


Document Title	TENDER SPECIFICATION – SYSTEM MAINTENANCE AND SUPPORT OF SAGE 300 PEOPLE:HR, PAYROLL AND ESS SOFTWARE INCLUDING IMPLEMENTATION OF ADDITIONAL MODULES
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2 PART 1 – INTRODUCTION

2.1 Overview

Necsa a State-owned entity dedicated to upholding safety and excellence, invites proposals from qualified vendors to provide support and maintenance services for our Sage300 People: HR, Payroll and ESS Software deployed at Necsa for a contractual period of 24 months. The SAGE system stands as a pivotal component within our HR management infrastructure, catering to approximately 3300 employees across the Necsa Group, encompassing full-time, part-time, casual, contract, student, pensioners, and various temporary employees.

The required support and maintenance services are aimed at ensuring the seamless operation of the SAGE system, promptly addressing any technical issues or inquiries that may arise.


2.2 Security Compliance Mandate

Service providers providing service to Necsa are obligated to undergo a security vetting or screening. This measure is essential for safeguarding the integrity and security of the organisation operations, protecting sensitive information, and ensuring compliance with regulatory requirements.

2.3 Scope of Work

The selected vendor will be required for providing support for the SAGE system, including but not limited to:

- System Maintenance & Support Services for Sage 300 People: HR, Payroll and ESS Software (which includes customisation development/configuration) for a period of up to 24 months with a minimum of 2400 hours of support.
- System Upgrades, system failures/interruptions and system enhancements.
- Technical support and issue resolution for system-related queries and incidents.
- Security management, including data protection measures to protect HR data and ensure compliance with relevant regulations (e.g., GDPR, HIPAA).
- Maintain up-to-date documentation of system configurations, processes, and procedures, accessible to authorised personnel.
- End-user training and support to facilitate efficient utilisation of the system.
- Sage 300 integration with third party Applications

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3 PART 2 – DELIVERABLES

3.1 Type of Contract for Deliverables

The selected service provider will be invited to engage in negotiations regarding a Service Level Agreement with Necsa Group for the continuous maintenance and support of Sage 300 People: HR, Payroll and ESS Software. It is the Company's intention to enter into an agreement with one (1) legal entity. Among other essential service delivery requirement, the primary focus will be on response time, resolution time, and system uptime.


3.2 Objective

The primary objective of this RFP is to identify a company that Necsa can partner with to provide ongoing maintenance and support for Sage 300 People: HR, Payroll and ESS Software, which will have the capability to achieve the following:

- Introduce system functionality and business processes for more efficient HR and payroll input process such as;
 - Streamline, improve and enhance usability for all end users.
 - Provide real time on-line access to employee information to authorized members of the senior administration.
 - Implementation of self-service functionality will provide managers / staff with the information they want/need when they want / need it.
- Implement solutions to facilitate automated entries of typical processes to introduce efficiency in processes with its associated benefits including:
 - More consistent and trustworthy data (fewer errors).
 - Eliminate unnecessary paperwork, which reduces the need to house hard copies saving physical space for filing systems (Note: some processes may still have legal requirements to keep hard copies).
 - Reduced workload on current resources since automated processes take less time.
 - Allow HR and Payroll staff to deliver better customer service to company-wide employees because they will spend less time processing paper requests.
 - Provide clients with greater visibility on the status of their requests; to deliver a better user experience for all stakeholders.
- Enhance data integrity

3.3 Non-Functional Requirements Overview

The following requirements are also Mandatory; unless stated otherwise.

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1. User Training where necessary
2. Support:
 - a. System version upgrades
 - b. System maintenance
 - c. User Support

Please use the following matrix as a key for responding to the requirement tables.

Response Code	Description
Y - Existing	Feature is delivered as standard functionality in the proposed version of the software and can be demonstrated by the vendor.
C - Customer Customization	Not included. Tools are provided for customization at no additional cost.
V - Vendor Customization	Not included. Vendor provides customization at an additional cost.
N - Not Available	Requirement cannot be met.

3.4 Functional Requirements


3.4.1 Payroll

Requirements	Code	Comments
Develop the following reports: <ul style="list-style-type: none"> Salary Cost Report Overtime Report Cash Book Import File Report for PE2107 		

3.4.2 Employee Self Service (ESS)

Requirements	Code	Comments
<ul style="list-style-type: none"> The system is currently integrating with ESS, however the following issues still need to be addressed: 		
<ul style="list-style-type: none"> The system must validate overtime claim dates to ensure that no duplicates claims for the same period and overlaps in terms of times allowed 		

<ul style="list-style-type: none"> All the claims for the day must not be more than 24 hours Claims are setup with maximums but validation is still needed for users. 		
<ul style="list-style-type: none"> Overtime Rates: The system should calculate the overtime rate using the date on which overtime was worked. 		
<ul style="list-style-type: none"> Date worked and transaction date must be the same because only claims submitted within 30 days are paid out and the validation must use date worked 		
<ul style="list-style-type: none"> Enable users to capture overtime claims as per Company policy. The system must default to the correct claim type using the employee work pattern. The system must be setup in such a way that it defaults claims to a specified GL account. 		
<ul style="list-style-type: none"> Validate calendar days: Saturdays, Sunday and Public Holidays should be validated and only Overtime or travel time applicable to those days should apply. Allow only if the type is setup for a specific day e.g. If the type is only for Sunday's the system must allow only if the date is on a Sunday. 		
<ul style="list-style-type: none"> Automatically validate Start and End Time against total time claimed: Calculate the hours claimed using the time from and to. 		
<ul style="list-style-type: none"> Employee Bank charge(6370): System should use the external payments in formulas in calculating payroll definitions 		
<ul style="list-style-type: none"> The audit report must contain the name of the system user (Employee) Customizable audit reports showing approvals and authorisations for both Sage300 and ESS. 		
<ul style="list-style-type: none"> Remove ZAR from the Claim lines and replace it with the units of measure. E.g. Km, days or hours 		
<ul style="list-style-type: none"> Automate additional workflows e.g. Acting Allowance 		


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3.4.3 Recruitment and Applicant Management

Requirements	Code	Comments
<ul style="list-style-type: none"> The system should distinguish applicant status from internal to external candidates. 		
<ul style="list-style-type: none"> The system must keep history of applicant activities. 		
<ul style="list-style-type: none"> The system must allow resume/application to be maintained in the system 		
<ul style="list-style-type: none"> Allows applicants to modify or replace their existing resume. 		
<ul style="list-style-type: none"> Hiring managers must be able to review pre-screened applicant/candidate 		
<ul style="list-style-type: none"> Hiring managers and must be able to track applicant/candidate status 		
<ul style="list-style-type: none"> Hiring managers and recruiters must be able to view communication history 		
<ul style="list-style-type: none"> Hiring managers and recruiters must be able to record interview notes 		
<ul style="list-style-type: none"> Candidate searches must be based on a variety of criteria (e.g., location, skills, prior employers, and metropolitan areas). 		
<ul style="list-style-type: none"> The system must allow embedded workflow for approvals based on company-defined process including requisition approval, offer approval, and new hire approval. 		
<ul style="list-style-type: none"> System allow for the validity period to be defined to automatically remove the advert from the vacancy bulletin at 00:00 mid-night of the closing date. 		
<ul style="list-style-type: none"> The system must allow administrators to establish access levels in the system by role (i.e., administrator, recruiter, hiring manager). 		
<ul style="list-style-type: none"> The system must integrate with third-party pre-employment screening services including: criminal background check, citizenship, and assessments. 		

3.4.4 Case Management: Labour Relations Issues

Requirements	Code	Comments
<ul style="list-style-type: none"> The system must keep record of all the stages and dates of the case. 		
<ul style="list-style-type: none"> The system must generate reports for all the information under case management. 		

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3.4.5 Training


Requirements	Code	Comments
<ul style="list-style-type: none"> The system must allow users to request training through ESS. 		
<ul style="list-style-type: none"> The system must allow users to create and maintain a record of learning & professional development for all employees. 		
<ul style="list-style-type: none"> The system must allow setting of specific criteria for identifying employees using variables from various system functionalities e.g. employee profile, performance plans, work history, etc. 		
<ul style="list-style-type: none"> The system must generate reports for all the training information contained in the system. Reports should be in multiple formats e.g. PDF, excel, etc. 		

3.4.6 Employee Performance Management

The expectation with regard to Performance Management is that the new service provider will be required to only provide support just as is the case with the other modules that have already been implemented in terms of the comprehensive specification for Employee Performance Management that is contained in the “User Request Document: Performance Management System (eContract) – S&BE-HR-URS-001, whose extract appears below provided as an annexure.

3.4.6.1 System Functions


Requirements	Code	Comments
<ul style="list-style-type: none"> The service provider must deliver a customizable “out-of-the box” performance management process (i.e., goal setting, , review, performance summary and IDP (individual development programme information) as per attached annexure 		
<ul style="list-style-type: none"> The system must do the following 		
<ul style="list-style-type: none"> Manage the flow of performance scorecards through all stages: <ul style="list-style-type: none"> Contracting not started/Contracting started/Contract submitted/Contracting completed/ Midyear review not started/Midyear review started/Midyear review submitted/Midyear review 		

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<ul style="list-style-type: none"> completed/ <ul style="list-style-type: none"> ▪ Final evaluation not started/Final evaluation started/Final evaluation submitted/Final evaluation completed 		
<ul style="list-style-type: none"> • Enforce strict hierarchy in contracting from Group to Division to Department and then Individual 		
<ul style="list-style-type: none"> • Saves work in process, draft review, and return to complete. 		
<ul style="list-style-type: none"> • Performs validation on user entries before allowing forms to be submitted 		
<ul style="list-style-type: none"> • 		
<ul style="list-style-type: none"> • Maintains performance feedback and ratings history. 		
<ul style="list-style-type: none"> • Enables reporting and analysis of performance ratings for various employee groups (i.e., Hay level, Job title, Division, Department, score) 		
<ul style="list-style-type: none"> • Provides e-mail reminders and overdue notices throughout the process. 		
<ul style="list-style-type: none"> • System administrators must be able to view the status and content of the review process at any time. 		
<ul style="list-style-type: none"> • Historical reviews must be accessed easily by employees, managers or administrators. 		
<ul style="list-style-type: none"> • The system must allow all the users to view User Manual 		
<ul style="list-style-type: none"> • All Users must be able to Contact Support 		
<ul style="list-style-type: none"> • The system must enable users to save and print performance appraisals in PDF format 		
<ul style="list-style-type: none"> • Manage display of Combined Scorecards dependent on Hay level of employee 		
<ul style="list-style-type: none"> • Calculate scores based on actual performance recorded for each KPI and percentages emanating from Departmental and Divisional scorecards – midyear and yearend 		
<ul style="list-style-type: none"> • Calculate incentive awards in accordance with provided procedure; also prorated if subaccount changed. 		
<ul style="list-style-type: none"> • Maintains audit trail of events for each scorecard 		


3.4.6.2 Employee Functions

Requirements	Code	Comments
<ul style="list-style-type: none"> • Users have a landing page which provides access to scorecards and IDPs of previous years, current 		

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scorecard, user manual, support, scorecards to complete as well as scorecards to review. There is also an option to complete scorecards on behalf of another individual.		
<ul style="list-style-type: none"> System must automatically add Divisional and Departmental scorecards relevant to employee's Hay level – read only. 		
<ul style="list-style-type: none"> System must automatically populate top fields 		
<ul style="list-style-type: none"> The system must provide dropdown of employee names and personnel numbers – only where scorecard is being completed on behalf of another and where the Supervisor can be changed 		
<ul style="list-style-type: none"> The system must automatically populate remaining top fields based on Employee logged into the system or selected if on behalf of another 		
<ul style="list-style-type: none"> The system must send email to Employee with reminder for contracting with link 		
<ul style="list-style-type: none"> The system must send weekly reminders for contracting, midyear reviews and final reviews and escalate to supervisor after third notification 		
<ul style="list-style-type: none"> Staff assigned to be Compilers for Departmental and Divisional scorecards are able to record contracts and actual performance on behalf of these 		

Requirements	Code	Comments
The system must enable the employee to perform the following tasks:		
Develop Performance Contract and IDP		
<ul style="list-style-type: none"> The system must enable the user/the employee to perform the following tasks: 		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Capture Key Performance Areas with number of KPAs - between 2 and 6 		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Capture KPA weight percentages 		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Capture KPIs limited to minimum 2 and maximum 6 		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Capture KPI subweight percentages 		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Capture Source of Evidence for each KPI 		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Capture KPI type to be used in score calculation for each KPI 		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Capture five Target Performance levels for each KPI 		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Capture Development Objectives 		


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• Capture Development Actions		
• Capture Development Target Due Date		
• Update KPA fields		
• Update KPI fields		
• Update IDP fields		
• Submit Contract and IDP to Supervisor		
Perform Mid-Year Review		
• Starts with opportunity to recontract with Supervisor		
• Capture "Mid-Year Employee KPI Comments" and projected year-end achievement		
• Update IDP Status		
• Submit to Supervisor		
Perform Year-end Self-Assessment		
• Capture Employee final performance level for each KPI		
• Capture Overall Comment		
• System calculates Employee Score for each KPA and Total Employee Score		
• Update IDP Status		
• Submit Employee Year-End Rating to Supervisor		

3.4.6.3 Overall Supervisor Functions

Requirements	Code	Comments
• The system must enable the supervisor to view Subordinate Completed Scorecards and IDPs from Previous Years by selecting from dropdown of years and subordinates		
• The system must send weekly reminders and escalate to next higher level after third week/send to acting supervisor all scorecards submitted to a Supervisor		

Requirements	Code	Comments
The system must enable the supervisor to perform the following tasks:		
Review Performance Contract and IDP		
• View Contract and IDP submitted by Subordinate		
• Accept Contract and IDP		

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• Return scorecard to Compiler for updating		
Perform Mid-Year Subordinate Review		
• View Employee Mid-Year comments and IDP update		
• Return scorecard to Compiler for updating		
• Accept midyear review by Compiler		
Perform Year-end Subordinate Assessment		
• Return scorecard to Compiler for updating		
• Approve scorecard		
• System sends email to inform Employee and Supervisor of need for agreement on final scorecard {Discussion to take place}		
• System calculates Agreed Score for each KPA and Total Agreed Score		


3.4.6.4 Master Admin Functions

Requirements	Code	Comments
The system must allow super users and/ system administrator to perform the following functions		
• Review staff database maintained by the system as well as list of Divisions and Departments		
• View Reports for All Necsa Group staff, Divisions, and Departments based on specified filters		
• Make a Pdf print out of reports		
• Send bulk email to staff identified in a query e.g., all staff whose contracting is behind schedule		
• View Current and Previous Scorecards and IDPs by selecting from dropdown of years and clients		
• Download entire dataset in Excel (Filtering)		
• View full unlocked scorecards and capture changes/corrections to contracts and IDPs		

3.5 Non-functional Requirements

3.5.1 User Training

Requirements	Code	Comments
• The service provider must provide relevant training to all users of newly implemented modules and ongoing training to system administrators for improvements and		

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enhancements made on the system.			

3.5.2 Support

The bidder/service provider must give information regarding the following:

- Provide an overview of your customer support and maintenance services.
- The cost of your annual maintenance or Licence plan
- How does your firm educate and train your service and support staff
- What hours does your company provide service and support
- Is there weekend or after hour support
- Is there an after-hours emergency contact number if needed, is there a charge for this service?