

RFQ Number	NO-236/2022
Issue Date	8 February 2023
Closing Date	14 February 2023, close of business
Submission Instruction on or before the closing date and time	<p>Please forward your responses either via email or hand delivered on or before the closing date as follows:</p> <p><u>Via Email</u> - <a href="mailto:vkhosa@seda.org.za">vkhosa@seda.org.za</a></p> <p>OR</p> <p><u>Hand delivered</u></p> <p>Small Enterprise Development Agency (Seda) The Fields Office Block A 1066 Burnett Street Hatfield 0833</p> <p>Contact Details Ms V Khosa at Tel: (012) 441-1000 or (012) 441-1241</p>

## TERMS OF REFERENCE

### 1. Purpose

Seda requires the services of a competent Service Provider or consultancy with adequate expertise and experience in implementing robust and agile cloud financial management software. The intended system solution will support the organisation to improve effectiveness and efficiency within Finance Division's operations and other associated financial administration functions across the organisation.

The potential service provider will facilitate the acquisition of the system licenses to access the application, implementation of the system aligned with Seda's policies and business processes. This potential service provider would also provide maintenance and support services for the implemented solution for sixteen (16) months. [Licensing, maintenance and support services.

### 2. Background

The Small Enterprise Development Agency (Seda) is an agency of the South African Department of Small Business Development (dsbd). Seda was established in December 2004, through the National Small Business Amendment Act, Act 29 of 2004. The National Small Business Act of 2004 gave the Small Enterprise Development Agency (Seda) the mandate to coordinate and provide non-financial support services to Small Enterprises through a network of Branches and Service Providers. Seda currently has a delivery network comprising fifty-six (56) service delivery points (branch offices), nine (9) Provincial Offices (management, support and administrative offices) and one (1) National Office.

The service delivery model of Seda integrates business development activities and procurement for the services providers who ultimately implement most of the interventions for the client on behalf of Seda.

During the processes the organisation utilises a paper to record Seda's interactions and interventions. This is tedious and time consuming and can lead to operational inefficiencies in performing these financial transactions. The manual and paper-based system can also result document and information loss, including inadequate access to audit information.

In 2018, Seda took a strategic decision to move away from using different financial systems in the organisation, which were Appac and various Pastel Partner system versions in Provinces. The idea was to eliminate the different system solutions and have one Finance system that will improve integration and financial reporting the organisation. The systems would be accessible by all employees involved in financial administration and management processes.

The acquired and implemented solution was Pastel Evolution Premium system, which went live in October of 2019. Implementation of this solution improved operational efficiencies, in the Finance Division and financial performance reporting to key stakeholders.

In delivering services to clients, starting from client consultation, assessment and ultimately implementing an intervention, Seda uses paper and manual processes to record these transactions. This also includes financial transactions as a means of evidence for the support given to clients. The use of paper has also increased even though Seda implemented technology to automate certain business processes and the cost of paper has also been increasing over the years, including storage space for record keeping.

Seda thus took a decision to digitalise key Finances processes that are a major cause of inefficiency and in the process eliminate paper and subsequently achieve greater operational efficiency. Therefore, the immediate needs include a review and digitalisation of business processes and SOP relating to the procurement activities including approval workflows and digitisation of forms used in implementing financial transactions.

### 3. Scope of Work

The appointed service provider will be required to provide the following functions:

- Enable access to Sage Intacct
- Review and analysis of Seda's core finance business processes
- User requirements analysis and validation
- Review, update and prepare Master File for uploading
- Review and update Standard Chart of Accounts
- Configure key system modules
  - General Ledger Management and Trial Balance
  - Budget Management - Importing of data Pastel Evolution from Excel
  - Accounts Payable and Payments Management.

- Accounts Receivable.
- Petty Cash Management.
- Procurement Activities and Reporting.
- Service Provider/Vendor Management list or database.
- Inventory Management.
- Bank Reconciliation.
- Fixed Asset Management.
- Financial Reporting.
- Reporting and Business Intelligence ( able to produce Income Statement and Balance Sheet)
- Branch Accounting that integrates the branches and its provincial offices.
- Review existing data and conduct migration
- System integration with other existing Seda applications (e.g Active Directory)
- System Testing
- System Training - ( Super User, Administration and general users)
- System maintenance and support

#### 4. Project Deliverables & Time Frames

The appointed service provided will be required to deliver following;

- 100% Successful migration
- Documented user and system requirements analysis
- Designed, developed and implemented support business processes
- Migrated data and documents
- Training
  - Training guide
  - User guide
  - Technical Admin guide
- Testing
  - Test cases and testing report
- System support, maintenance and enhancements

Documented Monthly reports

- Monthly report for all Support issue logs.
- Review and update existing reports.

- Consolidated Trial Balance at National Office.
- Automation of Payroll and Accounting functions.
- Dedicated call log email to receive queries.

## 5. Role and Responsibilities

- Manage and monitor the project
- Ensure infrastructure availability and accessibility
- Coordinate meetings with business process owners
- Provide business process information activities
- Coordinate user training
- *Seda will not be responsible for the travelling and accommodation of the service provider during the delivery of the project and the contract period.*

## 6. Information required in the Proposal/Quotation

- Evidence of experience/Track Record of Service Provider.
- Technical Capability of Service Provider.
- BBBEE Certificate or Sworn Affidavit.
- Completed and signed SBD Forms.
- Detailed proposal.
- Detailed CVs of the key project personnel.
- Detailed project plan
- A quotation must be submitted VAT Inclusive if the company is VAT registered.

## 7. Evaluation of the Proposal

### 7.1 Phase 1: Pre- qualification criteria

The following pre-qualification criteria will form the basis of the evaluation all price quotations and failure to comply will result in the elimination of the price quotation for further evaluation:

- Submission of completed and signed SBD 4.
- Submission of completed and signed SBD 6.1.
- **Valid Partner Certificate on Sage Intacct from SAGE.**

**7.2 Phase 2: Functionality**

The following criteria will be used for evaluating all price quotations that met the pre-qualification criteria based on functionality where price quotations must score a minimum of **(70 points)** for functionality to qualify for further evaluation in terms of the 80/20 preference points system.

Functionality Criteria		Points Allocation	Weighting of Importance
<b>1.</b>	<b>Experience/Track Record</b>		
<b>1.1</b>	<p>One (1) year and above of experience and expertise in the system design and development of Sage Intacct experience.</p> <p>One (1) year and above years' experience in maintenance and support Sage Intacct</p> <p>For the purpose of this request, the Service Provider will need to provide details of track record and understanding of required product and services by providing at least three contactable (3) references which are dated and signed, with reference letters <u>where similar projects were successfully implemented with dates of when the project was initiated and completed, without thirty-party supplier involvement.</u></p> <ul style="list-style-type: none"> <li>• 3 references = 30 points;</li> <li>• 2 references = 20 points;</li> <li>• 1 reference = 10 points.</li> </ul>	<b>30</b>	<b>30 %</b>
<b>2</b>	<b>Technical Capability and Capacity</b>		
	Detailed Curriculum Vitae (CV) of key project personnel who will be responsible for the project, displaying their experience and knowledge on the implementation, maintenance and support of Pastel Evolution Premium and Sage Intacct Systems. The	<b>40</b>	<b>40%</b>

	<p>qualification must be related to Business/Financial Information Systems/ICT/ Computer Science and working in a project management environment <b>(Please attach CV's to confirm this)</b></p> <ul style="list-style-type: none"> <li>• Key personnel with experience and knowledge of Sage Intacct</li> <li>• Key personnel with experience and knowledge of Pastel Evolution Premium</li> <li>• Key personnel with knowledge of analysing system, user requirements and business processes and translate those into integrated, optimised business processes.</li> <li>• Key personnel with knowledge of SQL databases and server administration</li> <li>• Relevant qualification, Sage Intacct 2 years and above years' experience and Sage Pastel Evolution 5 year or more = <b>40 points</b></li> <li>• Relevant qualification, less than 2 years Sage Intacct experience and Less than 5 year Sage Pastel Evolution - <b>(25 points)</b></li> <li>• Irrelevant qualification with 2 year experience in Sage Intacct and 5 year experience in Sage Pastel evolution, and above years' experience <b>(15 points)</b></li> </ul> <p>Irrelevant qualification with less than 2 years' experience - <b>(0 points)</b></p>		
3.	<p><b>Methodology and approach</b></p> <p>3.1 Clearly detail the system implementation methodology and data migration approach that will be followed in the implementation of the required services, thus enabling prompt decision making. An inclusive and detailed approach and methodology (10 points)</p> <p><b>3.2 Project Plan:</b></p> <p>Detailed project plan outlining how the service</p>	<p><b>10</b></p> <p><b>20</b></p>	<p><b>10%</b></p> <p><b>20%</b></p>

	<p>provider will manage the project for Seda which will include the following:</p> <p><u>The project plan must include all Activities, Milestones, Resource, Costs and Estimated Timeframes</u></p> <ul style="list-style-type: none"> <li>• all 5 elements = 20 points</li> <li>• 4 elements = 15 points</li> <li>• 3 elements = 10 points</li> <li>• 2 elements = 5 points</li> <li>○ Below 2 - 0 points</li> </ul>		
	<p><b>Total Points (A FUNCTIONALITY SCORE OF LESS THAN 70 POINTS WILL ELIMINATE THE PRICE QUOTATION FOR FURTHER EVALUATION)</b></p>	100	100%

### 7.3 Phase 3: Preference Points System

Only qualifying price quotations that achieved the minimum points for functionality will be evaluated further on the 80/20 preference points system described in the Preferential Procurement Regulations, as follows:

	Preference Point Criteria	Points Allocation
1.	Price	80
2.	Broad-Based Black Economic Empowerment Status Level of Contribution	20
	Total Points	100

## 8. TERMS AND CONDITIONS

- a) Price quotations submitted must be inclusive of all costs and applicable taxes (VAT) and be valid for a period of at least 30 days.
- b) The hourly rates of consultants must be in accordance with the rates issued and determined by the South African Institute of Chartered Accountants, Department of Public Service and Administration or the body regulating the profession of the consultant (if applicable).



- c) Consultant's travel arrangements must be in line with government's travel cost containment measures [air travel, vehicle hire, accommodation rates, claiming kilometres according to the rates set by the Department of Transport] (if applicable).
- d) No late price quotations will be accepted under any circumstances.
- e) Suppliers/service providers submitting price quotations must be registered on the National Treasury Central Supplier Database (CSD).
- f) Failure to submit a valid Sworn Affidavit (EME) or an original/certified valid B-BBEE Status Level Verification Certificate (other than EME or QSE) will result in no preference points being awarded for B-BBEE.
- g) Suppliers/service providers must complete and return all the required documents, failing which, the supplier/service provider's quotation will be declared invalid.
- h) This RFQ is subject to the National Treasury's General Conditions of Contract (GCC) that can be accessed on the following link:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>

**Seda wishes to thank you in advance for your price quotation.**