



## **Request for Quotation**

**TERMS OF REFERENCES FOR THE APPOINTMENT OF A SAGE ACCREDITED SERVICE PROVIDER TO UPGRADE CURRENT FINANCIAL SYSTEMS, REPLACE OUTDATED SOFTWARE (SUPPLY, CONFIGURE, DEPLOY, TRAIN AND COMMISSION) AND SUPPORT AND MAINTAINANCE FOR THE PERIOD OF 36 MONTHS: ROAD TRAFFIC INFRINGEMENT AGENCY**

**21 April 2023**

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## 1. Background

The RTIA Finance is currently utilising Sage Evolution ERP 200, Accounting Software, version 7.2. The system is more inclined towards finance-related functions for day-to-day operational requirements and is renewable annually. The Finance unit utilises the SAGE Evolution for all its functions in the business process from initiation to the conclusion process except for the reporting function which is currently a manual process. This is a multi-user system with modules inclusive of Advanced procurement, which is currently not utilised by SCM except for placing orders only on the system and the asset module used for the recording of assets. The licence holder is 11 users, including all SCM officials, running on the SQL servers. There is no integration between the finance modules, the payroll and the asset module and this is a shortcoming, thus resulting in a manual labour-intensive process to be undertaken when consolidating the related transactions. This is prone to human error as a result.

During the audit after engagement with the auditors, it became apparent that SCM was not satisfied with some of the system configurations especially around the asset area, the procurement order listing, and the underutilisation of the Advanced procurement module with except only the placement of the order. As a result, SCM identified the need to upgrade the system so that it can be more aligned with the SCM process and result in greater utilisation of the system by SCM as a whole.

Payroll is run through a SAGE VIP Premier system, this is a separate standalone system with its software licence requirements running on a separate machine and server location. This contains the module for leave management which is run through ESS. The licence holder is only 1 licence managed by 1 personnel. HR function does not have a module to initiate the HR function nor to monitor performance, all processes related are manually managed.

AARTO assets and liabilities are run through a SAGE Partner 11, version 14 software package which is run through pervasive server configurations and is managed separately and is not integrated back into SAGE Evolution 200 for financial reporting purposes and administration. The licence holder is 2 users. The licence renewal is yearly.

Finance has identified a need of automation using the latest technology advances to automate the entire finance operations, such as artificial intelligence (AI) for use in payroll administration, invoice automation, collections action, and preparing financial statements, etc. Before automation, finance teams used to go through invoices manually, and try to understand data, forward them to related systems to complete their records. They rarely spotted anomalies in the invoice and contact the suppliers to solve the issues.

The use of automated software reduces the need for human intervention and the use of multiple software that are standalone and operating in a silo. Further, to this process is a need for a secure system to centrally manage the flow of documents from the initiation of the document to all

relevant approval processes in line with the delegation of authority which is certified for ISO 9001, ISO 27001 and cyber security essentials.

## **2. Purpose**

The purpose is to appoint the service provider to upgrade of the current financial systems, replace outdated software (Supply, configure, deploy, train and commission) and provide support and maintenance for a period of 36 months to the Road Traffic Infringement Agency

## **3. Scope of Work**

The solution must have a feature to automate procurement process (workflow), e.g. have capability to allow employees from various business units to initiate the process by making a request to procure a product or service, the request then moves to the supervisor for recommendation, then moves to the CFO or Registrar for approval (depending on the amount), then moves to SCM for auctioning. The initiator should get status updates in the process. This should be the same for S&T Claims.

**The proposed solution must ensure integration of the below units and allow future addition of other units:**

### **3.1 Human Resource**

The service provider is expected to provide a dedicated senior SAGE VIP Payroll Consultant to assist with the tax reconciliation, yearly consultation and facilitate the system annual licence fees registration for a period of thirty-six (36) months for SAGE Premier Payroll System. The system automates with Employee Self Service for employee headcount of 1-500 members;

- Conduct tax reconciliation audit for tax employees twice a year (August 2022 and Feb 2023); including all reports before and after reconciliation.
- Conduct tax reconciliation audit for tax employees twice a year (August 2023 and Feb 2024); including all reports before and after reconciliation.
- Conduct systems audits during the year 2022 and 2023 on SAGE VIP Payroll system and ESS
- Facilitate the annual fee licence at maximum number of 500 employees linked to Employee Self Service (ESS) with all its current modules.
- Provide the licence renewal code in February each year for the period 2023 and 2024 and invoices in December each year
- Provide technical support during the duration of the contract at all times for Premier Payroll Smart Reporting and ESS.
- Additional module on performance management and to be standardised according to RTIA policy and performance framework

### **3.2 Supply Chain management**

The quotation must include training of 10 resources, software upgrade over the period of 36 Months and remote support as and when required. The Consultant to assist with enhancing the Supply Chain Module, as per sub units below:

### **3.2.1 Demand Management**

The system must allow for Demand Management Plan to be loaded linked to the budget as approved for the Financial year and per cost Centre.

### **3.2.2 Quotation Unit**

CSD Plugin: National Treasury Central Supply Database (CSD) integration with Business Process Manager (BPM) and Vendor Relationship Manager (VRM) application.

The system must allow for additional suppliers to be added to enhance/comprehend CSD

Allow that quotations and important supporting documents to be loaded on the system for audit trail.

Allow the workflow to move from compiler, reviewer and Authorizer in line with approved delegation.

### **3.2.3 Logistics**

Workflow to allow for capturer, reviewer and authorizer in line with approved delegation for all goods and services. (Direct sourcing and following the quotation process) It must also make provision for loading documents for audit purposes.

### **3.2.4 Receiving of Goods**

System to make provision to confirm if goods and services were received and also to confirm the price that must be recommended to Finance for payment.

The system must provide reports for all orders issued, commitments, de-commitments, cancellation and amendments.

The PO functionality must have multiple line items and allow for goods and services to be captured per deliverable.

PO to interface with the Financial Management for payment processing.

### **3.2.5 Contract Management**

Be able to load the contract register on the system.

Issue notifications when contracts are closer to expiry.

Be able to load progress reports.

Allow for Contract Management to confirm monthly payments to be processed in line with original order issued as directed by Project Manager.

### **3.2.6 Assets Management**

The Asset register must meet the minimum requirements of GRAP standards which includes (i)Detail asset description; (ii)Bar code, unique identifier, serial number (where applicable), erf number (where applicable) (or other number to distinguish it from other assets); (iii)Location; (v)Purchase price; (vi)Acquisition date; (vii)Estimated useful life (original); (viii)Estimated residual value; (ix)Remaining useful life; (x)Depreciation; (xi)Disposal – date, proceeds, depreciation up to date of disposal; Preparation of asset management plan and GRAP compliant asset register; Information on a change in accounting estimate as a result of change in useful life or residual value – date reassessed, etc; Impairment loss recognized or reversed; Carrying amount at the beginning and end of the reporting period; Physical count and reconciliation including condition of the asset for determining the remaining useful life of an asset and whether it may possibly be impaired; and Additions, transfer, disposal, revaluations and impairment management including the creation of monthly journals and have functionality of importing and exporting data Asset allocation based on geography, office location, division/department, employee; General administration movement, upload pictures/documents, achieve data. Customized asset register reports with analytics and statistics capabilities.

### **3.3 Finance**

Upgrading of the Account payment, Account receivable, Administrative Services, Cashbook General Ledger, Intelligence Reporting, EFT, Sundry Payments.

**NB: Detailed business rules and requirements are attached for reference.**

## **4. Deliverables**

4.1 The major deliverable is to provide;

4.1.1 Functional Support – consultation support.

4.1.2 Technical support - Escalated to local and international software manufacture and support

4.1.3. Technical on job training and skills transfer.

4.1.4 Supply upgraded asset register software and scanners, audit trail software and CSD plugin software.

4.1.5 Annual software licensing as per duration of the contract.

### **4.2 The general requirements on the replaced software are as follows:**

- (a) Replaced software must meet all minimum requirement for the purpose, best practice and comply with audit requirement.
- (b) They must have the ability to archive information for the number of years
- (c) Must have the ability for built in search engine to enable users to search information;
- (d) The software's must have the ability to specify mandatory fields when capturing data;

- (e) The solution must enable the user to attach documents to related data entries;
- (f) The system should maintain history of information / activities and who performed the activities (full audit trail);
- (g) The system must enable the segregation of authorities based on roles within the relevant function;
- (h) The system must have the ability to establish, modify and monitor access (i.e. administrator, user, read and write only access) (user and security management);
- (i) The system shall have the ability to be integrated relevant financial system modules with e-mail application;
- (j) The asset register software must include configurable workflow and complex password capabilities;

### 4.3 Audit Trail

4.3.1 Track and provide reports on system administrator and users activities, new user creation, termination of user access, user amendments, password resets and user access violation etc on all relevant software's in compliance with audit requirements

4.3.2 The Audit trail must be able to read the .dll file that resides on the shared data folder

## PRODUCT REQUIREMENT – UPGRADE AND ANNUAL LICENCE

Upgrade to the Latest version
<ul style="list-style-type: none"> <li>• Account payment</li> <li>• Account receivable</li> <li>• Administrative Services</li> <li>• Cashbook</li> <li>• EFT</li> <li>• Sundry Payment</li> <li>• General Ledger</li> <li>• Intelligence Reporting</li> <li>• Internal Requisitions</li> <li>• Macros</li> <li>• Payables Suite</li> <li>• Ledger Suite</li> </ul>
Contract Lease Management
Business Process Management <ul style="list-style-type: none"> <li>• Purchasing Suite</li> </ul> CSD Plug-In: Order Entry Purchase Orders <ul style="list-style-type: none"> <li>• Inventory Control</li> </ul>

<ul style="list-style-type: none"> <li>• SAGE VIP Payroll Consultant to assist with the tax reconciliation, yearly consultation and facilitate the system annual licence fees registration for SAGE Premier Payroll System.</li> </ul>
<p>Integration.net</p> <ul style="list-style-type: none"> <li>• Payroll</li> <li>• Business Process Manager</li> <li>• Vendor Relation Manger</li> <li>• Customer Relation Manager</li> <li>• Asset Register system</li> <li>• Audit Trails</li> </ul>

## 5. Mandatory Requirements

**Bidders must comply with the requirements and submit all required document(s) indicated hereunder with the bid documents at the closing date and time of bid. This phase is not scored and bidders who fail to comply with all the mandatory criteria will be disqualified.**

MANDATORY REQUIREMENTS	Substantiating evidence of compliance (used to evaluate bid)		
5.1, The bidder must be an OSM or certified/ registered as an OSM partner	Attach a copy of a valid OSM documentation (valid certificate, license or letter) that the bidder is a registered OSM partner to Supply, Install and Configure the System.  <b>Note: RTIA reserves the right to verify the information provided.</b>		
5.2The proposed ERP system must provide the following functionalities: a) Finance management (including budgeting and control and accounting); b) Supply chain management;	Provide the ERP Brochure/ Documentation from OSM or an Affidavit indicating the list of functional requirements. A blank under COMPLY in the table below will be regarded as "N", meaning NOT COMPLYING.		
	Functionality Requirements	COMPLY? Y/N	If OSM Brochure/Documentation, then provide Page No and Paragraph with reference No
	(a)		
	(b)		
	(c)		
	(d)		
	(e)		
	(f)		



MANDATORY REQUIREMENTS	Substantiating evidence of compliance (used to evaluate bid)		
c) Asset management; d) Human resource management (including Service benefits, leave and Payroll. e) Contract Management; f) Client Relations Management; g) Vendor Relation Management (able to integrate with Central System Database); h) Business intelligence and reporting; i) Workflow Management; j) Budget Management; and k) Audit trails	(g)	(h)	(i)
	(j)	(k)	
5.3 The Bidder is required to be registered on the Central Supplier Database (CSD) prior	Provide a copy of CSD Registration Summary Report or the CSD Registration Number on SBD 1 Form		

MANDATORY REQUIREMENTS	Substantiating evidence of compliance (used to evaluate bid)
<p>submitting the Bid. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database prior submitting the Bid.</p>	
<p>5.4 It is a condition of this Bid that the tax status of the Bidder must be Compliant at any point in time from the closing date of the Bid. The tax status will be verified on Central Supplier Database and SARS eFiling</p>	<p>Provide a Tax Compliant Status Pin issued to the Bidder and Consortia / Joint Venture / Sub-contractor partners (if applicable) by the South African Revenue Service</p>

MANDATORY REQUIREMENTS	Substantiating evidence of compliance (used to evaluate bid)
<p>Systems. Where Consortia / Joint Ventures / Sub-contractors are involved, the tax status of each party must also be Compliant at any point in time from the closing date of the Bid</p>	
<p><b>5.5 Compulsory briefing and site inspection sessions</b></p>	<p>Attendance of Compulsory briefing sessions <b>scheduled 9 May 2023</b></p>
<p><b>5.6 Compulsory Pricing Schedule</b></p>	<p>Addressing all elements of the scope of work and deliverables.</p>

## 6. EVALUATION CRITERIA

6.1 This bid shall be evaluated in three stages. On first stage bids will be evaluated on functionality, second stage presentation whereas on third stage evaluation will be done in accordance with price and preferential points system as stipulated below.

### 6.1.1. First Stage -Evaluation of Functionality

Only bidders who have complied with mandatory requirements will be evaluated for functionality. Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as indicated hereunder. The Bid Evaluation Committee (BEC) responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.

The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction of the best possible score for all criteria.

Functionality will be evaluated on the basis of the supporting documentation supplied by the bidders in accordance with the below functionality criteria and values.

The evaluation of the functionality will be evaluated individually by Members of Bid Evaluation Committee in accordance with the below functionality criteria and values.

The applicable values that will be utilized when scoring each criteria ranges from: **1 being Poor, 2 = Average, 3 = Good, 4 = Very Good & 5 = Excellent**

Evaluation Criteria	Guideline for Criteria Application	Weight
1. <b>Ability and Capability</b>	<p><b>Company experience:</b> Experience of the firm in an ERP services (testimonials or reference letter under the client-company letter head that confirms that the firm is managing or has previously managed maintenance projects of a similar nature must be attached).</p> <p><b>NB: Proof should include both value and duration of the projects as well as contactable reference. Letter not including the above will be not be considered.</b></p> <p><b>Evaluation:</b></p> <p><b>1</b> = Less than 2 years' experience in ERP services</p> <p><b>2</b> = 2 to 3 years' experience in ERP services</p> <p><b>3</b> = 4 to 5 years' experience in ERP services</p> <p><b>4</b> = 6 to 8 years' experience in ERP services</p> <p><b>5</b> = Above 8 years' experience in ERP services</p>	20
	<p>The bidder must provide number of ERP solution projects implemented by the entity within the last 5 years (Provide letters of affirmation from a customer to whom the project or service was delivered or a sworn affidavit to this effect, indicating:(a) the customer Company name and physical address; (b) customer contact person's name, telephone number and email address; (c) project or Service scope of work including Start and End Date; and (d) product or technology and scope.)</p> <p><b>Evaluation:</b></p> <p><b>1</b> = No ERP solution project implemented by the entity within the last 5 years</p> <p><b>2</b> = 1 ERP solution project implemented by the entity within the last 5 years</p> <p><b>3</b> = 2 ERP solution projects implemented by the entity within the last 5 years</p> <p><b>4</b> = 3 ERP solution projects implemented by the entity within the last 5 years</p> <p><b>5</b> = More than 3 ERP solution projects implemented by the entity within the last 5 years</p>	20

	<p>The bidder must provide OSM accreditation and experience of key project implementers and support personnel. (provider a list, detailed CVs and proof of OSM certification/ accreditation for people (main consultants/ key project personnel) that will be in charge of the project implementation and those that will be responsible for support and maintenance.)</p> <p>The bidder must also provide a letter indicating that each OSM certified person is an employee of the bidder at time of bid.</p> <p><b>Evaluation</b></p> <p>1 = project implementer and support consultant(s) not certified by OSM and have 0 – 1 year of relevant experience</p> <p>2 = project implementer and support consultant(s) certified by OSM and have 2 – 3 years relevant experience</p> <p>3 = project implementer and support consultant(s) certified by OSM and have 4 – 5 years relevant experience</p> <p>4 = project implementer and support consultant(s) certified by OSM and have 5 – 6 years relevant experience</p> <p>5 = project implementer and support consultant(s) certified by OSM and have more than 6 years relevant experience</p>	30
2. <b>METHODOLOGY</b>	<p>The bidder must provide a comprehensive project execution plan including support and maintenance plan and proposal must cover an approach in terms of how the project will be executed to meet the timeframe specified in the Special Conditions of Contract Section, as well as the draft support and maintenance agreement detailing various support and severity levels and interventions.</p> <p><b>Evaluation</b></p> <p>1 = a project implementation plan and support and maintenance agreement which demonstrates that project will be implemented in a period of over 15 months and/or proposal does not meet the minimum performance matrix</p> <p>2 = a project implementation plan and support and maintenance agreement which demonstrates that project will be implemented in a period of over 3 months</p>	30

	<p>but not exceeding 15 months and/or proposal does not meet the minimum performance matrix</p> <p><b>3</b> = a project implementation plan and support and maintenance agreement which demonstrates that project will be implemented in a period of 3 months and proposal meets the minimum performance matrix</p> <p><b>4</b> = a project implementation plan and support and maintenance agreement which demonstrates that project will be implemented in a period 2 months and proposal meets the minimum performance matrix</p> <p><b>5</b> = a project implementation plan and support and maintenance agreement which demonstrates that project will be implemented within the first 1 months and proposal meets the minimum performance matrix.</p>	
<b>TOTAL POINTS ON FUNCTIONALITY MUST ADD TO 100</b>		<b>100</b>

The Bids that fail to achieve a minimum of **70** points out of **100** points for functionality will be disqualified. This means that such bids will not be evaluated on the second stage (Preference Points System).

### **7.3 Second Stage – Presentation and Live Demonstration of the system**

Bidders that made it through for functionality will be invited for a presentation, live demonstration and integration of the proposed solution in line with item 5.2 requirements above. Evaluation Committee will collectively take a decision if the integration comprehensively addressed expectation of RTIA. If the committee agrees that all aspects of the intended system are addressed they shall recommend the evaluation to the last stage of price and Preference points.

### **7.3 Third Stage - Evaluation in terms of 80/20 Preference Points System**

7.3.1 Only bids that achieve the positive outcome for the presentation will be evaluated further in accordance with the 80/20 preference points system.

The following table will be used to calculate the points out of 20 for the preference points for this project.

<b>Description</b>	<b>Points</b>
Who had no franchise in national elections before the 1983 and 1993 Constitution	8
Women	5

People with Disabilities	2
Youth	2
Locality	3
Total Points	20

**NB:** Source documents for claiming of points: Prove of company registration, ID copies of women in the company and their positions, Medical report as well as prove of residence.

- 6.4. Failure on the part of the bidder to comply with the above will be deemed that preference points for are not claimed and will therefore be allocated a zero (0).
- 6.6 The points scored will be rounded off to the nearest 2 decimals.
- 6.7. In the event that two or more bids have scored equal total points, the contract will be awarded to the bidder scoring the highest number of preference points
- 6.8 However, when functionality is part of the evaluation process and two or more bidders have scored equal points including equal preference points for HDI'S the contract will be awarded to the bidder scoring the highest for functionality.
- 6.9. Should two or more bids be equal in all respects; the award shall be decided by the drawing of lots.
- 6.10 A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

## 7. Closing Date & submission of Bids

- 3.1 Bids/offers are expected to be submitted no later than 11h00 on the 22 May 2023
- 3.2 The successful bidder will be informed subject to the approval of the Agency.
- 3.3 Bids may be hand delivered and submitted inside the bid box situated at the Agency's offices, Officer Name , Road Traffic Infringement Agency, Waterfall Edge B, Howick Close, Waterfall Office Park, Bekker Road, Midrand

## 8. Enquiries and more information

All enquiries and requests for more information should be directed to [bids@rtia.co.za](mailto:bids@rtia.co.za) or [Kwena.moloko@rtia.co.za](mailto:Kwena.moloko@rtia.co.za) . This project is subjected to General Conditions of a Contract.



These Terms of references were prepared and approved as follows:

RECOMMENDATION PREPARED BY:



**MS KELEROGILE THIYE**

**SCM SPECIALIST**

**DATE:**

**28/04/23**

RECOMMENDATION SUPPORTED/ NOT SUPPORTED/ COMMENTS



**MR CAIPHUS MATJIE**

**CHAIRPERSON: BID SPECIFICATION COMMITTEE**

**DATE: 28/04/2023**

RECOMMENDATION APPROVED/ NOT APPROVED/ COMMENTS

**MR FAKAZI MALINDZISA**

**DEPUTY CHAIRPERSON: BID ADJUDICATION COMMITTEE**

**DATE:**