for quotation may be awarded to a Service Provider.**

6.3. **Points for the specific goal will be awarded as specified on the table below:**

| NO | SPECIFIC GOALS | PREFERENCE POINT (OUT OF 20) | PROOF OF CLAIM |
|---|---|---|---|
| 1 | An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is *at least 51% owned by black people* | 10 | • Copy of the identity document of the owner(s) <br> • A valid SANAS accredited BBBEE certificate or a valid BBEEE sworn affidavit (whichever is applicable) <br> • Central Supplier Database (CSD) report <br> • Valid company registration documentation that are issued by |

| | | | Companies & Intellectual Property Commission (CIPC) |
|---|---|---|---|
| 2 | An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is *at least 51% owned by black women* | 5 | • Copy of the identity document of the owner(s)<br>• A valid SANAS accredited BBBEE certificate or a valid BBEEE sworn affidavit (whichever is applicable)<br>• Central Supplier Database (CSD) report<br>• Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC) |
| 3 | An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is *at least 51% owned by youth* | 3 | • Copy of the identity document of the owner(s)<br>• A valid SANAS accredited BBBEE certificate or a valid BBEEE sworn affidavit (whichever is applicable)<br>• Central Supplier Database (CSD) report<br>• Valid company registration documentation that are issued by |

| 4 | An Exempt Micro Enterprises (EME) or Qualifying Small Enterprise (QSE) which is *at least 51% owned by person(s) with disabilities* | 2 | Companies & Intellectual Property Commission (CIPC) |
|---|---|---|---|
| | | | • Copy of the identity document of the owner(s) |
| | | | • A valid SANAS accredited BBBEE certificate or a valid BBEEE sworn affidavit (whichever is applicable) |
| | | | • Central Supplier Database (CSD) report |
| | | | • Valid company registration documentation that are issued by Companies & Intellectual Property Commission (CIPC) |
| | | | • Valid Medical Certificate |
| | | | • Valid South African Social Security Agency (SASSA) registration **(Where applicable)** |
| | | | • Valid National Council for Persons with Physical Disability in South Africa registration (NCPPDSA) |

6.4. **For Points to be awarded for the specific goals the proof for the claim for such goal must be submitted.**

**7.    Technical Enquiries**

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7.1.  SCM: Ompha Kutama

ompha.kutama@rsr.org.za/087 284 6655

7.2.  Project Manager: Evans Namanyana

evans.namanyana@rsr.org.za /087 284 6666

**8.    Closing Date and Time for responses to this request for quotation**

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8.1.  The request will be **closed on 16 April 2024 at 15h00.** Responses may be emailed to
ompha.kutama@rsr.org.za