

Request for Proposal (RFP)

HSRC seeks to appoint a Sage accredited platinum partner to provide technical support on its Sage 300 People platform.

The main objectives of the service provision include:

- To provide the HSRC with 2nd and 3rd line technical support on Sage 300 People (Payroll, HRMS, and ESS modules)
- To provide adhoc assistance to HR users
- To provide advanced report development skills to assist the HSRC in report extraction

The HSRC is a statutory research council mandated to undertake and promote research in the human and social sciences. Its mandate and objectives are outlined in the Human Sciences Research Council Act, Act No. 17 of 2008. The HSRC conducts policy-relevant studies to inform the work of public-sector users, non-governmental organisations, the broader academic community, and international development agencies. It is mandated to inform the effective formulation and monitoring of policy and to evaluate the implementation thereof, to stimulate public debate through the effective dissemination of datasets and fact-based research results; to foster research collaboration, to help build research capacity and infrastructure for the human sciences.

1. Requirement: Provision technical support on the HSRC's Sage 300 People platform

1.1 Objectives

This RFP seeks to appoint a Sage accredited platinum partner to provide technical support on its Sage 300 People platform for 350 hours for a period of 12 months.

350 hours (200 technical support hours + 100 non-technical support + 50 hours for training)

2. Requirements

2.1 Qualifying criteria

The HSRC seeks to appoint a **Sage accredited Platinum partner** to provide the services detailed in this RFP. Providers are required to provide evidence of Sage accreditation and Platinum partnership status in the form of a letter or certificate from Sage stating such. Bids that do not contain this evidence will not be considered or evaluated.

2.2 Key requirements

Key requirements are to provide services as detailed below:

- a) Provide the HSRC with specialist dedicated resources (one or two) for specialized report development.
- b) Provide the HSRC with Specialist dedicated resources to provide 2nd and 3rd line end user and technical support on all SAGE 300 People modules including:
 - Leave
 - Payroll
 - Performance Management
 - All ESS modules
 - HR Management
 - Skills Development
 - Employment Equity
 - Probation
 - Payroll
 - Reports
- c) Assess current use of the system and provide ways to improve use or configuration of the system.
- d) Develop manuals and documentation when required.
- e) Provide sound advice to the HR and IT teams regarding ways to maximize the use of the system.
- f) Work alongside HSRC internal 1st line support resources
- g) Assessment and Configuration of all Sage 300 People modules (Leave, Payroll, Performance Management, ESS, HR, Skills Development, Employment Equity, Probation, Payroll, Reports)
- h) Technical resource to be onsite at least once every fortnight (at least 4 hours onsite per visit)
- i) Provide informal training to HR users on request.
- j) Provide training to internal HR and IT staff on report development and extraction

3 Minimum Requirements

- **Proof that the Service Provider is Sage accredited and a Sage Platinum partner. Bidders not meeting this criteria will be disqualified.**
- **Supply an accreditation certificate or letter from Sage stating such.**
- **Bidders MUST include at least 1 HR consultant, 1 Payroll consultant and 1 report specialist as referred to under Capacity and Team Experience**

4 Technical proposal evaluation criteria

TECHNICAL EVALUATION CRITERIA	Total Points
<p>1. EXPERIENCE OF THE ENTITY</p> <p>Proof that the bidder has been in existence and practice performing similar SAGE 300 People services as per the TOR for a period of at least three (3) years:</p> <p>Points allocation:</p>	<p>15</p>

HSRC Board of Directors: Chairperson, Dr Kgomoetso William Kasonkola, Dr Deenadayalen Konar, Prof. Ibbo Day Joseph Mandaza, Ms Shameme Manjoo, Dr Alex Mhobetswane Mashilo, Prof. Zerish Zethu Nkosi, Adv Faith Dikeledi Pansy Tlakula, Prof. Fiona Tregenna, Prof. Sarah Mosoetsa (CEO)

TECHNICAL EVALUATION CRITERIA	Total Points
<ul style="list-style-type: none"> • have a minimum of five (5) years individual experience in SAGE 300 People Modules as in 2.2 (b) (10) • Have a minimum of three (3) years' experience of having had consulted/worked all SAGE 300 People HR Modules as in 2.2 (b). (5) <p>Assigned Reports Specialist: The proposed reports consultant must meet the following criteria:</p> <ul style="list-style-type: none"> • have a minimum of five (5) years individual experience developing customized SAGE 300 People reports (10) • • Provide a list of clients supported by proof (actual samples) of specialized / customised (non-standard) SAGE 300 People reports which was developed by the assigned Reports Specialist for the cited clients <ul style="list-style-type: none"> ▪ No proof report development submitted (0 points) ▪ 1-2 cases of report development submitted (5 points) ▪ 3- 5 cases of report development submitted (10 points) <p>Zero points will be scored for experience that does not meet the minimum requirements</p>	
<p>4. IMPLEMENTATION Provide an implementation plan detailing the following:</p> <ul style="list-style-type: none"> • Ticket logging process which should include an established logging system (5 points) • Call categorizations (5 points) • Ticket response and turnaround times (5 points) • Draft training schedule (5 points) 	20
TOTAL = (Minimum Threshold of 80 points)	100

