

## RFQ1411: REQUEST FOR QUOTATION: PASTEL SAGE EVOLUTION AND SAGE 300 PEOPLE PAYROLL AND HR SYSTEMS SUPPORT FOR A PERIOD OF THREE (3) YEARS

### 1. INTRODUCTION

The National Agricultural Marketing Council (NAMC) is a statutory body established in terms of the Marketing of Agricultural Products Act, 1996. The main function of the council is to advise the Minister of Department of Agriculture on issues relating to the marketing of agricultural products.

### 2. SPECIFICATIONS

QUANTITY	DESCRIPTION
1	<p>Service provider to provide support for Pastel Sage Evolution and SAGE 300 People Payroll and HR systems for a period three-years ((36) months)</p> <p><b>PASTEL SAGE EVOLUTION SUPPORT</b></p> <ul style="list-style-type: none"> <li>• Provision of onsite, remote, telephonic and email support as and when required.</li> <li>• Service provider must provide on-site support when incident cannot be resolved remotely.</li> <li>• Software upgrade and maintenance.</li> <li>• Licence renewal for Pastel Sage Evolution</li> <li>• To recommend any upgrades or additions to the system.</li> <li>• Training of new personnel.</li> <li>• Installation on new workstations.</li> <li>• Integration support where required.</li> <li>• Inventory Management Support.</li> <li>• To support or redesign custom reports when the need arises.</li> <li>• To resolve any or all normal systems errors within turnaround times of 24 hours.</li> <li>• To make resource/s available in case of emergency via telephone or</li> </ul>

QUANTITY	DESCRIPTION
	<p>onsite if the need arises.</p> <ul style="list-style-type: none"> <li>• To assist with monthly/recurring system maintenance or administrative tasks.</li> <li>• To assist with fixed assets report/register</li> <li>• Twenty users to have access to pastel.</li> </ul> <p><b>SAGE 300 PEOPLE PAYROLL AND HR SYSTEMS SUPPORT</b></p> <ul style="list-style-type: none"> <li>• Provision of onsite, remote, telephonic and email support as and when required.</li> <li>• Service provider must provide on-site support when incident cannot be resolved remotely.</li> <li>• Service provider must be able to support and resolve all SAGE 300 errors.</li> </ul> <p>To resolve any or all normal systems errors within turnaround times of 24 hours.</p> <ul style="list-style-type: none"> <li>• Service provider must be able to do software upgrades when latest software version is released by SAGE.</li> <li>• Service provider must be able to resolve issues related to drawing of reports from SAGE 300 system, when required by NAMC.</li> <li>• Service provider may be required to renew software license annually if required by NAMC (license cost will be borne by NAMC).</li> <li>• Service provider must be able to integrate SAGE 300 system with third party applications</li> <li>• Service provider shall assist with audit requirements as and when required</li> <li>• Service provider shall ensure that the latest version of SAGE 300 is installed on all devices and training provided.</li> </ul>

## REQUIREMENTS:

REQUIRED DOCUMENTS	ATTACHED (TICK) ✓
Three (3) CVs of the team members that will be included in the project (One CV should include finance knowledge)	
The service provider must be a registered or accredited SAGE service provider to support for Pastel SAGE Evolution and SAGE 300 and proof must be submitted by service provider.	

## Pricing schedule

	Rate per hour: Year 1 (ONE)	
<b>Rate per hour:</b>  Rate per hour must include: Only one all-inclusive rate per hour must be quoted, per year, for rendering the service. No further disbursements; variable rates and/or other charges will be considered. This includes transportation costs	<b>R.....</b>	
<b>Year two and year three price adjustment:</b> Contract Price Adjustment will be done annually (Year two and year three) on the anniversary of the contract start date. The price adjustment will be based on the Consumer Price Index Headline Inflation or changes in the VAT Act or VAT rate.		
STATS SA P0141 (CPI), Table E		Table E – All items

CSD (Central Supplier Database):

<b>MAAA Number:.....</b>  You must be registered with CSD (Central Supplier Database), database from South African National Treasury to participate in this RFQ 1411.
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### 3. TIMEFRAME

- **CLOSING DATE FOR QUOTE SUBMISSION IS ON MONDAY (30/06/2025) AT 11H00.**

#### **PLEASE NOTE:**

- **Do not render any service without an official purchase order from the NAMC.**  
**The NAMC will not be held accountable for any liability or financial losses should there be Failure to adhere to this instruction.**

### 4. **REQUIREMENTS IN TERMS OF THE QUOTATION PROPOSAL:**

- Quote should be directed to National Agricultural Marketing Council (NAMC)
- Quote must be valid for 30 days
- Quote must be signed by a supplier, on the company official letterhead.
- Quote should be inclusive of logistics costs and VAT (If the supplier is VAT registered)
- Only bidders registered on CSD (Central Supplier Database) NT will be considered
- Contract Price Adjustment will be done annually (Year two and year three) on the anniversary of the contract start date. The price adjustment will be based on the Consumer Price Index Headline Inflation or changes in the VAT Act or VAT rate.

STATS SA P0141 (CPI), Table E	Table E – All items
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#### **PLEASE NOTE:**

- **If the price quotation doesn't demonstrate the above attributes, the quotation might be disqualified.**

### 5. EVALUATION CRITERIA AND COMPLIANCE VERIFICATIONS

- Tax compliance status verification through the Central Supplier Database (CSD) or SARS website using Tax Pin prior to the awarding of price quotation will be conducted.
- Where the recommended bidder is non-tax compliant, the bidder will be notified in writing and a period of 7 working days will be granted to a supplier to resolve their tax obligations with SARS. (However, this principle may be compromised depending on the nature of the services requested).
- The supplier is required to complete and submit SBD 4 (Bidder's Disclosure))
- The quotations between R 2 000.00 to R 1 000 000.00 including all applicable taxes will be evaluated on the 80/20 preference points scoring system. The lowest acceptable price will score 80 points, the 20 specific goals points will be allocated as follows:
- N:B - Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids to substantiate their specific goal as stated below. However, Bidders who do not submit B-BBEE Status Level Verification Certificates do not qualify for specific goals points but they will not be disqualified from the bidding process.

<b>SPECIFIC GOAL</b>	<b>TOTAL POINTS</b>
<b>Percentage (%) Black Ownership</b>	<b>Points (10)</b>
91-100	10
81-90	9
71-80	8
61-70	7
51-60	6
41-50	5
31-40	4
21-30	3
11-20	2
1-10	1
0	0
<b>Percentage (%)</b>	<b>Points (4)</b>

<b>SPECIFIC GOAL</b>	<b>TOTAL POINTS</b>
<b>Ownership By Women</b>	
81-100	4
51-80	3
31-50	2
1-30	1
0	0
<b>Percentage (%) Ownership By Youth</b>	<b>Points (4)</b>
81-100	4
51-80	3
31-50	2
1-30	1
0	0
<b>Percentage (%) Ownership By People With Disability</b>	<b>Points (2)</b>
51-100	2
1-50	1
0	0

#### **6. DELIVERY ADDRESS FOR THE SERVICE**

**Physical Address: Hillcrest Office Park, 177 Dyer Road, Barbet Place, Ground Floor, Hillcrest, Pretoria.**

#### **7. ENQUIRIES AND SUBMISSION OF QUOTATIONS**

**For more information relating to Supply Chain Management and submission of quotations:**

**Tsietsi Radebe – [rfq@namc.co.za](mailto:rfq@namc.co.za) or 012 341 1115**