

THE NATIONAL CREDIT REGULATOR

JANUARY 2024

TERMS OF REFERENCE FOR THE APPOINTMENT OF ACCREDITED MICROSOFT SERVICE PROVIDER TO CONDUCT GAP ANALYSIS AND RESOLVE MICROSOFT DYNAMICS GREAT PLAINS 2018 CRITICAL ISSUES

RFQ NUMBER: NCR891.12.2023

DUE DATE: 17 JANUARY 2024 AT 11H00 SHARP CAT
EMAIL YOUR SUBMISSION TO: TMaseko@ncr.org.za
COPY: procurement@ncr.org.za

PART A- GENERAL TERMS OF CONDITIONS (SCM)

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of section 12(1) of the National Credit Act, Act 34 of 2005 and came into being on 1 June 2006.

The NCR will determine which bidding organisation (“bid participant”), if any, is appointed in response to this request for submission for appointment of accredited Microsoft service provider to conduct gap analysis and resolve microsoft dynamics great plains 2018 critical issues.

2. General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001/2022 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (Annexure B and B.1 that can be downloaded from NCR website - <https://www.ncr.org.za/index.php/procurement/tender-standard-bidding-documents/general-terms-conditions>). **Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.**

3. The Proposal Format

- Economy of proposal preparation**

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant’s ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below.

Should a participant wish to provide additional information, that information should be referred to and provided in a file of annexure.

4. Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least sixty (60) days from the due date for the submission of all bids.

5. Number of proposals

Each bid participant must email 1 their entire proposal, including all the documentation referred to in 1.5 below, in the format specified in that section. All submitted proposals will become the property of the NCR, and will not be returned. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

6. Submission of proposals

6.1. Proposals must reach the offices of the NCR before 17:00 on 14 December 2023, and must be enclosed in a sealed envelope which must have clearly inscribed on the outside:

- a) RFQ No: NCR891.12.2023**
- b) TERMS OF REFERENCE FOR ACCREDITED MICROSOFT SERVICE PROVIDER TO CONDUCT GAP ANALYSIS AND RESOLVE MICROSOFT DYNAMICS GREAT PLAINS 2018 CRITICAL ISSUES.**
- c) CLOSING DATE: 11H00, 17 JANUARY 2024**

6.2. Please note that this RFQ closes punctually at 11h00 on 17 January 2024. No late submissions will be considered under any circumstances.

6.3. All the documentation referred to in Section 1.5 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.

6.4. If responses are not delivered as stipulated in this Section 1.3, such responses will be considered “late”, and will not be considered for evaluation.

- 6.5. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 6.6. Submissions must not contain documents relating to any RFQ other than the one referred to in this RFQ.
- 6.7. The responses to the RFQ will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 6.8. After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Evaluation Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

7. Documentation to be submitted

Document that must be Submitted	Guideline		Consequence of Non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process

Document that must be Submitted	Guideline	Consequence of Non-submission
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals
Registration on Central Supplier Database (CSD)	Yes	<p>The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal.</p> <p>Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.</p>
Acceptance of the General Terms and Conditions	Yes	<p>https://www.ncr.org.za/index.php/process/tender-standard-bidding-documents/general-terms-conditions</p>

8. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

B-BBEE status level of contributor	Specific goals	Price
Total maximum points	20	80

The points system is outlined for the 80/20 to address the preferential procurement as followed:

8.1. SMME's which are owned by Black people

SPECIFIC GOAL	ACHIEVEMENT LEVEL	TOTAL NUMBER OF
Persons historically disadvantaged on the basis of race	81%- 100% black ownership	7
	51% - 80% black ownership	5
	31% - 50% black ownership	3
	0 – 30% black ownership	1

8.2. SMME's which are owned by People with disability

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged on the basis of disability	50 %- 100% owned by persons living with disabilities	3
	30% - 49% owned by persons living with disabilities	2
	0 – 29% owned by persons living with disabilities	1

8.3. SMME's which are owned by Women.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged on the basis of gender – Women	81% - 100% owned by women	7
	51% - 80% owned by women	5
	31% - 50% owned by women	3
	0 – 30% owned by women	1

8.4. SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
	50%- 100% owned by persons who are youth	3
	30% - 49% owned by persons who are youth	2

Persons historically	0 – 29% owned by persons who are youth	1
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9. Evidence for specific goals

PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS			
EVIDENCE	YES	NO	ATTACH EVIDENCE (indicate a page)
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			
Proof of disability			
CIPS Documents			

NB: Bidders will only score points based on the evidence submitted.

10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity and accountability, as described in our Code of Conduct and business principles. Which led to the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public are encouraged to use the following toll free line to report any misconduct relating procurement activities amongst others

Fraud / Anti-Corruption Hotline

Report any incidents of wrong doing
to the KPMG Ethics Line

0800 20 53 17 (Toll Free)

PART B- TERMS OF REFERENCE

1. BACKGROUND:

NCR has implemented and is utilizing the Microsoft Dynamics GP 2018 ERP for its Finance and SCM Operations.

Since its implementation, the system has been modified several times to align with NCR business processes. Amongst other modifications (not conclusive) are the following:

- a) Integration between the two (2) functions (SCM and complete Finance Operations).
- b) Integration with CSD.
- c) Automation of the Registrants' Renewals and Penalties functionality (which includes bulk email submission of renewal letters).

2. PROBLEM STATEMENT:

Due to some of the modification, the system has been giving challenges which are affecting the service delivery and operations of the Finance Department (at a main). The organization is in the process of upgrading the system to the latest version and while the process is underway, normal business operations is expected to continue with minimum disruptions.

Some of the challenges currently being experienced on the system are as follows:

- e) Incorrect date captured / reflecting when exporting from GP integrator to Dynamics GP 2018.
- f) The year displayed on the Invoice template for the penalty clause must be removed.
- g) Emailing directly from Dynamics GP 2018 is not functional.

3. SCOPE OF WORK:

NCR is looking for a qualified and accredited Microsoft Dynamics GP 2018 ERP to provide the following services:

3.1 SYSTEM / SOLUTION ASSESSMENT:

- a) Assessment of the current solution in line with the latest customization and upgrade through the Upgrade Project contracted to one of the Microsoft Partners;
- b) The assessment is aimed to provide NCR Executive and Management with the functionality of the solution and the deliverables which were expected from the Upgrade Project;
- c) The appointed provider is required to provide a detailed gap analysis report with findings and implementable recommendations with clear timelines;

Furthermore, to the above, the following are required of the prospective provider for business continuity purposes until the above is implemented and / or Migration to the new version is fully implemented (whichever comes first):

3.2 ISSUE IDENTIFICATION AND ANALYSIS:

- a) Conduct a thorough analysis of the date export issue from GP integrator to Dynamics GP 2018 to determine the root cause and implement a solution.
- b) Identify the source of the incorrect year displayed on the Invoice template for the penalty clause and propose appropriate changes to remove it.
- c) Investigate the cause of the non-functional emailing feature in Dynamics GP 2018 and develop a plan to restore its functionality.

3.3 ISSUES RESOLUTIONS (not conclusive):

- a) Correction of the date export from GP integrator to Dynamics GP 2018.
- b) Removal of the incorrect year displayed on the Invoice template for the penalty clause.
- c) Restoration of the emailing functionality directly from Dynamics GP 2018.

3.4 TESTING AND QUALITY ASSURANCE:

- a) Conduct comprehensive testing to verify the effectiveness of the implemented solutions for each identified issue.
- b) Ensure that all modifications and fixes do not introduce any unintended side effects or system instabilities.

- c) Validate the accuracy of the date export, the absence of the incorrect year on the penalty clause template, and the restoration of the emailing functionality.

3.5 DOCUMENTATION AND REPORTING:

- d) Document all changes, modifications, and solutions implemented for future reference and knowledge transfer.
- e) Prepare a detailed report outlining the actions taken, the results achieved, and any additional recommendations for further improvement or system optimization.

4. DELIVERABLES:

The appointed service provider is expected to deliver the following:

- 4.1 Detailed Gap Analysis Report** with clear **Remediation Recommendations** (with Timelines and associated Remediation Costs) on the work completed by the previous provider against the Project Scope and Plan;
- 4.2 Comprehensive Analysis Report** detailing the root causes of the issues / challenges mentioned above.
- 4.3** Implement solutions for each identified issue, along with any necessary documentation or configuration changes.
- 4.4** Testing and validation results, ensuring the accuracy and functionality of the date export, penalty clause template, and emailing feature.
- 4.5** Final report summarizing the actions taken, outcomes achieved, and recommendations for ongoing system maintenance or enhancements.

TIMELINES:

The expected timeline for the completion of this scope of work is within three (3) weeks after the issuing of Purchase Order. The service provider is expected to provide a detailed project plan and schedule, indicating key milestones, tasks, and timelines.

ADDITIONAL REQUIREMENTS:

- a) Bidders are required to provide proof of **accreditation** from Microsoft, demonstrating their expertise and qualification to work on the Microsoft Dynamics Great Plains.
- b) Bidders MUST indicate the **tool** or the **methodology** to be used in assessing the current Microsoft Dynamics Great Plains and its additional integration points (APIs) developed in order to integrate the two (2) functions (Procurement and Finance);
- c) Bidders must submit at least two (2) **reference letters** from previous clients or organizations for successful installations (and support services) completed within the past three years. These letters should highlight the bidder's competence, professionalism, and ability to deliver satisfactory results.
- d) Bidders are expected to provide **pricing** that is all-inclusive and captured on the company's letterhead. The pricing must comply with SBD3.1 (Standard Bidding Document) and cover a period of two years, ensuring transparency and clarity in the financial proposal.
- e) Given the critical nature of the issues at hand, bidders must demonstrate their ability to address the problems urgently. They should provide a **detailed work / project plan** outlining how they will prioritize and expedite the resolution process to meet the required deadlines.

Note:- The project must be concluded by end of January 2024 for internal processes to be concluded by mid-February 2024.

- f) Bidders must also showcase their responsiveness and availability to ensure effective communication and quick decision-making throughout the project.