

RFQ Number	NO-264/2022
Issue Date	2 March 2023
Closing Date	8 March 2023 by no later than 23:30pm
Submission Instruction on or before the closing date and time	<p>Please forward your responses either via email or hand delivered on or before the closing date as follows:</p> <p><u>Via Email</u> - mmokaila@seda.org.za</p> <p>OR</p> <p><u>Hand delivered</u></p> <p>Small Enterprise Development Agency (Seda) The Fields Office Block A 1066 Burnett Street Hatfield 0833</p> <p>Contact Details Mr M Mokaila at Tel: (012) 441-1000 or (012) 441-1171</p>

TERMS OF REFERENCE

1. Purpose

The purpose of this RFQ is to seek credible and accredited Pastel Evolution (Sage 200) service provider to provide Maintenance and Support (including transfer of knowledge to staff) at the National and nine (9) Provincial Offices of Seda over a period of twelve (12) months. The fifty-four (54) branches are linked to their various respective provinces.

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. Seda has 55 Branches nationally and provides business development services to both potential and existing entrepreneurs. It is therefore crucial that Seda practitioners be capacitated in the Small Enterprise field so that they could be better equipped to deliver professional and relevant services to small enterprises.

Seda implemented Pastel Evolution (Sage 200) system in the recent past years and went live on the 1ST of October 2019. Seda National and Provincial Offices, and fifty-four (54) Branches, which provide business development services to both potential and existing entrepreneurs. It is therefore crucial that Seda's Finance Division is able to view the financial performance of the organisation as a whole thereby assisting the organisation to report reliable financial information to Management and Stakeholders.

3. Scope of Work

The appointed service provider will be required to provide Maintenance and Support for a period of twelve (12) months on the following functions:

- General Ledger Management and Trial Balance.
- Budget Management including Importing of data on Pastel Evolution from MS Excel.
- Accounts Payable and Payments Management.
- Accounts Receivable.
- Petty Cash Management.

- Procurement Activities and Reporting.
- Service Provider/Vendor Management list or database.
- Inventory Management.
- Bank Reconciliation.
- Fixed Asset Management.
- Financial Reporting.
- Business Intelligence reporting tool i.e., able to produce Income Statement and Balance Sheet.
- Branch Accounting that integrates the branches and its provincial offices.
- System training:
 - System Administrators & Super User training.
 - New features including system and version upgrades.
 - Refresher training (All Users).
 - Review and update 'How to' training videos (if there are changes on the system).

4. Project Deliverables & Time Frames

The appointed service provided will be required to deliver following during the contract period:

- Monthly report for all Support issue logs.
- Review and update existing reports.
- Consolidated Trial Balance at National Office.
- Automation of Payroll and Accounting functions.
- System upgrades and updates as and when new versions are available.
- End User Training/Refresher Product Training.
- Monthly status reports.
- Monthly meetings.
- Dedicated call log email to receive queries.

5. Information required in the Proposal/Quotations

- **Total Fixed Cost for the duration of the contract** with detailed breakdown of the monthly fixed fee inclusive of VAT (if applicable), disbursement, travel and accommodation.
- Detailed Project Plan.

- Detailed CV(s) of the key personnel who will be assigned to the project with five (5) years' experience and expertise as per the stipulated functionality criteria.
- The service provider must provide at least three reference letters from assisted clients for the similar projects in the past 5 years.

6. Evaluation of the Proposal

6.1 Phase 1: SCM Document Assessment Criteria

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

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

6.2 Phase 2: Pre-Qualification Criteria

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

- Valid Certificate or Letter of Accreditation on Sage 200 Evolution from SAGE.

6.3 Phase 3: Functionality

The following criteria will be used for evaluating all price quotations that met the pre-qualification criteria based on functionality where price quotations must score a minimum of **(70 points)** for functionality to qualify for further evaluation in terms of the 80/20 preference points system.

Functionality Criteria		Points Allocation	Weighting of Importance
1.	Experience/Track Record		
1.1	Service provider should have five (5) years' experience or more in maintenance and support of Sage Evolution 200.	15	15%

	<ul style="list-style-type: none"> • Five (5) years or more = 15 points • Three to five (3-5) years = 10 points • Less than three (3) years = 5 points 		
1.2	<p>Service provider to provide three (3) projects successfully implemented for similar projects in the past 5 years. The traceable references from three (3) different organizations should include contact details where Sage Evolution projects were implemented, maintained, and supported. Reference letters should be attached.</p> <ul style="list-style-type: none"> • Three (3) references = 35 points • Two (2) references = 25 points • One (1) reference = 10 points 	35	35%
2	Technical Capability and Capacity		
2.1	<p>Detailed CV(s) of the key personnel who will be assigned to the project with five (5) years' experience and expertise.</p>		40%
	<p>The qualification must be related to ICT/business or information systems/computer system or project management (Please attach CV to confirm this)</p> <ul style="list-style-type: none"> ○ Sage Technical Consultant Professional Accreditation ○ Experience in Database Management (SQL) ○ Experience in Project Management • 5 years or more experience = 40 points • 3 - 5 years of experience = 30 points • 1-3 years of experience =20 points • 0-1 years of experience =10 points 	40	

2.2	Project Plan Service provider to provide a fully detailed project implementation plan which will include the following as per the Scope of Work and Functional Requirements: <ul style="list-style-type: none"> ○ All activities ○ Resources. ○ Estimated timeframes. 	10	10%
Total Points (A FUNCTIONALITY SCORE OF LESS THAN 70 POINTS WILL ELIMINATE THE PRICE QUOTATION FOR FURTHER EVALUATION)		100	100%

6.4 Phase 4: 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 described in the Preferential Procurement Regulations, as follows:

	Preference Point Criteria	Points Allocation
1.	Price	80
2.	Broad-Based Black Economic Empowerment Status Level of Contribution	20
Total Points		100

7. TERMS AND CONDITIONS

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.
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).

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).
4. No late price quotations will be accepted under any circumstances.
5. Suppliers/service providers submitting price quotations must be registered on the National Treasury Central Supplier Database (CSD).
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) will result in no preference points being awarded for B-BBEE.
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. 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.