

<b>REQUEST FOR QUOTATION</b>	
<b>RFQ NUMBER</b>	RFQ – 626/65116/2022
<b>DESCRIPTION</b>	APPOINTMENT OF A SPECIALISED SERVICE PROVIDER FOR ORACLE JD EDWARDS SUPPORT AND MAINTENNACE
<b>CONTRACT PERIOD</b>	EIGHT (8) MONTHS
<b>COMPULSORY SITE BRIEFING/INSPECTION (DATE, TIME, VENUE, CONTACT PERSON)</b>	N/A
<b>CLOSING DATE AND TIME</b>	Closing Date: 20 May 2022 Time: 11:00am
<b>CSD No.</b>	MAAA_____
<b>SUBMISSION DETAILS</b>	<p><b>Hand Delivery:</b> Ithala Development Finance Corporation Limited, Ithala Trade Centre, groundfloor reception, 29 Canal Quay, Point, Durban ( Document must be inserted into the <u>Quotation Box</u>)</p> <p style="text-align: center;">or</p> <p><b>Email Submission:</b> <a href="mailto:quotes@ithala.co.za">quotes@ithala.co.za</a></p> <p><i>Late submissions will not be accepted</i></p>
<b>SCM ENQUIRIES</b>	<p><b>Contact:</b> Buyile Bonga</p> <p><b>Tel / Email :</b> 031 907 8808/ <a href="mailto:bbonga@ithala.co.za">bbonga@ithala.co.za</a></p>
<b>TECHNICAL ENQUIRIES</b>	<p><b>Contact:</b> Josiah Mthembu</p> <p><b>Tel / Email :</b> 031 907 8975/ <a href="mailto:vntazi@ithala.co.za">vntazi@ithala.co.za</a></p>

**NAME OF BIDDER:**.....

---

**All bidders must furnish the following particulars and include it in their submission  
(Failure to do so may result in your quotation being disqualified)**

---

Name of bidder: .....

Trading Name .....

VAT registration .....

Tax clearance status/pin submitted .....

Postal address: .....

Street address: .....

Telephone number:      Code      .....      Number      .....

Cellular number: .....

Facsimile number:      Code      .....      Number      .....

e-Mail address: .....

**In case of a consortium/joint venture, full details on consortium/joint venture members:**

Entity name .....	VAT registration number .....	Tax Clearance Status/Pin submitted .....	YES / NO .....
Entity name .....	VAT registration number .....	Tax Clearance Status/Pin submitted .....	YES / NO .....
Entity name .....	VAT registration number .....	Tax Clearance Status/Pin submitted .....	YES / NO .....

**Name of contracting entity in case of a consortium/joint venture**

Entity name: .....

Postal address: .....

Street address: .....

**Contact details of responsible person who will act on behalf of the entity/consortium/joint venture for this bid**

**Contact details of alternative**

Name and Surname \_\_\_\_\_  
Telephone number: Code \_\_\_\_\_ Number \_\_\_\_\_  
Cellular number: \_\_\_\_\_  
Facsimile number: Code \_\_\_\_\_ Number \_\_\_\_\_  
e-Mail address: \_\_\_\_\_

**Responsible person who will act on behalf of the person above should he/she not be available**

Name and Surname \_\_\_\_\_  
Telephone number: Code \_\_\_\_\_ Number \_\_\_\_\_  
Cellular number: \_\_\_\_\_  
Facsimile number: Code \_\_\_\_\_ Number \_\_\_\_\_  
e-Mail address: \_\_\_\_\_

**Confirmation**

---

the accredited representative in South Africa for the services offered by you:

**Declaration**

I/We have examined the information provided in your bid documents and offer to undertake the work prescribed in accordance with the requirements as set out in the bid document. The prices quoted in this bid are valid for the stipulated period. I/We confirm the availability of the proposed team members. We confirm that this bid will remain binding upon us and may be accepted by you at any time before the expiry date

Signature of bidder: \_\_\_\_\_

Date: \_\_\_\_\_

Are you duly authorised to commit the bidder: YES / NO

Capacity under which this bid is signed \_\_\_\_\_

## A.TERMS AND CONDITIONS

1.DESCRPTION	Yes	No	Noted	If no,indicate deviation
1.1 Quotations must be delivered by the stipulated time to the correct address. Late quotations will not be accepted for consideration				
1.2 All quotations must be submitted on the official forms provided- (not to be re-typed) or online				
1.3 Quotations above R30 000 will be evaluated on the basis of functionality (where applicable)				
1.4 This quotation is subject to the Preferential Procurement Policy Framework Act 2000 and, the General Conditions of Contract (GCC) and, if applicable, any other legislation or special conditions of contract				
1.5 Ithala reserves the right to enter into negotiations with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.				
1.6 Ithala shall not be obliged to accept the lowest or any financial offer or proposal.				
1.7 Ithala will disregard the bid of any bidder if that bidder or any of its directors have abused the institutions supply chain management system and or committed fraud or any other improper conduct in relation to such system.				
1.8 Ithala will list bidders / directors in the list of restricted suppliers and they will not conduct any business with an organ of state				
<p>1.9 Tax Compliance Requirements:</p> <p>1.9.1 Bidders must ensure compliance with their tax obligations. Bidders are required to submit their unique personal identification number (pin) issued by sars to enable the organ of state to view the taxpayer's profile and tax status.</p> <p>1.9.2 Application for tax compliance status (tcs) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with sars as e-filers through the website <a href="http://www.sars.gov.za">www.sars.gov.za</a>.</p> <p>1.9.3 In quotations where consortia / joint ventures / sub-contractors are involved, each party must submit a separate proof of tcs / pin / csd number.</p> <p>1.9.4 Where no tax compliance status (tcs) or pin is available but the bidder is registered on the Central Supplier Database (CSD), a csd number must be provided.</p>				

<p>1.10 Ithala’s business of conduct and ethics:</p> <p>1.10.1 Relationships with customers and suppliers - In order to ensure that they remain objective, employees should not accept any bribes offered by any customer or supplier of Ithala, should report such offers to management and refrain from having any vested interest, financial or otherwise, with any customer or supplier.</p> <p>1.10.2 Customer complaints - For any complaints regarding our supply chain management abuses please contact Ithala Customer Services at <u>031 907 8911</u> or email <a href="mailto:complaints@ithala.co.za">complaints@ithala.co.za</a></p> <p>1.10.3 For fraud and corruption you can lodge an anonymous complaints at our toll-free hotline number 0800 004 823</p>				
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--	--

## B. ADMINISTRATIVE COMPLIANCE

<b><u>2.STAGE ONE: ADMINISTRATION COMPLIANCE</u></b>	Yes	No	Noted	If no,indicate deviation
<p><i>All quotations duly lodged will be examined to determine compliance with bidding requirements and conditions. Quotations with obvious deviations from the requirements/conditions, will be eliminated from further adjudication.</i></p> <p><b>2.1 Mandatory</b></p> <p>Quotations will be considered compliant if the following documents have been submitted or condition met (whichever is applicable)</p> <p>2.1.1 The bidder must be registered as a vendor on the National Treasury Central Supply Database (CSD), which can be found at <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> in compliance with National Treasury compliance paragraph 4.2 with instruction note 4a of 2016/2017</p> <p>2.1.2 The bidder must be in good standing with SARS and such information will be verified through Central Supply Database (CSD) or using SARS efile pin in National Treasury compliance with instruction note 9 of 2017/2018 <b>prior</b> to the award of the bid;</p> <p>2.1.3 SBD 4 - A completed and duly signed declaration of Interest. Should a conflict of interest be declared or identified, the bid would be declared non- responsive. NB Bidder must ensure all pages are complete and all questions answered, you are to indicate not applicable (N/A) where appropriate.</p> <p><b>Failure to provide any mandatory information as requested above will result in the submission being deemed non-responsive.</b></p>				
<p><b><u>3.STAGE TWO: PRICE</u></b></p>				
<p>3.1 Price evaluation will be carried out on bidders who qualified in stage Stage 1</p>				
<p><b>4. ADJUDICATION OF BID</b></p>				
<p>4.1The quotation shall be awarded at the sole and absolute discretion of Ithala. Ithala hereby represents that it is not obliged to award this quotation to any bidder. Ithala is entitled to <b>retract</b> this quotation at any time as from the date</p>				

of issue. Ithala is not obliged to award this quotation to the bidder that quotes the lowest.				
4.2 A bidder shall be disqualified from bidding if any attempt is made either directly to solicit and/or canvass any information from any employee or agent of Ithala regarding this quotation from the date the offer is submitted until the date of award of the quotation.				
<b>5. Awarding of contract</b>				
5.1 The Ithala Service Level Agreement will be the only contract signed by both parties and will form the basis of this contract. Ithala's standard terms and conditions will not be negotiated.				
5.2 Ithala reserves the right to award this quotation in full or part				

## **TERMS OF REFERENCE**

### **APPOINTMENT OF A SPECIALISED SERVICE PROVIDER FOR ORACLE JD EDWARDS SUPPORT AND MAINTENANCE FOR A PERIOD OF EIGHT (8) MONTHS**

#### **1. BACKGROUND**

Ithala Development Finance Corporation Limited (IDFC) has standardized on Oracle JD Edwards EnterpriseOne (i.e. JDE) as an enterprise resource planning (ERP) solution to enable most of the organization's planning and operations.

IDFC requires the services of a properly certified JDE partner with whom it will provide support over a period of 8 months

The following services are required for this period:

- Advisory and consulting (limited); and
- Technical support and maintenance

#### **2. SCHEDULE OF SERVICES**

##### **Advisory and Consulting**

Advisors are expected to provide support, knowledge and skills transfer to business and technical users within IDFC. These specialists will also work closely with IDFC's JD Edwards support team and enterprise architects by providing technology roadmap, close business, technology, best practice and optimal resourcing gaps related to JDE deployment within IDFC.

Assist Business in the compilation of business requirements for the effective use of the JD Edwards modules.

Advise and assist in addressing the audit findings within JD Edwards's application and its supporting infrastructure.

##### **Support and maintenance**

The service provider's role will be to advise IDFC on the latest product versions and patches to ensure that business is on the bleeding edge of developments related to JDE and related technical solutions.

The service provider should be able to support the JDE system and resolve escalated calls. The service provider should also be able to resolve the issues emanating from the new and existing features implemented on JD Edwards within 24 hours.

Where the need arise, the service provider must be available on-site (IDFC premises) to address JD Edwards issues.

The maximum support and maintenance hours allocated per month is 104 hours.

##### **Planned maintenance**

This will cover the following items:

- Clearing logs
- Clearing print files
- Clearing WorkCentre
- Database Patches

- Data Refreshes
- Full Package Builds
- JDE Index Checks & Rebuilds
- Performance Tuning
- Software Release Updates
- Application and Database Healthcheck

Current JDE implementation

The table below outlines current JDE programme implementation within IDFC that will require 2nd line support.

Enterprise Modules	Sub-modules used by IDFC
Foundation Systems	Address book
Financials	Accounts Receivable Accounts Payable General Ledger Fixed Assets
Service and Project Contracts	Job/Project Costing Procurement and subcontract management
Procurement	Procure to Pay Stock Ordering Inventory Module Contract Management
Real Estate Management	Real Estate
Interfaces and Uploads	Interfaces such as ABSA Bank Account Reconciliation, CRS Interface, Banking System (in-house), Properties Smart meters integration, JDE CSD Interfacing.
Works Order Management	Works Order
Utility Billing and CIS	Utiligy360
Enterprise One Life Cycle Tools	Content Development Tools
UPK (User Productivity Kit)	None

Service management – turnarounds and severity levels

This refers to 2<sup>nd</sup> line support for JDE applications 9.1.5, modules, and database (Oracle 12 c). The impact of the incident and/or problem on the business, will determine the speed and urgency for resolution by allocating all necessary resources and giving it high priority to address the problem (i.e. get the service up) so that it can be resolved at later time. The Table below outlines how severity levels are defined.

Maintenance	Severity Level Definitions	
	Service	Impact
Severity 1	<ul style="list-style-type: none"> <li>• Non-availability of all Oracle JDE services and application modules.</li> </ul>	<ul style="list-style-type: none"> <li>• Catastrophic business impact</li> <li>• Complete loss of entire system</li> <li>• Tolerance = &lt; 1% repeat faults within the measurement period</li> </ul>
Severity 2	<ul style="list-style-type: none"> <li>• Service degradation of all Oracle JDE services and application modules.</li> </ul>	<ul style="list-style-type: none"> <li>• Critical business impact</li> <li>• Significant degradation of system performance</li> <li>• Tolerance = &lt;2% repeat faults within the measurement period</li> </ul>

Maintenance	Severity Level Definitions	
	Service	Impact
Severity 3	<ul style="list-style-type: none"> <li>Any Services that does not have a financial impact but inconveniences the client</li> </ul>	<ul style="list-style-type: none"> <li>Moderate business impact</li> <li>Moderate degradation of system performance but work can reasonable continues in an impaired manner.</li> <li>Tolerance = &lt;3% repeat faults within the measurement period</li> </ul>

Service management – measurement of delivery

Performance Measurements Table

System Maintenance	Services Level Performance Measurements			
	Respond Time (Minutes)	Meantime to repair (MTR, Minutes)	Service Availability	Contact Route
Severity 1	15	30	Working Hours	Direct calls to an urgent contact number
Severity 2	15	90	Working Hours	Through the IDFC contact centre routes to Service Agents.
Severity 3	15	240		

Normal working hours are:

Between 08:00 and 17:00, Monday to Friday,  
From 08:00 to 13:00 on Saturdays.

#### A. PRICING SCHEDULE

Item no	Description	Hourly rate	Hours per month	Total
	Support Manager			
	Solution Architect			
	Senior Consultant (ERP Specialist )			
	Technical Consultant			
	Functional Consultatant			

	Standby			
	<b>Sub-Total</b>			
	<b>Vat</b>			
	<b>Total per month</b>			
	<b>Total for 8 months</b>			

\* The total amount of the quotation must be fixed and inclusive of vat(where applicable)

\*\* The hours above are indicative and un-utilised hours will be carried over to the next month

DECLARATION OF INTEREST SBD4

Any legal person, including persons employed by the state<sup>1</sup>, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her 12authorized representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

**In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

1.1 Full Name of bidder or his or her representative: .....

1.2 Identity Number: .....

1.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>): .....

1.4 Company Registration Number: .....

1.5 Tax Reference Number: .....

1.6 VAT Registration Number: .....

2.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

<sup>1</sup>“State” means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) National Assembly or the national Council of provinces; or
- (e) Parliament.

<sup>2</sup>“Shareholder” means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.2 Are you or any person connected with the bidder **YES / NO**  
presently employed by the state?

2.2.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member: .....

Name of state institution at which you or the person connected to the bidder is employed:

.....

Position occupied in the state institution: .....

Any other particulars:

.....

.....

.....

2.2.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES / NO**

2.2.2.1 If yes, did you attached proof of such authority to the bid document? **YES / NO**

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.2.2.2 If no, furnish reasons for non-submission of such proof:

.....

.....

.....

2.2.3 Did you or your spouse, or any of the company's directors / trustees/ shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.2.3.1 If so, furnish particulars:

.....

.....

.....

2.2.4 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.2.4.1 If so, furnish particulars.

.....

.....

.....

2.2.5 Are you, or any person connected with the bidder, Aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? **YES/NO**

2.2.5.1 If so, furnish particulars.

.....

.....

.....

2.2.6 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract? **YES/NO**

2.2.6.1 If so, furnish particulars:

.....  
 .....  
 .....

3. 1 Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number Peral Number

**DECLARATION**

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
 Signature

.....  
 Date

.....  
 Position

.....  
 Name of bidd