
TERMS OF REFERENCE

REQUEST FOR PROPOSAL:

IMPLEMENT AND SUPPORT OF A ERP SOLUTION FOR THE IPP OFFICE

FOR A PERIOD OF 60 MONTHS (5 YEARS)

TABLE OF CONTENTS

1. Introduction	3
2. Purpose	3
3. Background.....	3
4. Scope of Work	4
4.1 General Requirements	4
4.2 High Level Functional Requirements.....	6
5. Skills Requirements	11
6. Technical Proposal & Evaluation.....	11
6.1 Technical Proposal:	11
Part 1 - Technical Evaluation and Scoring.....	12
Part 2 – Presentation/Demo Evaluation and Scoring.....	16
9. Pricing and Broad-Based Black Economic Empowerment (BBBEE)	17
10. Deliverable Acceptance Criteria	18

1. INTRODUCTION

The Department of Mineral Resources and Energy (DMRE), National Treasury (NT) and the Development Bank of Southern Africa (DBSA) established the IPP Office (IPPO) for the specific purpose of delivering on the Independent Power Producers Procurement Programme (IPPPP) and related interventions and mandates of the DMRE.

As part of the DBSA's ongoing support to the DMRE in terms of the Memorandum of Agreement (MoA), the DBSA is requested to assist the IPPO with requesting proposals from reputable service providers for the implementation and support of all-in-one Enterprise Resource Planning (ERP) solution for a period of 60 months (5 years).

2. PURPOSE

The IPPO is inviting Service Providers to provide detailed proposals for the supply of licensing and implementation support of a proposed ERP solution.

To main aim is to automate the activities of the IPPO through a software management system in the form of an ERP solution. Most of the manual work, document flow, data entry and processing and subsequent storage need to be shifted or supplemented by this ERP system.

This will enable processing, analysing, reporting, retrieving, managing and rearranging the data and information much easier. At the same time work, process and document flow will be more in automated manners.

3. BACKGROUND

The IPPO Finance team currently utilises Sage Pastel v18 for the accounting of the IPPO day-to-day finances and Excel for the project accounting tracking. As the organisation is growing, it is becoming crucial that IPPO's Finance Team is able to view the financial position of the organisation as a whole on a daily basis through a dashboard. The solution should therefore also assist the organisation to report reliable financial information to Management and Stakeholders more readily.

The IPPO has mainly implemented a Microsoft technology solution as the basis platform of its business operation. The IPPO plans to migrate to MS365, MS Projects Online and SharePoint in order to improve its business processes and enable better collaboration among employees. The solution should therefore also be able to integrate into these solutions.

The IPPO currently employs approximately 60 people but is planning growth to +-80 employees.

The solution should therefore be scalable, and the service provider will have to manage the licensing on an annual basis according to the required needs of the IPP Office.

4. SCOPE OF WORK

Problem Definition and Key Challenges:

The **problem statement** of the current environment may be summarised as inadequate system performance (slow response & inability to handle transaction volumes); limited functionality, Inadequate systems integration, poor reporting functionality, lack of business intelligence capabilities and poor user experience.

The **problem definition** is expanded below:

- The current finance solution has limited functionality as compared to the user needs and various issues has been raised, including but limited those listed below:
 - Finance: Age analysis, internal and external reconciliation and invoicing on penalties
 - Compliance: e.g. Procedure rules for approvals not implemented.
 - Procurement: Purchase Order not linked to budget.
 - Assets: Manual reconciliation and depreciation calculation
 - Project Accounting: Manually performed in Excel.
- Lack of integration between the finance system and any document management system (potential loss of paper trail).
- The solution is frontend is web based and is not functioning optimally over the VPN.
- Lack of proper reporting tools. Generating management and executive reports is a tedious task as it takes lots of time to extract the required information.
- Users are dissatisfied about the performance of the systems.

The high-level scope of ERP solution as well as services are therefore defined below:

4.1 GENERAL REQUIREMENTS

4.1.1. Contract Term

The IPPO intends to enter into a contract for an initial term of 60 months.

4.1.2. Required Service Levels

- Provide access to 24/7/365 client service support for all users.

- Provider must ensure a minimum of 99.8% system availability.
- The proposed solution must remain available during scheduled upgrades.
- Transfer all financial data (+- 2.5GB) from the current solution, Pastel Partner v18, to the new solution.

4.1.3. Solution Requirements

- The bidder/s shall be responsible for providing cloud, sizing, procurement, and installation for the proposed ERP solution modules. **Cloud based ERP (All modules) and/or SAAS model** should be hosted in South Africa.
- The design should support cross browser rendering across all prominent operating systems (windows/ios/android/et.) as well as platforms such as desktops, laptops, and mobile devices.
- Have an Interactive dashboard to display user specific information.
- Reports for all modules (downloadable in Excel/PDF/etc).
- Software and modules to be upgradable if installed on a server.
- Frequently Asked Questions (FAQ) and Standard Operating Procedures (SOP) manuals (document and video) and Mobile Applications (android/ios/etc.) must be provided, with training.

4.1.4. Access

- Provide role based granular access;
- Allow for only administrators to centrally manage all user information, credentials and permissions;
 - Restrict standard users from adjusting their own access permissions;
- Custom branding of company logo to match company profile;

4.1.5. Archiving and Disaster Recovery

- Provide off-line back-ups;
- Support the archiving of all information stored in the database;
- Maintain a detailed Disaster Recovery Plan.

4.1.6. Information Security

- Data remains in the ownership of IPPO at all times;
- The service provider must use South African-based data centres;
- Automatically sign off a user if no activity has occurred for a defined period of time;
- Failure to authenticate successfully after a pre-determined number of times should result in an access lock out state;
- Password control processes should be in place to enable each user to set, change or reset their password using an authorised email account;
- Must utilise data encryption technology on all data transfers and stored documents;
- Must support Single Sign On (SSO) or Multi Factor Authentication (MFA); and
- All servers/VMs hosting to public facing portals should be periodically assessed for vulnerabilities and they must be patched periodically.

4.1.7. Support Requirements

- Training videos, user guides and online training sessions must be available;
- Free USB or digital archive on expiration of license or cancellation of the IPPO data and documents should be made available; and
- Encrypted archive of the project should be available for the full audit period required.

- The bidder shall procure the licenses for all the components proposed as part of the ERP solution and do the renewals annually over the 5-year period.

The system should be able to support the following business and supports functions within the organisation:

- i. Finance,
- ii. Supply Chain Management,
- iii. Human Resources,
- iv. Facilities Management
- v. Information Technology (IT),
- vi. Legal,
- vii. Infrastructure Finance,
- viii. Technical Advisory,
- ix. Strategy and Risk Reporting,
- x. Audit Compliance,
- xi. Public/Customer Relationship Management (CRM),
- xii. Contract Management
- xiii. Project Management
- xiv. Board functions

4.2 HIGH LEVEL FUNCTIONAL REQUIREMENTS

4.2.1. Finance

- a. Bank and short-term cash forecasting and management
- b. General ledger and journal posting
- c. Tax and VAT
- d. Aggregation of project, divisional and business segment financial information into statutory financial information and management information at the company level (for the complete business).
- e. Alignment with PFMA & IFRS standards
- f. Inventory management:
 - Exception reports showing the difference between the sub-ledger and the control account if any. [Save time and accurate reconciliations]
 - Ageing the inventory to identify the slow-moving inventory item. [Valuation purpose including storage costs]
 - Inventory acquisition report [Might show where we are wasting money or improper planning]
 - It must show the location, bin number etc [Segmental reporting, easy for auditors to do the verification, spot checks etc]
 - Stock Requests

- Stock issues
 - Stock counting
 - Sub ledger
 - Conflict reports
 - Stock on hand reports
- g. Fixed assets:
- Fixed Assets Module in totality (From start till end)
 - Fixed Assets Reports (Movement Schedule, Assets bought, scrapped, etc)
 - Assets by location and site
 - Reports:
 - Number of assets based on value, fully depreciated, R1.00 values report for quick audit response.
 - Exception reports for reconciliation purposes.
 - Acquisition report to disposition/retirement including transfers, transactions, depreciation forecast and asset history reports.
 - Cost-benefit analysis - maintenance vs disposal
 - Fixed assets reconciliation showing an opening balance of cost, accumulated depreciation, additions, disposals, WIP transfers and other adjustments per class of assets. Each of the different line items (cost and accumulated depreciation, additions, disposals, WIP) should have a Trial balance account per class.
 - Valuation – market value vs current value based on physical condition due to maintenance backlog
 - Life cycle costing - acquisition to disposal
 - Update asset register with all asset purchases
 - Allocate asset numbers when creating a purchase order
 - Depreciation classes for all assets groups
 - Scrapping of assets
 - Disposal of assets
 - Integrated asset scanning devices for purposes of asset verification
- h. Receivables:
- Ageing consolidated
 - Ageing per business division
 - Ageing per programme, manager, or project ID
 - Detailed ledger per customer per customer per Institute.
 - Open Transaction per customer per Institute
 - Customer Statements
 - Customer Balance List
 - Customer balance list with credit limit
 - Customer data base report
 - Detailed due day List per customer per Institute
 - Credit notes to be linked to invoice
 - Debt collection expense report
 - Payment allocation
 - Functionality to Automatically send through customer statements, payment reminders and calculate interest on long-outstanding debtors based on IPPO

policies/inputs (which may change in line with applicable interest rates, changes in assumptions, etc)

- i. Payables:
 - Ageing consolidated
 - Ageing per Institute
 - Detailed ledger per Supplier per supplier per Institute.
 - Open Transaction per Supplier per supplier per Institute
 - Supplier's Balance List
 - Supplier's balance list with pending invoices
 - Settle transactions with Settlement discount
 - Detailed due day List per Supplier per Institute
 - Invoicing of Credit notes
 - GRN' not yet invoiced report compared to Sub Léger
 - All the above report on Excel
 - Payment History Report
 - Remittances
 - Detect duplication of Invoicing
 - Format of Accounts payable Sub ledger and GL reports
 - Processing of prepayment expenses on AP
 - **Automated flags** on invoices not paid for 10, 20 and 30 days.
- j. General ledger:
 - Trial balance (consolidated, divisional and segment)
 - Detailed ledger transactions (must be able to see the date, description of the item, supplier name, invoice number, amount, etc.)
 - General ledger workflows
- k. Sales Ledger:
 - Create customer accounts
 - Create Customer profiles
 - Create Sales Invoice
 - Create Credit Note Invoice
 - Match payments to invoices
 - Allocate payments to Customer accounts
 - Customer account Statement
 - Customer accounts ageing
- l. Expense management:
 - Subsistence & Travel (S&T) Advance capturing
 - Linking of S&T claims to advance
 - S&T Advance listing
 - Posting of S&T Advances and claims
 - Posting of normal expense claims
- m. Reports:
 - Standard reports per modules indicated above
 - Financial reporting (income statement, balance sheet and cash flow) per division and for business segments.
 - Reports on liquidity, solvency, performance and financial position of the IPPO at

a given time (Calculated current ratio, acid test ratio, cash ratio, Debt/equity ratio, Interest cover ratio, etc)

4.2.2. Management Accounting

- b. Full Cost centre accounting
- c. Overhead allocations – to cost centres and projects and other receivers
- d. Project accounting & profitability (revenue, expense)
- e. Budgeting and Forecasting
 - Income statement at Cost centre level and project level comparing actual, budget and the forecast
 - Detailed capturing required at Project Level or Programme level
- f. Product costing (full absorption costing) for commercial operations of the IPPO.

4.2.3. Supply Chain Management

- a. Central and decentralised procurement management
 - Demand aggregation (Procurement plan)
 - Contract establishment
 - Requisitions (decentralised)
 - Authorisation (with automated workflow & email alerts)
 - Purchase order process (central and decentralised)
 - Contract compliance
 - Vendor performance tracking
- b. Project procurement
 - Planning
 - Procurement
 - Commitment accounting
- c. Goods receiving
- d. Quality management of inbound stock
- e. Vendor management
- f. Item master management
- g. Sub-contractor management
- h. Inventory management
- i. Tender management
- j. Service procurement and service management against projects and for project independent purchases.
- k. Synchronise the supplier database to procurement module
- l. Procurement of inventory (stock items)
- m. Select procurement process followed on the Purchase Requisition (RFQ, RFP or single source/deviation)
- n. Discrepancy reports and reporting in general e.g., open orders, GRN, BEE, etc.

4.2.4. Sales & Revenue Management

- a. Sales orders and revenue management
- b. Customer management
- c. Credit management
- d. Invoice processing and management
- e. AR and incoming payment processing
- f. Credit note management
- g. Sundry invoice processing and management

4.2.5. Project Management

The IPPO runs various procurement programmes, and these are further subdivided in to Bid Windows (rounds). Each projects should be properly accounted for in terms of projected and actual revenue and cost.

Project cost planning is essential (to a minimum of WBS element level) and the ability to aggregate these plans into a portfolio to determine funding requirements is a necessity.

The allocation of approved funds to projects and the releasing / approval of projects once funded are key. Grants and direct revenue are invoiced as revenue as the project milestones are achieved, this revenue must be recorded against the project and business segment.

In some instances, projects are managed on a planned vs. actual cost basis and in others a project profitability position is required. Projects may also run over several financial periods and financial years.

Reporting on the allocation of grants, the performance of projects funded by grants and the aggregation of grants across multiple projects into a portfolio is a requirement.

The process to be covered by the ERP Solution summarised as follows:

- a. Project planning and budgeting and forecasting and portfolio review
 - Project sub levels (WBS)
 - Project aggregation (Portfolio)
- b. Project funding and grant allocation and tracking
- c. Project approval and release
- d. Project execution
 - Project accounting
 - Project procurement
- e. Project revenue management
 - Direct sales
 - Specific project grants
 - Contract management
 - Miles stone billing
 - Ad-hoc billing
 - Allocated funds from grants

- f. Project profitability management
- g. Aggregation of project profitability into business divisions
- h. Project proposal submission for internal review
 - Project proposal budget & forecast template
 - Project proposal budget & forecast approval

The following is currently **excluded** from the scope of work as the function is currently filled by the DBSA on behalf of the IPPO, but the solution needs to cater of the following modules or integration in the future:

1. Human Capital Management
2. Leave Management
3. Performance Management
4. Payroll
5. Timesheets
6. Recruitment

5. SKILLS REQUIREMENTS

The team should at least:

- 1.1. Have experience with integration into Microsoft Products (inclusive of MS365, Projects Online, MS Security, Azure Cloud Services);
- 1.2. Have a team that is qualified/certified by the OEM as part of implementation team; and
- 1.3. Have a Certified Information Security Professional as part of the team.

6. TECHNICAL PROPOSAL & EVALUATION

6.1 TECHNICAL PROPOSAL:

Each respondent is required to submit a proposal containing the following information:

- a. The Tenderer must provide a brief overview of their company and past projects completed.
- b. Contactable references whom currently operate on similar infrastructure supplied by the Service Provider (References on your client's letterhead);
- c. List proposed support team structure and attached team member CV's, and list years' experience in deploying ERP solutions.
- d. Provide a certificate from OEM to indicate that the Service provider is a registered reseller and qualified installer of the proposed solution.
- e. Each respondent is required to submit a proposal containing the following information in a separate envelope:
 - The envisaged approach and methodology of their offering and the service levels for supporting it;
 - Structure, location and availability of team personnel (Including CV's of the

- proposed team members);
 - Defined roles and responsibilities;
 - Solution implementation project plan;
 - Highlight any customisation of the solution required to meet the specified requirements;
 - Approach to mobilisation (e.g. how quickly might it take to set up the ERP and how would this be done?);
 - Approach to archival of ERP repository;
 - The reliability of the service;
 - The responsiveness of customer service; and
 - Quality assurance.
- f. Project Management:
- The service provider must provide a write up on the proposed project management methodology to be followed, as well as demonstrate at least 3 years' experience in project managing similar solution deployments.
 - The bidder/s must provide a detailed project management plan detailing milestones, resources and the time duration of the installation and configuration.
- g. Training , Knowledge Transfer and Change Management
- Provide training and knowledge transfer (for supporting the environment to the IPPO ICT admin users & general users).
 - Provide approach and plan to change management.
 - Provide training to all other users on the ERP functionality.
- Outline of the Service Level Agreement and response times.

NB: do not include any pricing in the technical evaluation proposal!

6.1.1 EVALUATION CRITERIA:

The evaluation will be split into two parts:

- Part 1 - A Technical Evaluation based on the overall response to the scope of work submitted; and
- Part 2 - A Presentation/Demo of the proposed ERP solution, including security design.

PART 1 - TECHNICAL EVALUATION AND SCORING

Only those Bidders who score 49 points or higher (out of a possible 70 points) during the **Functional Criteria** evaluation will be invited to participate in the **Presentation/Demo Evaluation** of the bidding process. During the Presentation/Demo Evaluation, the Bidders need to achieve a minimum of 21 points (out of a possible 30 points) for their bid to be considered.

Bidders are required to submit supporting documentation evidencing their compliance with each requirement, where applicable.

The **Functional Criteria** that will be used to test the capability of Bidders are as follows:

Evaluation Area	Evaluation Criteria	Matrix	Weighting	Score	Supporting document provided YES/NO1	Supporting documentation found on Page2:										
Company Track Record and Experience	Bidder company must have at least ten (10) years' experience in the provisioning similar solutions (including ERP & integrations etc). (Please provide a brief overview of their company and past projects completed).	<table><tr><th>Response</th><th>Points</th></tr><tr><td>Less than 5 years</td><td>0</td></tr><tr><td>5 - 9 years</td><td>3.5</td></tr><tr><td>10 years or more</td><td>5</td></tr></table>	Response	Points	Less than 5 years	0	5 - 9 years	3.5	10 years or more	5	5					
	Response	Points														
Less than 5 years	0															
5 - 9 years	3.5															
10 years or more	5															
	At least five (5) contactable references of similar related services provided within the last three (3) years. The references must include company name, contact person, contract value, and contact details were similar assignments were completed successfully. (Please provide testimonials or reference letters as proof).	<table><tr><th>Response</th><th>Points</th></tr><tr><td>Less than 3 Letters</td><td>0</td></tr><tr><td>3-4 Letters</td><td>3.5</td></tr><tr><td>5 or more Letters</td><td>5</td></tr></table>	Response	Points	Less than 3 Letters	0	3-4 Letters	3.5	5 or more Letters	5	5					
Response	Points															
Less than 3 Letters	0															
3-4 Letters	3.5															
5 or more Letters	5															
Track Record and Experience	Project Team's knowledge/experience in implementing ERP solutions with at least 9 years in the relevant field (List proposed support team structure and attached team member CVs and list years' experience in deploying ERP solutions.)	<table><tr><th>Years of Experience</th><th>Score</th></tr><tr><td>9 or more years' experience</td><td>5</td></tr><tr><td>'6-8 years' experience</td><td>3.5</td></tr><tr><td>3-5 years' experience</td><td>2</td></tr><tr><td>Less than 3 years</td><td>0</td></tr></table>	Years of Experience	Score	9 or more years' experience	5	'6-8 years' experience	3.5	3-5 years' experience	2	Less than 3 years	0	5			
Years of Experience	Score															
9 or more years' experience	5															
'6-8 years' experience	3.5															
3-5 years' experience	2															
Less than 3 years	0															

Understanding of Scope	<p>Each respondent is required to submit a proposal containing the following information in a separate envelope:</p> <ul style="list-style-type: none">• The envisaged approach and methodology of their offering and the service levels for supporting it;• Structure, location and availability of team personnel (Including CV's of the proposed team members);• Defined roles and responsibilities;• Solution implementation project plan;• Highlight any customisation of the solution required to meet the specified requirements;• Approach to mobilisation (e.g. how quickly might it take to set up the ERP and how would this be done?);• Approach to archival of ERP repository;• The reliability of the service;• The responsiveness of customer service; and• Quality assurance.	Provide a detailed write-up on the understanding and alignment of the scope of work in the terms of reference:	25																					
		<table><tr><th>Approach</th><th>Score</th><th>Bidders Understanding of the SOW</th></tr><tr><td>No response</td><td>0</td><td></td></tr><tr><td>Poor</td><td>8</td><td>The approach plan or methodology is poor and not tailored to address the specific project objectives</td></tr><tr><td>Satisfactory</td><td>12</td><td>The approach plan or methodology is generic and not tailored to address the specific project objectives</td></tr><tr><td>Very good</td><td>18</td><td>The approach plan or methodology is specific and tailored to addressed at least 7/10 objectives listed</td></tr><tr><td>Excellent</td><td>25</td><td>The approach plan or methodology is specific and tailored to address all 10 project objectives listed</td></tr></table>					Approach	Score	Bidders Understanding of the SOW	No response	0		Poor	8	The approach plan or methodology is poor and not tailored to address the specific project objectives	Satisfactory	12	The approach plan or methodology is generic and not tailored to address the specific project objectives	Very good	18	The approach plan or methodology is specific and tailored to addressed at least 7/10 objectives listed	Excellent	25	The approach plan or methodology is specific and tailored to address all 10 project objectives listed
		Approach					Score	Bidders Understanding of the SOW																
		No response					0																	
		Poor					8	The approach plan or methodology is poor and not tailored to address the specific project objectives																
		Satisfactory					12	The approach plan or methodology is generic and not tailored to address the specific project objectives																
		Very good					18	The approach plan or methodology is specific and tailored to addressed at least 7/10 objectives listed																
Excellent	25	The approach plan or methodology is specific and tailored to address all 10 project objectives listed																						
Project Management	<p>Indicate how they will ensure effective project management during implementation and commissioning of the ERP solution.</p> <p>The service provider must provide a write up on the proposed project management methodology to be followed, as well as demonstrate at least 3 years' experience in project managing similar solution deployment.</p>		5																					
							<table><tr><th>Certification</th><th>Points</th></tr><tr><td>Unacceptable/not provided</td><td>0</td></tr><tr><td>Covered some elements</td><td>3.5</td></tr><tr><td>Covered all elements</td><td>5</td></tr></table>	Certification	Points	Unacceptable/not provided	0	Covered some elements	3.5	Covered all elements	5									
							Certification	Points																
							Unacceptable/not provided	0																
Covered some elements	3.5																							
Covered all elements	5																							

	<p>The bidder/s must provide a detailed project management plan detailing:</p> <ul style="list-style-type: none">• milestones,• resources and• the time duration of the installation and configuration.	<table><tr><th>Response</th><th>Points</th></tr><tr><td>Unacceptable/not provided</td><td>0</td></tr><tr><td>Covered some elements</td><td>3.5</td></tr><tr><td>Covered all elements</td><td>5</td></tr></table>	Response	Points	Unacceptable/not provided	0	Covered some elements	3.5	Covered all elements	5	5					
Response	Points															
Unacceptable/not provided	0															
Covered some elements	3.5															
Covered all elements	5															
Training Offering	<p>ICT Training , Knowledge Transfer and Change Management</p> <ul style="list-style-type: none">• Provide training and knowledge transfer (for supporting the environment to the IPPO ICT admin users).• Provide approach and plan to change management.	<table><tr><th>Response</th><th>Points</th></tr><tr><td>Unacceptable/not provided</td><td>0</td></tr><tr><td>Covered some elements</td><td>3.5</td></tr><tr><td>Covered all elements</td><td>5</td></tr></table>	Response	Points	Unacceptable/not provided	0	Covered some elements	3.5	Covered all elements	5	5					
	Response	Points														
Unacceptable/not provided	0															
Covered some elements	3.5															
Covered all elements	5															
	<p>Provided for training of all IPPO employees (provide detail on implementation plan & training modules)</p>	<table><tr><th>Response</th><th>Points</th></tr><tr><td>Unacceptable/not provided</td><td>0</td></tr><tr><td>Covered some elements</td><td>3.5</td></tr><tr><td>Covered all elements</td><td>5</td></tr></table>	Response	Points	Unacceptable/not provided	0	Covered some elements	3.5	Covered all elements	5	5					
Response	Points															
Unacceptable/not provided	0															
Covered some elements	3.5															
Covered all elements	5															
SLA Offering	<p>Indicated how they will ensure effective account management and provided a query resolution process (account management methodology provided and sample of SLA provided).</p>	<table><tr><th>Response</th><th>Points</th></tr><tr><td>Unacceptable</td><td>0</td></tr><tr><td>Acceptable (Methodology provided or SLA provided)</td><td>3.5</td></tr><tr><td>Excellent (Methodology provided and SLA provided)</td><td>5</td></tr></table>	Response	Points	Unacceptable	0	Acceptable (Methodology provided or SLA provided)	3.5	Excellent (Methodology provided and SLA provided)	5	5					
	Response	Points														
Unacceptable	0															
Acceptable (Methodology provided or SLA provided)	3.5															
Excellent (Methodology provided and SLA provided)	5															
	<p>Query Resolution times – within the same day (4 hours the from time of query log and 1hr on critical calls)</p>	<table><tr><th>Response</th><th>Points</th></tr><tr><td>Unacceptable =0</td><td>0</td></tr><tr><td>Next Business Day only</td><td>2</td></tr><tr><td>Same day (4hrs)</td><td>3.5</td></tr><tr><td>Same day (1hr on critical calls)</td><td>5</td></tr></table>	Response	Points	Unacceptable =0	0	Next Business Day only	2	Same day (4hrs)	3.5	Same day (1hr on critical calls)	5	5			
Response	Points															
Unacceptable =0	0															
Next Business Day only	2															
Same day (4hrs)	3.5															
Same day (1hr on critical calls)	5															
Total Weighting				70												

PART 2 – PRESENTATION/DEMO EVALUATION AND SCORING

The Criteria that will be used to test the capability of Bidders are as follows:

Evaluation Area	Evaluation Criteria	Weighting				
Solution Security	Service provider to demonstrate security controls.	5				
	<table><tr><td>Non-Compliant (Score 0)</td><td>The consultant has little or has not demonstrated understanding of the security requirements. Security controls does not comply of MFA, SSO. Data Centre is not based in RSA borders. Does not sign off user if there is no activity for a specified period.</td></tr><tr><td>Compliant (Score 5)</td><td>The consultant has sufficiently demonstrated understanding of the layout of the security requirements. Security controls does comply of MFA, SSO. Data Centre is based in RSA borders. Does sign off the user if there is no activity for a specified period.</td></tr></table>		Non-Compliant (Score 0)	The consultant has little or has not demonstrated understanding of the security requirements. Security controls does not comply of MFA, SSO. Data Centre is not based in RSA borders. Does not sign off user if there is no activity for a specified period.	Compliant (Score 5)	The consultant has sufficiently demonstrated understanding of the layout of the security requirements. Security controls does comply of MFA, SSO. Data Centre is based in RSA borders. Does sign off the user if there is no activity for a specified period.
	Non-Compliant (Score 0)		The consultant has little or has not demonstrated understanding of the security requirements. Security controls does not comply of MFA, SSO. Data Centre is not based in RSA borders. Does not sign off user if there is no activity for a specified period.			
Compliant (Score 5)	The consultant has sufficiently demonstrated understanding of the layout of the security requirements. Security controls does comply of MFA, SSO. Data Centre is based in RSA borders. Does sign off the user if there is no activity for a specified period.					
Archiving and Disaster Recovery	Service provider to demonstrate the archiving and disaster recovery controls.	5				
	<table><tr><td>Non-Compliant (Score 0)</td><td>The consultant did not sufficiently demonstrate an understanding of the archiving and disaster recovery controls required. Archiving and disaster recovery controls do not comply with the requirements of offline backups, archiving of all information stored in the database, or having a detailed disaster recovery plan.</td></tr><tr><td>Compliant (Score 5)</td><td>The consultant did sufficiently demonstrate an understanding of the archiving and disaster recovery controls required. Archiving and disaster recovery controls do comply with the requirements of offline backups, archiving of all information stored in the database, or having a detailed disaster recovery plan.</td></tr></table>		Non-Compliant (Score 0)	The consultant did not sufficiently demonstrate an understanding of the archiving and disaster recovery controls required. Archiving and disaster recovery controls do not comply with the requirements of offline backups, archiving of all information stored in the database, or having a detailed disaster recovery plan.	Compliant (Score 5)	The consultant did sufficiently demonstrate an understanding of the archiving and disaster recovery controls required. Archiving and disaster recovery controls do comply with the requirements of offline backups, archiving of all information stored in the database, or having a detailed disaster recovery plan.
	Non-Compliant (Score 0)		The consultant did not sufficiently demonstrate an understanding of the archiving and disaster recovery controls required. Archiving and disaster recovery controls do not comply with the requirements of offline backups, archiving of all information stored in the database, or having a detailed disaster recovery plan.			
Compliant (Score 5)	The consultant did sufficiently demonstrate an understanding of the archiving and disaster recovery controls required. Archiving and disaster recovery controls do comply with the requirements of offline backups, archiving of all information stored in the database, or having a detailed disaster recovery plan.					

<div>User Access Rights</div>	<div>Service provider to demonstrate the user access management control.</div> <table> <tr> <td> <div>Poor (Score 0)</div> </td> <td> <div>The solution does not provide for role-based granular access; or for only administrators to centrally manage all user information, credentials and permissions.</div> </td> </tr> <tr> <td> <div>Good (Score 5)</div> </td> <td> <div>The solution provides for role-based granular access; and allows for only administrators to centrally manage all user information, credentials and permissions.</div> </td> </tr> </table>	<div>Poor (Score 0)</div>	<div>The solution does not provide for role-based granular access; or for only administrators to centrally manage all user information, credentials and permissions.</div>	<div>Good (Score 5)</div>	<div>The solution provides for role-based granular access; and allows for only administrators to centrally manage all user information, credentials and permissions.</div>	<div>5</div>																
<div>Poor (Score 0)</div>	<div>The solution does not provide for role-based granular access; or for only administrators to centrally manage all user information, credentials and permissions.</div>																					
<div>Good (Score 5)</div>	<div>The solution provides for role-based granular access; and allows for only administrators to centrally manage all user information, credentials and permissions.</div>																					
<div>Demonstrate that the solution consist of the following high level functional requirements</div>	<table> <tr> <th>Score</th> <th>Requirement</th> </tr> <tr> <td>2</td> <td>Aggregation of information at a project, divisional and business segment level.</td> </tr> <tr> <td>2</td> <td>Comprehensive Accounts Payables and Receivables</td> </tr> <tr> <td>2</td> <td>Detailed General Ledger Management</td> </tr> <tr> <td>2</td> <td>Fixed Asset Management</td> </tr> <tr> <td>2</td> <td>Supply Chain Management</td> </tr> <tr> <td>2</td> <td>WBS Project Accounting</td> </tr> <tr> <td>1</td> <td>Expenditure Management</td> </tr> <tr> <td>1</td> <td>Inventory Management</td> </tr> <tr> <td>1</td> <td>Sales & Revenue Management</td> </tr> </table>	Score	Requirement	2	Aggregation of information at a project, divisional and business segment level.	2	Comprehensive Accounts Payables and Receivables	2	Detailed General Ledger Management	2	Fixed Asset Management	2	Supply Chain Management	2	WBS Project Accounting	1	Expenditure Management	1	Inventory Management	1	Sales & Revenue Management	<div>15</div>
Score	Requirement																					
2	Aggregation of information at a project, divisional and business segment level.																					
2	Comprehensive Accounts Payables and Receivables																					
2	Detailed General Ledger Management																					
2	Fixed Asset Management																					
2	Supply Chain Management																					
2	WBS Project Accounting																					
1	Expenditure Management																					
1	Inventory Management																					
1	Sales & Revenue Management																					
<div>Total Weighting</div>		<div>30</div>																				

Note:

1. Supporting documents provided **YES/NO**:
Please indicate if the supporting documentation has been provided or not.
2. Supporting Documentation found on page:
Please insert where the supporting documentation can be found within the submission.

9. PRICING AND BROAD-BASED BLACK ECONOMIC EMPOWERMENT (BBBEE)

Each proposal that passed both parts of the functional evaluation (score of **70%** and more for both parts 1 & 2), will be on equal footing to proceed to this final round of evaluation.

The proposed price and BBBEE compliance are the only aspects taken into account in this round. The final evaluation score is calculated on an 80/20 principle. The bidder that scores the highest in this round will be awarded the tender.

CRITERIA	WEIGHT
Project cost	80
B-BBEE Status level contributor	20

10. DELIVERABLE ACCEPTANCE CRITERIA

Deliverables will only be paid once accepted by the IPPO. The following deliverable acceptance criteria will apply prior to accepting a deliverable as final:

- Head of ICT review; and
- Head of Corporate Services review