REQUEST FOR PROPOSAL/QUOTATION

seda ◼))

RFQ Number	NO-59/2024
Issue Date	7 June 2024
Closing Date	14 June 2024, not later than 23:30pm
Non-Compulsory Briefing Session (Virtually)	**Date: 12 June May 2024** **Time: 10h00am to 11:30am** **See below details Link via Microsoft Teams** **Meeting ID: 390 045 862 265** **Passcode: vYnMnE**
Submission Instruction on or before the closing date and time	Please forward your responses either via email or hand delivered on or before the closing date as follows: Via Email – mmokaila@seda.org.za OR Hand delivered Small Enterprise Development Agency (Seda) The Fields Office Block A 1066 Burnett Street Hatfield 0833 Contact Details Mr M Mokaila at Tel: (012) 441-1000 or (012) 441-1171

TERMS OF REFERENCE

1. Purpose

Seda requires the services of an experienced Sage Partner, that is certified to implement and support Sage Intacct Finance System. The services required by Seda are primarily for system enhancements, maintenance and support on its existing Sage Intacct system. The potential Service Provider or consultancy must also be certified to support Pastel Evolution Premium/Sage 200 with adequate expertise and experience in the mentioned Sage Finance products.

The implemented Sage Intacct system is designed to enable Seda to manage the activities of its Finance Division's (Management Accounting, SCM and Finance) operations and other associated financial administration functions across the organisation.

In summary the key activities for the appointed service provider will be;

- Ensure alignment of implemented system with Seda's business processes, requirements.
- Provide maintenance, support, and enhancement services for the Sage Intacct solution for twelve (12) months.
- Assist Seda with the renewal of the system licenses (facilitate payment on behalf of Seda).

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.

The service delivery model of Seda integrates business development activities and procurement for the service providers who ultimately implement most of the interventions for the client on behalf of Seda. Relate finance activities and administration is performed in all offices of Seda across the country in the National Office, 9 provincial offices and approximately 56 branches.

Whilst Seda still has paper-based processes and some of its forms are paper based, Seda envisages to digitise these processes through technology, hence the implementation of the Sage Intacct system, moving from Pastel Evolution Premium/Sage 200.

The following modules were implemented.

- General Ledger
- Budgeting Module
- Accounts Payable
- Accounts Receivable
- Purchasing Module
- Order Entry Module
- Inventory Management
- Spend Management
- Petty Cash Management
- Reporting and Dashboards
- Fixed Asset Management
- Contract Management module: must be implemented on the coming project

Elimination of paper-based processes and documents is key to Seda to improve operational efficiencies and turnaround times for service its clients (SMMEs).

The appointed service provider must ensure that through the Sage Intacct features, functionality and capability that paper-based processes are progressively eliminated, whilst the organisation continues to be compliant with related regulations and meet audit expectations.

3. **Scope of Work**

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

- As a Sage partner assist Seda with renewal of its license (facilitate payment on behalf of Seda) – *Not to be included in the proposed cost RFQ.*
- Review implemented Sage Intacct modules (features, functionality and workflows) and ensure alignment with Seda's core finance business processes and business requirements.
- In collaboration with process and modules owners validate adequacy and usefulness of implemented solutions.
- Review and validate the configured Standard Chart of Accounts to ensure adequate processing and required reporting (periodic, standard, ad hoc, including Income Statements and Balance Sheets)
- Review and validate imported and configured data into Sage Intacct
  - Budget
  - Open Purchase Orders

- o Fixed Assets User lists/accounts
- o Suppliers' details and information
- Review the ability of the system to integrate with other existing Seda applications (e.g Active Directory)
- Plan, prepare and conduct system testing during implementation of system changes and improvements.
- Plan and conduct System Training – (Administration and general users)
- Analyse and implement enhancements.
- Provide project governance documents.
- Provide System maintenance and support
- Work with Seda's technical team to effectively manage the project

4. Project Deliverables

The appointed service provided will be required to deliver the following;

- Project governance and management documents (Charter, Plans and reports)
- Related system documentation.
- Gap analysis and improvement plan - Validate migrated data.
- Ensure system modules are designed and configured in line with Seda's requirements and business processes. – completed and functional modules.
- Consolidated Trial Balance.
- Complete automation of Payroll and Accounting functions.
- Training
  - o Training plan
  - o User guide (for all system modules/functions)
  - o Technical Admin guide
- Testing
  - o Test cases and testing reports.
- Fully functional system.
- System support, maintenance, and enhancements
  - o On the first month of the project, support resources will be required to be on-site at least three days a week for 8 hours. (as per agreement)
  - o Support and maintenance hours is estimated to be 80 hours per month.
  - o Online support system

- System changes monitoring – register/ tool.
- Documented Monthly project reports.
- Monthly/weekly report for all Support issue logs.
  - Dedicated call log email to receive queries.

5. Role and Responsibilities

5.1. Seda

- In collaboration with the Service provider monitor implementation of the project.
- Review and verify submitted system documentation.
- Ensure infrastructure accessibility when necessary.
- Facilitate meetings with business process owners and key stakeholders.
- Coordinate submission of business process information and related documentation.
- Coordinate organisation-wide user training.
- Facilitate testing.
- In collaboration with the service provider implement change management.

5.2. Service Provider

- Assist and support Seda to access system license, by facilitating payment on behalf of Seda.
- Technical management and implementation of the project.
- Development and submission of project governance documents (e.g Project Charter, Project plan, Status and milestones reports).
- Prepare and conduct training.
- Prepare and conduct testing.
- Implement system changes and enhancements.
- Deployment of functional solution.

NB: 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 the Service Provider.
  - Specifically on the products stated in the RFQ.
  - Clear project duration or times with Both Start and End dates.
- Technical Capability of Service Provider.
  - Clearly defined personnel experience, specifically for required services.

        o Clear indication of the personnel experience duration on the stated technology/software's stated in the RFQ.

- BBBEE Certificate or Sworn Affidavit.
- Completed and signed SBD Forms.
- Detailed proposal.
- Detailed CVs of the key project personnel with requisite certificates. (project manager, analyst and technical implementation and support team)
- Detailed Methodology and Approach
- Project Implementation Plan
- A detailed quotation must be submitted VAT Inclusive (if the company is VAT registered) that outlines all the activities as per the RFQ.

7. Evaluation of the Proposal

7.1 Phase 1: SCM Document Assessment Criteria

The following assessment criteria will form the basis of the evaluation all price proposals and failure to comply may result in the elimination of the price quotation for further evaluation:

- Submission of completed and signed SBD 4; and
- Submission of completed and signed SBD 6.1

7.2 Phase 2: Pre-qualification criteria

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

- **Valid Certificate or Letter of Accreditation on Sage Intacct from SAGE.**

- **Valid certificate or letter of accreditation/implementation on Pastel Evolution Premium/Sage 200 from SAGE.**

7.3 Phase 3: Functionality Criteria

The following criteria will be used for evaluating all price quotations/proposal that met the pre-qualification of which a score of a minimum of (**70 points**) for functionality to qualify for further evaluation for Phase 4: Presentation and Demonstration.

	Functionality Criteria	Points Allocation
1.	**Experience/Track Record**	
	Project management, system implementation, maintenance, and support: *NB: experience - combined/consolidated number of years in projects* 5 to 8 years of Sage Finance system development and implementation experience, including maintenance and support. For the purpose of this request, the Service Provider must provide details of the company track record with an understanding of required products and services by providing three (3) contactable references (signed and dated reference letters) where **similar Sage Intacct implementation projects** (development/configuration in line with business processes and requirements) were successfully implemented. With regards to similar projects submitted as references - Clearly state project duration, Start date (Month and Year) and End date (month and year); Where a project is ongoing, indicate for how long has it been, including "To-date" of the project implemented. [not maintenance and support only or providing software license] The company experience and track record are distributed as follows;	30
1.1	**System implementation/configuration, maintenance and support: (25)** • 3-5 years of Sage Intacct implementation (configuring system modules in line with business processes) experience = 25 points • Below 3 years in Sage Intacct implementation = 15 points • Above 2 years only Sage Intacct maintenance and support experience = 5 points • Below 2 years Sage Intacct maintenance and support experience = 0 points • No Sage Intacct implementation experience = 0 points • Only Pastel Evolution Premium/Sage 200 implementation/ maintenance and support experience = 0 points	

1.2	**Database Management: (5)**	
	• 3 - 5 and above years of experience and knowledge of database management and SQL server administration = 5 points	
	• Below 3 years database management experience = 0	
2.	Technical Capability and Capacity	
	Detailed Curriculum Vitae (CV) of key project personnel, responsible for the project implementation and management. (Project Manager, Analyst and Technical Implementation and Support Team)	**40**
	• Indicate Sage Intacct Implementation experience duration	
	• Sage Intacct maintenance and support experience duration	
	• Experience must be aligned to year of certification	
	• Including experience in Pastel Evolution Premium (Sage 200) implementation.	
	• The qualification must be related to Business/Financial Information Systems/ICT/ Computer Science and working in a project management environment (Please attach CV's and Certificates to confirm this)	
	• **Key personnel of the project team must have the following:**	
	o Lead consultant/developer or implementer - Sage Intacct certified for a minimum period of 3 years)	
	o Other Implementation consultants – Sage Intacct certificate with 2 years and above experience	
	o Maintenance and support consultant – 2 years and above Sage Intacct experience	
	o Additional Pastel Evolution Premium/Sage 200 certified personnel with practical implementation experience to assist with transition	
	o Key personnel with knowledge of SQL databases and server administration	
	o Project Manager – 5 years and above system implementation experience	
2.1	**Sage Intacct (30 points)**	
	• Three or more personnel with relevant qualifications, certified in Sage Intacct = 15 Points	
	• Three or more personnel with 3 – 5 years Sage Intacct implementation experience = 15 points	

	- Two persons with relevant qualifications, certified in Sage Intacct = 10 Points - Two persons with 3 – 5 years Sage Intacct implementation experience = 10 points	
	- Less than two persons with Sage Intacct implementation certification = 0 - Less than two years Sage Intacct implementation experience = 0	
2.2	**Pastel Evolution Premium (Sage 200) (10 points)** 1 or more persons with Pastel Evolution Premium/Sage 200 certification and 3 years and above Pastel Evolution Premium implementation, maintenance and support experience = 10 1 or more persons with Pastel Evolution Premium/Sage 200 certification and below 3 years Pastel Evolution Premium implementation, maintenance and support experience = 0	
3.	**3.1 Methodology and Approach** Clearly detail how scope of work will be implemented – Approach and methodology - An inclusive and detailed approach and methodology = 10 points - Only Methodology submitted = 5 points - Only approach submitted = 5 points - No detailed methodology and approach submitted = 0 points	**10**
	3.2 Project Implementation Plan Detailed project implementation plan outlining how the service provider will manage the implementation of the project for Seda, which will include the following: Activities, Milestones, Resources, Costs, and estimated timeframes in one presentation. - all 5 elements = 10 points 4 elements = 8 points 3 elements = 6 points 2 elements = 4 points - Below 2 = 0 points The plan must have cost per item and human resources allocated to each milestone.	**10**

4.	**Training Plan** A detailed training plan and approach to help improve system adoption and utilisation. • Plan with specific initiatives to be implemented with clear timeframes for different users across the organisation (9 provinces + National Office) = 10 points • Activities with no timeframes = 5 points • No plan and approach provided = 0 points • Only approach provided = 0 poinst • Only plan provided = 0 points	10
Total Points (*A FUNCTIONALITY SCORE OF LESS THAN 70 POINTS WILL ELIMINATE THE PRICE QUOTATION FOR FURTHER EVALUATION*)		100

7.4 Phase 4: Presentation and Demonstration Criteria

The following criteria will be used for evaluating all price quotations/proposals that met the a minimum score of (**70 points**) for functionality will be qualify for further evaluation. Only price quotations/proposals that met/ exceeded minimum score of 70 points will be considered for preference points.

No.	Presentation Criteria	Points Allocation
1.	System analysis, improvement/solution design approach (Gap Analysis) – demonstrate knowledge of system development theories/standards/framework	15
2.	Improvements/solution implementation based on gaps, business requirements and business processes. - Clear improvement actions plan with timeframes	40
3.	Change Management implementation and system training approach and plan	30
5.	Accessibility & Availability - Maintenance & Support approach and plan	15

Total Points **(*A FUNCTIONALITY SCORE OF LESS THAN 70 POINTS WILL ELIMINATE THE PRICE QUOTATION FOR FURTHER EVALUATION*)**	**100%**

7.5 Phase 5: 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 as follows:

	Preference Point Criteria	Points Allocation
1.	Price	80
2.	Specific Goals as per the SBD 6.1	20
	Total Points	**100**

Specific Goals and points claimed are indicated per table below:

The specific goals allocated points in terms of this RFQ	**Number of points allocated (80/20 system)**	**Number of points claimed (80/20 system) (To be completed by the tenderer)**
Micro Enterprise	**8**	
Small Enterprise	6	
Medium Enterprise	3	
Large Enterprise	1	
BBBEE Level Ownership	6	

L1	L2	L3	L4	L5	L6	L7	L8	L0
6	5.25	4.50	3.75	3	2.25	1.5	0.75	0

Targeted Group: Youth	2	
Target Group: Non-Youth	1	
Spatial: Rural and Townships	4	
Spatial: City	1	

8. TERMS AND CONDITIONS

8.1 Price quotations submitted must be inclusive of all costs and applicable taxes (VAT) and be valid for a period of at least 30 days.

8.2 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).

8.3 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).

8.4 No late price quotations will be accepted under any circumstances.

8.5 Suppliers/service providers submitting price quotations must be registered on the National Treasury Central Supplier Database (CSD).

8.6 Failure to submit a valid Sworn Affidavit (EME) or an original/certified valid B-BBEE Status Level Verification Certificate (other than EME or QSE), CIPC, Copy of Utility Bill/Lease Agreement/Title Deed will result in no preference points being awarded for Specific Goals.

8.7 Suppliers/service providers must complete and return all the required documents, failing which, the supplier/service provider's quotation will be declared invalid.

8.8 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.