



TERMS OF REFERENCE

MICROSOFT DYNAMICS GREAT PLAINS 2018 TRANSITION TO MICROSOFT DYNAMICS 365 BUSINESS CENTRAL WITH SUPPORT AND MAINTENANCE FOR THE NATIONAL DEVELOPMENT AGENCY OVER A PERIOD OF 36 - MONTHS

BID REF: NDA10/CS03/21

BRIEFING SESSION	A COMPULSORY BRIEFING SESSION WILL BE HELD ON THE ON THE 11th JANUARY 2022.
VENUE	TIME: 10h00 AM MICROSOFT TEAMS: Bidders who are interested in joining the compulsory briefing session MUST send their e-mail addresses to: MuziM@nda.org.za by 09h00 on the 11 th January 2022 so that a link can be sent to them for joining the Microsoft Teams meeting.
CLOSING DATE	<u>20th January 2022</u>
CLOSING TIME	12H00
SUBMISSION OF DOCUMENTS	All proposals must be delivered at the NDA Head Office on or before the closing date and time. The Head Office address is 26 Wellington Road, Parktown, Johannesburg, 2193. Submissions must be strictly submitted inside the tender box, which is at the main entrance and accessible 24/7.

TOR – MICROSOFT DYNAMICS GREAT PLAINS 2018 TRANSITION TO MICROSOFT DYNAMICS365 BUSINESS CENTRAL WITH SUPPORT AND MAINTENANCEOVER A PERIOD OF 36 - MONTHS

	<i>Service providers outside of Gauteng are advised to send their documents by courier. NDA will not take responsibility for documents sent via postal services.</i>
SUPPLIER ENVELOPES	<p>The supplier's envelope/s MUST clearly have the description: "MICROSOFT DYNAMICS GREAT PLAINS 2018 TRANSITION TO MICROSOFT DYNAMICS 365 BUSINESS CENTRAL WITH SUPPORT AND MAINTENANCE OVER A PERIOD OF 36 – MONTHS".</p> <p>A TWO-ENVELOPE system will be used for the submission of bids:</p> <p>Commercial Envelope This envelope must contain price quotations plus all the mandatory documents as listed in section 15 of this document.</p> <p>Technical Envelope This envelope must contain all info listed in section 15 of this document.</p>
LATE BIDS	Bids received after the closing date and time will not be accepted for consideration and where practicable, will be returned unopened to the Bidder(s).
<p>Contact person for Commercial Queries is Ms Elizabeth Mngqabashe or Muzi Matsenjwa on 011 018-5546/5562 between 08h30 to 17h00 on weekdays. Queries can also be sent in writing to ElizabethM@nda.org.za/MuziM@nda.org.za.</p> <p>Contact person for Technical Queries is Mr Thamsanqa Langa on +27 82 657 5265 or ThamsanqaL@nda.org.za</p>	

TOR – MICROSOFT DYNAMICS GREAT PLAINS 2018 TRANSITION TO MICROSOFT DYNAMICS 365 BUSINESS
CENTRAL WITH SUPPORT AND MAINTENANCE OVER A PERIOD OF 36 - MONTHS

TABLE OF CONTENTS

1. BACKGROUND	ERROR! BOOKMARK NOT DEFINED.
2. PROBLEM STATEMENT	5
3. SCOPE OF WORK	ERROR! BOOKMARK NOT DEFINED.
4. TECHNICAL EVALUATION (PHASE 1)	9
5. COMMERCIAL EVALUATION (PHASE 2)	11
6. PRICING	13
7. TENDER VALIDITY	13
8. NDA PAYMENT TERMS	13
9. MANDATORY DOCUMENTS	13
10. CENTRAL SUPPLIER DATABASE	14
11. CONTRACT AWARD	14
12. DISCLAIMER	14
13. ADDITIONS AND AMENDMENTS TO THE BID	15
14. CONTENT PAGE	15
15. PRICE NEGOTIATION	15
16. SPECIAL CONDITIONS OF THE BID	15
17. TAX COMPLIANCE	16
18. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS	16

OVERVIEW OF NDA

The National Development Agency is a public entity listed under Schedule 3A of the Public Finance Management Act (PFMA). It was established in terms of the National Development Agency Act No 108 of 1998 as amended.

Our mandate

In terms of the National Development Agency (NDA) Act (Act No 108 of 1998 as amended), NDA was mandated to contribute towards the eradication of poverty and its causes by granting funds to civil society organizations (CSOs) to:

- Implement development projects in poor communities, and
- Strengthen the institutional capacity of other CSOs that provide services to poor communities.

Impact Statement:

Reduced levels of poverty in South Africa.

Mission:

A premier development agency that coordinates and integrates development initiatives to break the cycle of poverty in the country.

Vision:

Championing development for a society free from poverty.

Organisational values:

- Integrity
- Accountability and Responsibility
- Transparency
- Respect
- Ubuntu
- Innovation
- Excellence

TOR – MICROSOFT DYNAMICS GREAT PLAINS 2018 TRANSITION TO MICROSOFT DYNAMICS365 BUSINESS CENTRAL WITH SUPPORT AND MAINTENANCEOVER A PERIOD OF 36 - MONTHS

1.0 Background

The NDA currently utilise Microsoft Dynamics Great Plains (GP) 2018 as its Enterprise Resource Planner (ERP), mainly for Financial and Supply Chain Management processes. The system is hosted on-premises within the NDA network with a 40 users' license.

The purpose of the Terms of Reference (ToR's) is to get bids and appoint a suitable Microsoft Certified Partner to assist the NDA with the transition from GP to Dynamics 365 Business Central, which is a cloud-based solution to address business and ICT issues and modernise the way the NDA does business.

2.0 NDA Systems (Applications) and Service

#	Name	Description
1	Microsoft Power Platform	Power App, Power Automate and Power BI
2	Microsoft 365 (E3 and E5)	Teams, SharePoint, Office Online, etc.
3	Microsoft Dynamics Great Plains 2018	Financial and SCM.
4	Sage 300 People 21.2.3.10	Payroll, Human Resource (HR), Employee Self Service (ESS)
5	Ndzalama	CSO Development Information Management System which is custom built.
6	Business Portal	Travel Requisition Management System. To be replaced by a new system within the Power Platform.
7	Intranet and Website	Internal and external communications

3.0 Problem Statement

The problem statements below outline the business and ICT issues that the transition is expected to resolve:

- The data integrity caused by duplicates i.e., cheque numbers.
- The ability to convert the NDA's operations into a paperless office, for cost-effectiveness and productivity.
- The ability for multiple users to simultaneously process payments in the same cheque book.
- The ability to implement advance electronic approval and digital signing of purchase orders and invoices.

TOR – MICROSOFT DYNAMICS GREAT PLAINS 2018 TRANSITION TO MICROSOFT DYNAMICS365 BUSINESS CENTRAL WITH SUPPORT AND MAINTENANCEOVER A PERIOD OF 36 - MONTHS

- Flexible capability to extend reports and dashboards for deeper data analyses e.g., Fixed Assets.
- Artificial Intelligence (AI) to support better decision making and provide insight at the touch of a button.
- Flexible integration to plug-in apps such as fixed assets barcode scanners.
- SQL server and app unstable connection at the client machine level.
- GP requires multiple installations and configurations on system user machines. If there is a change then it must be implemented to all system user machines.
- Systems maintenance management i.e., servers, updates, security, networking, backup and restore tasks, and disaster recovery.
- Accessibility issues as currently, GP is only accessible within the NDA network using only a laptop or desktop.
- Manual tasks automation extension to Power Automate.
- Modern user interface.
- Compliance with the Protection of Personal Information Act (POPIA).

4.0 Scope of Work

- Perform the GP transition to Business Central.
- Provide a detailed transition Implementation Methodology.
- Provide system user training and plan e.g., user count is estimated at 70.
- Create testing and /or training environment for NDA new system users and testing.
- Customisation of the system capabilities based on the NDA's business requirements.
- Data migration for master data, open transactions, and historical data.
- Provide and execute the Change Management plan.
- Facilitate the purchase and assignment of subscription licenses for NDA system users. The estimated total licenses required is estimated at 50 for team members and 16 full users on Essential.
- License transition from GP to BC must be applied.
- Maintenance and Support for 36 months - Support of the current GP until transition complete then transfer remaining months to Business Central.
- Plug-in Assets Tracking Management app that will allow the NDA to track and manage assets using a bar code scanner.

<p>TOR – MICROSOFT DYNAMICS GREAT PLAINS 2018 TRANSITION TO MICROSOFT DYNAMICS365 BUSINESS CENTRAL WITH SUPPORT AND MAINTENANCEOVER A PERIOD OF 36 - MONTHS</p>

- Plug-in Contract Management app that will allow the NDA to efficiently manage the contract with service providers.

5.0 Business Requirements

- Address all issues mentioned in the problem statement section of this document.
- Ability to create Purchase Orders with multiple lines (line items for different types of General Ledger code or account), and to be able to effect part payments against such a Purchase Orders.
- The ability for multiple users to simultaneously process payments in the same cheque book.
- Electronic storage of supporting packs for payments to reduce paper files.
- System documentation must be provided i.e., detailed business requirements, technical design, configuration, and customisations.
- Electronic approval and signing of purchase orders and invoices.
- Improved and flexible Fixed Asset Reports e.g., depreciation report should indicate depreciation by month and Fixed Assets with opening balances.
- Fixed Asset barcode scanning system with automated reconciliation of the count to the Asset Register.
- Functionality on Fixed Assets module to correct captured assets information prior to posting.
- Personal Information (PI) in Business Central must be classified to comply with the Protection of Personal Information Act (POPIA).
- Must automate paper processes and promote paperless offices.

6.0 Technical Requirements

- The NDA's Power Platform and the Microsoft AppSource must be the preferred technology for any system integration, customisation, or extensions.
- The Microsoft Disaster Recovery Plan for the Business Central system must be provided to the NDA.
- Bidders must be Microsoft Certified Partner and Reseller within the Dynamics 365 space.

<p>TOR – MICROSOFT DYNAMICS GREAT PLAINS 2018 TRANSITION TO MICROSOFT DYNAMICS365 BUSINESS CENTRAL WITH SUPPORT AND MAINTENANCEOVER A PERIOD OF 36 - MONTHS</p>

- No GP functionality should be lost including integration i.e., excel file imports for the Sage 300 People system.
- Microsoft has data centres in Johannesburg and Cape Town, the preferable Business Central for the NDA must be located within South Africa On Azure.
- Business Central system security roles must be set up according to the business requirements.
- Bidders must indicate performance enhancements benefits with Dynamics 365 Business Central.

7.0 Proposed Duration

The transition from GP to Business Central should be implemented within Four (4) months. The Maintenance and Support for 36 months – i.e., maintenance and support of the current GP until the transition is completed and signed off, then transfer remaining months to Business Central.

8.0 Licenses

Facilitate and ensure that the NDA is up to date in terms of the Business Central initiation software license/subscription. The initiation license/subscription cost and/or estimate must be included within the total project cost.

9.0 Ad hoc Services (Non-scorable requirements)

9.1 The Ad Hoc Services will not exceed 15% of the Contract Value for the contract period.

Both the Agency and the successful bidder will be required to keep account of the Ad Hoc Services and the costs thereof such that the specified variation percentage is not exceeded.

9.2 All service requests requirements (outside the scope of work) will be classified as Ad Hoc Services, except for the Change Requests that result from Incident Management, Problem Management and Maintenance processes, which will be part of the baseline services.

9.3 The Successful bidder will invoice only on approved and completed Ad Hoc Services on a one-month arrear basis. Bidder to indicate acceptance of this arrangement.

9.4 Ad hoc services to be agreed in advance with the successful bidder and price list to be documented in advance.

10.0 Technical Evaluation Criteria (PHASE 1)

DESCRIPTION	TECHNICAL ASPECTS OF THE PROPOSAL	WEIGHT
1. Implementation Methodology	Bidders must submit a comprehensive proposal that demonstrates how the deliverables below will be implemented <ul style="list-style-type: none">Detailed Rapid Implementation Project Plan (2 points)System Design, Setup and Configuration (2 points)System Testing (2 points)Training Sessions (2 points)Post-Go-Live Maintenance and Support (2 points)	10
2. Data Migration Plan	Service providers are required to submit a Data Migration Plan that clearly explains but not limited to the following points <ul style="list-style-type: none">Extract -How will the data be extracted from GP (2 points)Transform- How will the data be transformed to conform with Business Central (2 points)Load- How will the data be loaded (2 points)Testing – The detailed testing process (2 points)Recovery - should the migration be unsuccessful (2 points)	10
3. Change Management Plan	Service providers are required to submit a Change Management Plant that covers but not limited to the following points: <ul style="list-style-type: none">Effective Communication (2 points)Change Impact (2 points)	10

TOR – MICROSOFT DYNAMICS GREAT PLAINS 2018 TRANSITION TO MICROSOFT DYNAMICS365 BUSINESS CENTRAL WITH SUPPORT AND MAINTENANCEOVER A PERIOD OF 36 - MONTHS

	<ul style="list-style-type: none"> • Risk Assessment (2 points) • Training/ knowledge transfer plan (2 points) • Tracking and Measure (2 points) 	
4. Microsoft Certified Partner	<p>Experience and Capacity of the personnel on Dynamics 365 Business Central Implementation Services</p> <ul style="list-style-type: none"> • At least 1 (one) Project Manager with 5 years or more of experience (3 points) • Systems Integration and/or Automation personnel with 3 years or more of experience (3 points) • Custom Development with 3 years or more of experience (3 points) • Change Management champion with 3 years or more of change management experience (3 points) <p>Service providers are required to submit brief CV's of not more than five pages for their personnel who will be assigned to the project as per the required experience above. Failure to attach CVs will result in a score of zero.</p>	12
5. Scope of Work	<p>Bidders must submit a comprehensive proposal that demonstrates how the deliverables in the scope of work will be addressed.</p> <p>One (1) point will be awarded to adequately addressed deliverables outlined in section 4.0 of this TOR.</p>	12
6. Business and Technical Requirements	<p>Bidders must submit a comprehensive proposal that demonstrates how the deliverables in the business and technical requirements will be addressed.</p> <p>One (1) point will be awarded per deliverable in sections 5.0 and 6.0 of this TOR.</p>	18
7. Demo System	<p>Service providers must present a 20 minutes' demo of the system to demonstrate their understanding of what is required in this project. The demo must include but not limited to the following:</p> <ul style="list-style-type: none"> • Requisition (Three-step workflow; SCM>>Line Manager>>SCM>>Sourcing and Purchase Order conversion) – 4 points • Purchase Order (Two-step workflow; 1st Approver>>Line Manager>>*if exceeds R150 000>>Senior Financial Manager), including supporting documents as an attachment – 4 points • Partial and Full Receipt of the Purchase Order – 4 points • Posting of the Purchase Order which converts into an Invoice – 4 points • Payment of the Invoice (Demonstrate Multiple User Payments) 	28

TOR – MICROSOFT DYNAMICS GREAT PLAINS 2018 TRANSITION TO MICROSOFT DYNAMICS365 BUSINESS CENTRAL WITH SUPPORT AND MAINTENANCEOVER A PERIOD OF 36 - MONTHS

	<p>Include supporting documents as an attachment - 4 points</p> <ul style="list-style-type: none"> • Asset Management (Scanning>>Reconcile)- 4 points • Contract Management (Tracking of Contracts>>Reconcile with Payments) - 4 points <p>NB: Service providers must do a demo of the dummy system. Screenshots and slides will NOT be accepted.</p>	
Total		100
Minimum Qualifying Score		80

Note: Bidders who score less than 80 points on technical evaluation will not be evaluated further.

11.0 COMMERCIAL EVALUATION (PHASE 2)

11.1 Bids will be evaluated in accordance with the Preferential Procurement Regulations,

2017, using the 80/20 preference points system as prescribed in the Preferential Procurement Policy Framework Act (PPPFA, Act 5 of 2000). The lowest acceptable bid will score 80 points for price and maximum of 20 points will be awarded for attaining the Broad-Based Black Economic Empowerment (B-BBEE) status level of contribution.

11.2 The bid proposals received will be evaluated in two (2) phases. On the first phase bids will be evaluated on functionality and on the second phase in accordance with the 80/20 preference points system respectively.

11.3 Bid proposal must score a minimum of seventy (80) points or more out of a hundred (100) points on functionality in order to qualify for advancement to the next phase of evaluation. The second phase, a bid proposal scoring less than 80 out of 100 will not be considered for further evaluation and will be disqualified.

11.4 Phase two: During this phase, bid proposals that passed the first phase will be further evaluated based on the 80/20 preference points system in accordance with the PPPFA Act, where 80 points will be attained in respect of price (the lowest acceptable bid will score 80 points and bidders that quoted higher prices will score lower points for price on a pro-rata basis) and 20 points will be awarded for attaining

the Broad-Based Economic Empowerment (B-BBEE) status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

- 11.5 In order to claim the B-BBEE Status Level of Contributor, bidders must submit Sworn Affidavits or original and valid B-BBEE Status Level Verification Certificates or certified copies thereof, issued by accredited Verification Agencies such as SANAS or Registered Auditor approved by the IRBA together with their bids, to substantiate their B-BBEE claims. Exempted Micro Enterprises must submit a letter from the Accounting Officer who is appointed in terms of the Close Corporation Act.
- 11.6 Bidders who do not submit B-BBEE Status Level Verification Certificate or are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE, but will not be disqualified from the bidding process. They will score points out of 80 for price only and zero (0) points out of 20 for B-BBEE.
- 11.7 Bidders are requested to complete the preference claim form (SBD 6.1) in order to claim preference points
- 11.8 A tender will be awarded to the tenderer who scored the highest total number of points in terms of the preference point systems (price and B-BBEE points). It should be noted that the NDA reserves the right not to appoint any bidder and no bidder will be reimbursed for any costs incurred whilst participating in this bid.

12.0 PRICING

- 12.1 Bidders must submit a detailed cost breakdown for all applicable costs e.g. Initial setup costs, monthly costs, and any other applicable costs. All prices submitted must be inclusive of VAT
- 12.2 Bidders must indicate if their prices will be fixed and firm for the duration of the proposed contract period, if not, the proposed escalations should be clearly indicated.
- 12.3 Bidders must ensure that the quotes submitted have no arithmetic errors as NDA will not rectify any errors and no adjustments to quotations received will be permitted.
- 12.4 Bidders will carry the responsibility of ensuring that the proposals submitted have been signed by a duly authorised person. Should it be established after the submission of proposals that the signatory authorising the proposal is not legally appointed by the service provider, the offer/proposal will be disqualified from the evaluation process.
- 12.5 All prices submitted should be typed in black ink or written in pen, proposals written in pencil will not be accepted and evaluated.
- 12.6 A two-envelope system will be used for the submission of proposals.

13.0 TENDER VALIDITY

All submitted bids must be valid for 150-days from the closing date of this bid.

14.0 NDA PAYMENT TERMS

Invoices will be paid 30-days from the date of submission and approval.

15.0 MANDATORY DOCUMENTS

- 15.1 Valid Tax Clearance Certificate issued by the South African Revenue Services (SARS). Where consortium/joint ventures/sub-contractor are involved each party to the association must submit a separate valid original Tax Clearance Certificate or SARS tax Pin or a CSD report.
- 15.2 Company registration documents (CIPC).
- 15.3 A letter/resolution authorising the person signing the bid documents and contracts.

- 15.4 All participating bidders must complete, sign and return ALL the attached SBD forms (SBD1, SBD2, SBD4, SBD6.1 SBD 3.3 and relevant Annexure, SBD8 and SBD9) declaration forms, together with their proposals.
- 15.5 Proof of being a Microsoft Dynamics Partner.

Failure to complete and submit any of the attached documents will result in immediate disqualification.

16.0 CENTRAL SUPPLIER DATABASE

- 16.1 The NDA will not appoint any supplier who is not registered as a prospective supplier on the central supplier database as required in terms of National Treasury Circular No. 3 of 2015/2016 and National Treasury SCM Instruction note 4 of 2016/2017

17.0 CONTRACT AWARD

A binding contract will be signed after both parties have fully agreed to the scope of work and all terms and conditions. The NDA legal department will develop a draft contract that shall be used as the basis to finalise contract terms and conditions.

18.0 DISCLAIMER

- 18.1 Whilst all due care has been taken in connection with the preparation of this bid, the NDA makes no representations or warranties that the content in this bid or any information communicated to or provided to bidders during the bidding process is, or will be, accurate, current or complete. The NDA, and its officers and employees will not be liable with respect to any information communicated which is not accurate, current or complete.
- 18.2 If a bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by the NDA (other than minor clerical matters); the bidder must promptly notify NDA in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the NDA an opportunity to consider what corrective action is necessary (if any).

18.3 Any actual discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the NDA will, if possible, be corrected and provided to all bidders without attribution to the bidder who provided the written notice.

18.4 No representations made by or on behalf of NDA in relation to this bid will be binding on the NDA unless that representation is expressly incorporated into the contract ultimately entered into between NDA and the successful bidder.

19.0 ADDITIONS AND AMENDMENTS TO THE BID

19.1 The NDA reserves the right to change any information in or to issue an addendum to this bid before the closing date and time. The NDA its officers and employees will not be liable in connection with either the exercise of or failure to exercise this right.

19.2 If the NDA exercises its right to change information in terms of clause 19.1 all amendments will be communicated to all bidders.

20.0 CONTENT PAGE

20.1 Participating bidders are required to submit a detailed content page that clearly states (**cross-reference**) where each technical requirement as per **section 10.0** of this document is placed in their bid documents. Any additional information that we might have been missed must be clearly referenced on the content page.

21.0 PRICE NEGOTIATIONS

As guided by the Implementation Guide Preferential Procurement Regulations, 2017 of the PPPFA, Act No.5 of 2000, 19.2; the award of this tender may be subjected to price negotiation with the preferred tenderers.

22.0 SPECIAL CONDITIONS OF THIS BID

NDA reserves the right to;

22.1 To accept part of a tender rather than the whole tender.

- 22.2 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid.
- 22.3 To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.
- 22.4 To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after presentations have been made, and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.
- 22.5 Award to multiple bidders based either on size or geographic considerations.

23.0 TAX COMPLIANCE

No tender shall be awarded to a bidder who is not tax compliant. NDA reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award or has submitted a fraudulent Tax Clearance Certificate to NDA, or whose verification against the Central Supplier Database (CSD) proves non-compliant. NDA further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

24.0 TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. NDA reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.