

## THE NATIONAL CREDIT REGULATOR

**DECEMBER 2023**

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A PROFESSIONAL, QUALIFIED AND ACCREDITED MICROSOFT SERVICE PROVIDER/ PARTNER TO TRANSITION, UPGRADE AND CUSTOMIZE NCR'S FINANCIAL SYSTEM (ERP) TO THE LATEST VERSION OF THE MICROSOFT ERP PRODUCT/ SYSTEM (MICROSOFT DYNAMICS 365)**

**RFQ NUMBER: NCR885.11.2023**

**COMPULSORY ONLINE BRIEFING**

**DATE: 19 DECEMBER 2023 AT 10:00AM (online)**

**DUE DATE: 15 JANUARY 2024 AT 11H00 SHARP CAT**

**EMAIL YOUR SUBMISSION TO: [rmaleka@ncr.org.za](mailto:rmaleka@ncr.org.za)**

**COPY: [procurement@ncr.org.za](mailto: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 the appointment of a professional, qualified, and accredited Microsoft Service Provider / Partner to transition, upgrade and customize NCR’s financial system (ERP) to the latest version of the Microsoft ERP product / system (Microsoft Dynamics 365

#### **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/procument/tender-standard-bidding-documents/general-terms-conditions> ). **Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.**

### **2. 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.

### **3. 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.

#### 4. Number of proposals

Each bid participant must email 1 their entire proposal, including all the documentation referred to in Section 7 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.

#### 5. Submission of proposals

- 5.1. Proposals must reach the offices of the NCR before **11:00AM on 15 January 2024**, and must be emailed to [rmaleka@ncr.org.za](mailto:rmaleka@ncr.org.za) , [procurement@ncr.org.za](mailto:procurement@ncr.org.za)

**a) RFQ No: NCR885.11.23**

**b) TERMS OF REFERENCE FOR A SERVICE OF**

**c) CLOSING DATE: 15 JANUARY 2024 AT 11H00 AM,**

- 5.2. Please note that this RFQ closes punctually at 11h00 on 15 January 2024. No late submissions will be considered under any circumstances.
- 5.3. **All** the documentation referred to in Section 7 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.
- 5.4. If responses are not delivered as stipulated in this Section 5.1, such responses will be considered “**late**”, and will not be considered for evaluation.
- 5.5. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 5.6. Submissions must not contain documents relating to any RFQ other than the one referred to in this RFQ.
- 5.7. The responses to the RFQ will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 5.8. 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.

**6. Timetable**

<b>Date &amp; time</b>	<b>Activity</b>
13/12/2023	Issue RFQ document
<b>15/01/2024</b>	Closing date
<b>18/01/2024</b>	Evaluations
<b>31/01/2024</b>	Appointment of a supplier

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.**

<b>Document that must be Submitted</b>	<b>Guideline</b>		<b>Consequence of Non-submission</b>
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
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete	Disqualification from process

Document that must be Submitted	Guideline	Consequence of Non-submission
	the registration of company prior to submitting the proposal. Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your vendor number starting with MAAA. Submit proof of registration.	
Acceptance of the General Terms and Conditions	Yes <a href="https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions">https://www.ncr.org.za/index.php/procedure/tender-standard-bidding-documents/general-terms-conditions</a>	Disqualification from process

**Bidders must score a minimum of 70% to be eligible for the Price and Specific goals evaluation.**

**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
Persons historically disadvantaged based on age	50%- 100% owned by persons who are youth	3
	30% - 49% owned by persons who are youth	2
	0 – 29% owned by persons who are youth	1

**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 wrongdoing  
to the KPMG Ethics Line**

**0800 20 53 17 (Toll Free)**

## **PART B: TERMS OF REFERENCES:**

### **1. BACKGROUND AND CONTEXT:**

The National Credit Regulator (NCR) is the regulatory authority established on 01 June 2006 in terms of the National Credit Act, 2005 with the mandate to promote and advance the social and economic welfare of South Africans, promote a fair, transparent, competitive, sustainable, responsible, efficient, effective, and accessible credit market and industry, and to protect consumers.

### **2. PROBLEM STATEMENT:**

Microsoft has indicated their plan to discontinue their support of the Microsoft Dynamics Great Plains due to the product reaching its end of life (EOL) and end of support in the coming year of 2024. As a result, clients / organizations currently still using this system are advised to upgrade to the recent product releases of Microsoft Dynamics 365.

### **3. PURPOSE:**

NCR would like to appoint a professional, qualified, and accredited Microsoft Dynamics 365 Business Central Service Provider / Partner to transition, upgrade and customize NCR's financial system (ERP) to the latest version of the Microsoft ERP product / system (Microsoft Dynamics 365).

### **4. CURRENT STATUS:**

The National Credit Regulator (NCR) is a single legal and government entity under the Department of Trade Industry and Competition (DTIC). The organization has two (2) main offices situated in Midrand, in the City of Johannesburg Metropolitan Municipality. Each office / building has its own LAN connectivity, and the two (2) offices are interconnected through the MPLS and 90% of the NCR Application Systems are housed on premise in the main office.

NCR is currently using the Microsoft Dynamics Great Plains (GP) 2016 which was implemented in the year 2006 and have been customized twice (in 2018 and 2021 respectively) to accommodate the business needs and changes. The system, housed **on the premise**, is **mainly** and currently being used

by the Finance and Supply Chain Management (SCM) / Procurement departments. In addition, the user departments (both operations and support) are using the system for their acquisition purposes.

The below is an estimate of the current user-base for the Financial System:

No.	Department	Purpose	Quantity
1.	Finance	Financial management Process	6
2.	SCM	SCM / Procurement Processes	6
3.	Executives (EXCO)	Approval of the Purchase Requisition (either on the system or through the workflows)	4
4.	Management (MANCO) <i>(Head of Departments / BUMs)</i>	Approval of the Purchase Requisition (either on the system or through the workflows)	15
5.	Other Users (mainly supervisors)	Capturing of the Purchase Requisitions (on the actual system)	14
6.	ICT (Administrators)	System Administration and Support	4
Total (approx.)			50 (1 user = buffer)

**Table 1: Microsoft Great Plain User-Base**

Over and above the Microsoft Dynamics Great Plains system, NCR has an additional application system described below:

No.	APPLICATION SYSTEM	COVERAGE / PURPOSE	USER BASE
1.	<b>SAGE People 300</b>  <b>Employee Self Service (ESS)</b>	Human Resources and Payroll management	4  ±150
2.	Microfile	Document storage and management	±50
3.	AMS	Asset Management / Tagging System	2
4.	Caseware	Compilation of Financial Statements	3
5.	IRAS	Application / Registration systems	10
6.	DCRS		

**Table 2: NCR Application Systems (Additional)**

The application systems mentioned in the table above are not integrated with the MS Dynamics GP currently however at a minimum.

\*The Microsoft Dynamics GP also have the following integrated solutions:

- a) Management Reporter;
- b) GP Integrator;
- c) National Treasury CSD Integrator.

**The current Enterprise Resource Planning (ERP) have the following modules – Microsoft Dynamics Great Plains:**

- Budgeting;
- Accounts Receivables;
- Accounts Payable;
- Purchase Requisition Processing;
- Purchase Order Processing;
- Receiving Goods & Services;
- Management Reporting;
- General Ledger;
- Fixed Assets;
- Bank Management

**Note:**

There is minimum integration between the finance and the procurement (SCM) functionalities.

**5. OBJECTIVES:**

The intent of the ToRs is to ensure that NCR meets the following objectives:

- a) Automation of the end-to-end core business processes through **full integration** of core business processes with the financial system (ERP);
- b) Full and integrated system;
- c) Enhancing the integrity and effectiveness of financial management, human resource management, supply chain management, performance reporting and decision making in NCR in order to support effective service delivery;
- d) Efficiency of workflows and document management;
- e) Reduction of the duplication of processes;

- f) Efficiency and effectiveness in reporting;
- g) Business Intelligence reporting tools; and
- h) Integration of all the NCR application / information systems and business processes (including website).
- i) Secured, high-availability and managed Hosting Services;
- j) Adequate skills transfer (training) to end-users and system administrators

## **6. SPECIFICATIONS OF CONTRACT**

NCR invites a Request for Proposals (RFPs) from professional, accredited Microsoft Dynamics 365 Business Central Service Providers / Partners to upgrade its current Financial System (Microsoft Great Plains) to Microsoft Dynamics 365 Business Central (BC) including twelve (12) months managed hosting services.

The following are the expected functionalities and / modules which are also required to be customised to meet the NCR's business processes:

### **6.1 Financial Functions / Modules with workflows:**

- a) Budget management
- b) Debtors Management
  - Debtor renewals invoicing integration
  - Debtor Penalty calculations, invoicing and integration
  - Emailing debtor invoices and statements
  - Customisation of invoice templates based on renewals, penalties and other invoicing
- c) Bank Management importing of payments and deposit transactions as well as transfers between accounts
- d) Asset Management – Importing of new assets, bulk retirements and updating of assets (ie custodians, labels, locations etc);
- e) Accounts Payables
  - Matching of invoices and credit notes to PO on the ERP;
  - Creditors Reconciliation;
  - EFT file;
  - Emailing of the remittance to suppliers.
  - Goods received voucher or note processing

## **6.2 Procurement (SCM) service with workflows:**

- a) Full link / integration to the National Treasury central supplier database;
- b) Full integration with the financial processes / module;
- c) Purchase Requisition and Purchase Order (once off & multiyear) processing
- d) Contract Management

## **6.3 HR Management** - must be able to link existing system to enable payroll disbursement and accounting thereof as well as leave accruals and performance management

## **6.4 Management Reports** - the system must generate the following reports:

- a) Monthly consolidated reports
  - ❖ Statement of Financial Performance – showing actual expenditure vs budget.
  - ❖ Statement of Financial Position
  - ❖ Cash flow Statement
  - ❖ Trial Balance
  - ❖ Statement of Financial Performance (Monthly expenditure only)
- b) Monthly reports per business unit.
  - ❖ Statement of Financial Performance – showing actual expenditure vs budget.
  - ❖ Cash flow Statement
- c) Budget report consolidated and per business unit showing the original budget and revised budget amounts.
  - Variance report
- d) Supplier /Receivables Age analysis.
  - List of payments including supplier number, bank account, date of payment, amount and option to include detailed list of invoices paid.
  - Suppliers Report – detailing all suppliers in the system, their details and banking details.
  - Detailed General Ledger;
  - Detailed Trial Balance - Accounts Payable;
  - Summarized Creditors Age Analysis;
  - Consolidated Trial Balance.
  - Detailed Debtor Age Analysis

- Summarized Debtor age analysis

**e) Procurement Reports (not limited)**

- Purchase Requisitions reports
- Purchase Order Reports (Once off and Multiyear commitments)
- B-BBEE spend reports

**f) EFT process** – integration between the system – the system must be compatible with the interoperability and security standards;

**g) Audit Trails** – must be able to generate extensive audit trails;

**h) Integration with email servers for workflow and notification.**

## **7. EXPECTED OUTPUTS:**

**7.1** The appointed service provider must provide and customise the system which has the following functionalities (summarized at high level):

- o General Accounting / Financial Management;
- o Supply chain management / procurement management;
- o Contracts Management with reminders and workflow/notification
- o Asset Management;
- o Financial Statement generation;
- o Full, seamless and bi-directional integration of the two (2) functionalities – Finance and Procurement;
- o Seamless integration with the Caseware and AMS (asset tagging) systems;
- o Integration with National Treasury CSD system (real-time);
- o Automated Management Reporting / Business Intelligence,
- o Integration with IRAS, DCRS, (NCR MIS – include any future system) and new Finance ERP – Update of registrants' information (e.g. address, contact details, number of branches, principal debt etc.);
- o Integration between BOL and Bank Management on the ERP;
- o Able to generate reminder letters for renewal of registration on annual basis - 15<sup>th</sup> July, 01<sup>st</sup> August and 15<sup>th</sup> August (Templates to be provided);
- o Automation of invoices, penalty invoices and automatically emailing to the registrants;
- o Generate an age analysis report on all outstanding debtors.
- o Generate invoice for new registrants/ additional branches/replacement certificates.

- Produce a report on potential registrants to be lapsed due to non-payment of fees by the 31<sup>st</sup> August each year.

7.2 The service provider must open at least ten (10) interface platforms for the integration of all the modules and the other available systems (including the Registration System (IRAS & DCRS) and the document management system (**SigniFlow**).

7.3 Complete data clean-up, migration from the current system, spreadsheets and other data sources to the new system to meet the requirements of the business processes and system functionalities;

7.4 Setup and integration with the email server for the systems' auto-notifications and workflows;

7.5 SMS services for the systems' auto-notification;

7.6 Secure and POPIA compliant Hosted Environment with backups processes (in accordance with NCR's backup policy) and business continuity (with at least one (1) annual DR testing). The service provider must provide a fell-over environment whenever there primary environment is down for a period of two (2) hours and more;

7.7 The current licensing coverage is valid until November 2024 however the bidder is required to provide recommendation for migration to the **Cloud through Microsoft Incentive model**, during the transition period / phase.

## 8. FINANCIAL PROPOSAL / PRICING:

7.8 Pricing must be inclusive of VAT.;

7.9 The pricing must also state the discounted fee;

7.10 The pricing must include the full Software Licensing;

**Note:- Licenses are renewable annually.**

7.11 The pricing must be inclusive of the Bridge to Cloud services where the current environment will be migrated and hosted until full implementation and migration to the new system / while the transition is under-way.

7.12 The pricing to be provided must be in South African Rand even if there is Rand / Dollar rate applicable to software licenses;

7.13 Pricing must include annual escalations if applicable.

## 8. FUNCTIONALITY EVALUATION CRITERIA:

The bidder's proposal will be scored according to the below points system and scoring criteria:

Zero Experience= 0

1 = Poor;

- 2 = Does not meet the requirements;
- 3 = Partially meets the requirements;
- 4= Meets the Requirements;
- 5 = Exceeds the Requirements

Item No.	Criteria Description	Weighting												
1.	<b>GENERAL FUNCTIONALITY</b>													
	<p>YEARS OF EXPERIENCE IN THE PROVISION, CUSTOMIZATION AND MAINTENANCE OF THE MICROFT ERP SOLUTIONS (10) POINTS)</p> <p>Years of Experience in ERP: (5 points)</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">5 years and more in the provision, customization and maintenance of the Microsoft ERP solutions</td> <td style="width: 50%;">= 5 Exceeds the Requirements</td> </tr> <tr> <td>More than 3 years to less than 5 years in the provision, customization and maintenance of the Microsoft ERP solutions</td> <td>= 4 Meets the Requirements</td> </tr> <tr> <td>3 years in the provision, customization and maintenance of the Microsoft ERP solutions</td> <td>= 3 Partially meets the requirements</td> </tr> <tr> <td>More than 2 years to less than 3 years in the provision, customization and maintenance of the Microsoft ERP solutions</td> <td>= 2 Does not meet the requirements</td> </tr> <tr> <td>2 years and less in the provision, customization and maintenance of the Microsoft ERP solutions</td> <td>= 1 Poor</td> </tr> </table> <p>As per the table of references for company experience – Annexure_A Experience on transition/ migration from Great Plains to Dynamics 365. Years of Experience in Transition/ Migration from GP (10 points)</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">5 years and more on transition/ migration from Great Plains to Dynamics</td> <td style="width: 50%;">= 5 Exceeds the Requirements</td> </tr> </table>	5 years and more in the provision, customization and maintenance of the Microsoft ERP solutions	= 5 Exceeds the Requirements	More than 3 years to less than 5 years in the provision, customization and maintenance of the Microsoft ERP solutions	= 4 Meets the Requirements	3 years in the provision, customization and maintenance of the Microsoft ERP solutions	= 3 Partially meets the requirements	More than 2 years to less than 3 years in the provision, customization and maintenance of the Microsoft ERP solutions	= 2 Does not meet the requirements	2 years and less in the provision, customization and maintenance of the Microsoft ERP solutions	= 1 Poor	5 years and more on transition/ migration from Great Plains to Dynamics	= 5 Exceeds the Requirements	20
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	<table border="1"> <tr> <td data-bbox="279 259 715 409">No experience on transition/migration from Great Plains to Dynamics</td> <td data-bbox="715 259 1185 409">Zero</td> </tr> </table>	No experience on transition/migration from Great Plains to Dynamics	Zero									
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2.	<p data-bbox="279 517 1026 551"><b><u>AVAILABILITY OF POOL OF PROJECT RESOURCES:</u></b></p> <p data-bbox="279 613 1062 647"><b><u>Availability of the Pool of the Project Team / Resources:</u></b></p> <table border="1"> <tr> <td data-bbox="279 712 943 1077">                     The bidder have:                     <ul style="list-style-type: none"> <li>• 1x Project Manager;</li> <li>• More than 4 Business and System Analysts;</li> <li>• More than 6 System Developers;</li> <li>• Other consultants</li> <li>•</li> </ul> </td> <td data-bbox="943 712 1230 1077">= 5 Exceeds the Requirements</td> </tr> <tr> <td data-bbox="279 1077 943 1391">                     The bidder have:                     <ul style="list-style-type: none"> <li>• 1x Project Manager;</li> <li>• Between 2 and 4 Business and System Analysts;</li> <li>• Between 4 and 6 System Developers;</li> <li>• Other consultants</li> </ul> </td> <td data-bbox="943 1077 1230 1391">= 4 Meets the Requirements</td> </tr> <tr> <td data-bbox="279 1391 943 1599">                     The bidder have:                     <ul style="list-style-type: none"> <li>• 1x Project Manager;</li> <li>• 2x Business and System Analysts;</li> <li>• 4x System Developers;</li> </ul> </td> <td data-bbox="943 1391 1230 1599">= 3 Partially meets the requirements</td> </tr> <tr> <td data-bbox="279 1599 943 1807">                     The bidder have:                     <ul style="list-style-type: none"> <li>• 1x Project Manager;</li> <li>• 1x Business and System Analysts;</li> <li>• 3x System Developers</li> </ul> </td> <td data-bbox="943 1599 1230 1807">= 2 Does not meet the requirements</td> </tr> <tr> <td data-bbox="279 1807 943 1912">The bidder have no resources</td> <td data-bbox="943 1807 1230 1912">= Zero</td> </tr> </table> <p data-bbox="279 1962 1019 1995"><b>As per the table of Project Resources – Annexure_B</b></p>	The bidder have: <ul style="list-style-type: none"> <li>• 1x Project Manager;</li> <li>• More than 4 Business and System Analysts;</li> <li>• More than 6 System Developers;</li> <li>• Other consultants</li> <li>•</li> </ul>	= 5 Exceeds the Requirements	The bidder have: <ul style="list-style-type: none"> <li>• 1x Project Manager;</li> <li>• Between 2 and 4 Business and System Analysts;</li> <li>• Between 4 and 6 System Developers;</li> <li>• Other consultants</li> </ul>	= 4 Meets the Requirements	The bidder have: <ul style="list-style-type: none"> <li>• 1x Project Manager;</li> <li>• 2x Business and System Analysts;</li> <li>• 4x System Developers;</li> </ul>	= 3 Partially meets the requirements	The bidder have: <ul style="list-style-type: none"> <li>• 1x Project Manager;</li> <li>• 1x Business and System Analysts;</li> <li>• 3x System Developers</li> </ul>	= 2 Does not meet the requirements	The bidder have no resources	= Zero	20
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The bidder have no resources	= Zero											

Item No.	Criteria Description	Weighting														
3.	<p><b><u>EXPERIENCE OF THE KEY PROJECT TEAM: (10 points)</u></b></p> <p><b>1. Business and Systems Analysts – (5 points)</b></p> <p>Must have at least <b>3 years'</b> experience in systems / solutions customization, implementation and / or development.</p> <table border="1" data-bbox="280 607 1211 1420"> <tr> <td data-bbox="280 607 943 757">4 years and above experience in systems / solutions customization, implementation and / or development</td> <td data-bbox="943 607 1211 757">= 5 Exceeds the Requirements</td> </tr> <tr> <td data-bbox="280 757 943 960">3 years' experience in systems / solutions customization, implementation and / or development</td> <td data-bbox="943 757 1211 960">= 4 Meets the Requirements</td> </tr> <tr> <td data-bbox="280 960 943 1115">2 year's experience in systems / solutions customization, implementation and / or development</td> <td data-bbox="943 960 1211 1115">= 3 Partially meets the requirements</td> </tr> <tr> <td data-bbox="280 1115 943 1265">1 experience in systems / solutions customization, implementation and / or development</td> <td data-bbox="943 1115 1211 1265">= 2 Does not meet the requirements</td> </tr> <tr> <td data-bbox="280 1265 943 1420">Zero years' experience in systems / solutions customization, implementation and / or development</td> <td data-bbox="943 1265 1211 1420">= 1 Poor</td> </tr> </table> <p><b>2. System Developers – (5 points)</b></p> <p>Must have at least <b>3 years'</b> experience in systems development, implementation and maintenance</p> <table border="1" data-bbox="280 1727 1211 2027"> <tr> <td data-bbox="280 1727 943 1877">4 years and above experience in systems development, implementation and maintenance</td> <td data-bbox="943 1727 1211 1877">= 5 Exceeds the Requirements</td> </tr> <tr> <td data-bbox="280 1877 943 2027">3 years experience in systems development, implementation and maintenance</td> <td data-bbox="943 1877 1211 2027">= 4 Meets the Requirements</td> </tr> </table>	4 years and above experience in systems / solutions customization, implementation and / or development	= 5 Exceeds the Requirements	3 years' experience in systems / solutions customization, implementation and / or development	= 4 Meets the Requirements	2 year's experience in systems / solutions customization, implementation and / or development	= 3 Partially meets the requirements	1 experience in systems / solutions customization, implementation and / or development	= 2 Does not meet the requirements	Zero years' experience in systems / solutions customization, implementation and / or development	= 1 Poor	4 years and above experience in systems development, implementation and maintenance	= 5 Exceeds the Requirements	3 years experience in systems development, implementation and maintenance	= 4 Meets the Requirements	20
4 years and above experience in systems / solutions customization, implementation and / or development	= 5 Exceeds the Requirements															
3 years' experience in systems / solutions customization, implementation and / or development	= 4 Meets the Requirements															
2 year's experience in systems / solutions customization, implementation and / or development	= 3 Partially meets the requirements															
1 experience in systems / solutions customization, implementation and / or development	= 2 Does not meet the requirements															
Zero years' experience in systems / solutions customization, implementation and / or development	= 1 Poor															
4 years and above experience in systems development, implementation and maintenance	= 5 Exceeds the Requirements															
3 years experience in systems development, implementation and maintenance	= 4 Meets the Requirements															

Item No.	Criteria Description		Weighting								
	2 years experience in systems development, implementation and maintenance	= 3 Partially meets the requirements									
1 experience in systems development, implementation and maintenance	= 2 Does not meet the requirements										
Zero years experience in systems development, implementation and maintenance	= 1 Poor										
<b>As per the table of references for Team experience – Annexure_C</b>											
4.	<p><b><u>QUALIFICATIONS OF THE KEY PROJECT TEAM / PERSONNEL: (10 points)</u></b></p> <p><b>1. Business and Systems Analysts – (5 points)</b></p> <p>The Business and Systems Analyst must possess at least a <b>certificate</b> in Business Analysis and Design from an accredited training institution, e.g. SAQA, CHE, QCTO</p> <table border="1" data-bbox="280 1272 1241 1599"> <tr> <td data-bbox="280 1272 1011 1417">Degree or Honors Degree or above in Informatics / Information Systems or related</td> <td data-bbox="1016 1272 1241 1417">= 5 Exceeds the Requirements</td> </tr> <tr> <td data-bbox="280 1424 1011 1547">Certificate in Business Analysis &amp; Design</td> <td data-bbox="1016 1424 1241 1547">= 4 Meets the Requirements</td> </tr> <tr> <td data-bbox="280 1554 1011 1599">No formal qualification</td> <td data-bbox="1016 1554 1241 1599">Zero</td> </tr> </table> <p><b>2. <u>System Developers – (5 Points)</u></b></p> <p>The Developer must possess at least a certificate in system development from an accredited training institution e.g. SAQA, CHE, QCTO</p> <table border="1" data-bbox="280 1904 1241 2049"> <tr> <td data-bbox="280 1904 1011 2049">Diploma or Degree or above in Information System/Technology with specialization in system development</td> <td data-bbox="1016 1904 1241 2049">= 5 Exceeds the Requirements</td> </tr> </table>		Degree or Honors Degree or above in Informatics / Information Systems or related	= 5 Exceeds the Requirements	Certificate in Business Analysis & Design	= 4 Meets the Requirements	No formal qualification	Zero	Diploma or Degree or above in Information System/Technology with specialization in system development	= 5 Exceeds the Requirements	20
Degree or Honors Degree or above in Informatics / Information Systems or related	= 5 Exceeds the Requirements										
Certificate in Business Analysis & Design	= 4 Meets the Requirements										
No formal qualification	Zero										
Diploma or Degree or above in Information System/Technology with specialization in system development	= 5 Exceeds the Requirements										

Item No.	Criteria Description	Weighting										
	<table border="1" data-bbox="280 253 1246 443"> <tr> <td data-bbox="280 253 1026 387">Certificate in Information System/Technology with specialization in system development</td> <td data-bbox="1026 253 1246 387">= 4 Meets the Requirements</td> </tr> <tr> <td data-bbox="280 387 1026 443">No formal qualification</td> <td data-bbox="1026 387 1246 443">Zero</td> </tr> </table> <p data-bbox="280 495 1246 577"><b>NB: Submit the proof of qualifications for the Project Team captured on Annexure_B</b></p>	Certificate in Information System/Technology with specialization in system development	= 4 Meets the Requirements	No formal qualification	Zero							
Certificate in Information System/Technology with specialization in system development	= 4 Meets the Requirements											
No formal qualification	Zero											
5.	<p data-bbox="280 640 1246 689"><b>REFERENCES: (5 points)</b></p> <p data-bbox="280 689 1246 779">The bidder must provide at least <b>4 contactable</b> references for delivery of the Microsoft ERP System or similar nature in the past three (3) years:</p> <table border="1" data-bbox="280 842 1094 1305"> <tr> <td data-bbox="280 842 703 943">More than 5 references</td> <td data-bbox="703 842 1094 943">= 5 Exceeds the Requirements</td> </tr> <tr> <td data-bbox="280 943 703 1043">4 to 5 references</td> <td data-bbox="703 943 1094 1043">= 4 Meets the Requirements</td> </tr> <tr> <td data-bbox="280 1043 703 1144">3 references</td> <td data-bbox="703 1043 1094 1144">= 3 Partially meets the requirements</td> </tr> <tr> <td data-bbox="280 1144 703 1245">1 to 2 references</td> <td data-bbox="703 1144 1094 1245">= 2 Does not meet the requirements</td> </tr> <tr> <td data-bbox="280 1245 703 1305">Zero/irrelevant references</td> <td data-bbox="703 1245 1094 1305">= 1 Poor</td> </tr> </table> <p data-bbox="280 1357 1246 1447"><b>NB: Reference Letters must be in company letter heads and signed by authorized company personnel.</b></p>	More than 5 references	= 5 Exceeds the Requirements	4 to 5 references	= 4 Meets the Requirements	3 references	= 3 Partially meets the requirements	1 to 2 references	= 2 Does not meet the requirements	Zero/irrelevant references	= 1 Poor	20
More than 5 references	= 5 Exceeds the Requirements											
4 to 5 references	= 4 Meets the Requirements											
3 references	= 3 Partially meets the requirements											
1 to 2 references	= 2 Does not meet the requirements											
Zero/irrelevant references	= 1 Poor											
	<b>TOTAL</b>	<b>100</b>										

**Bidders must score a minimum of 70% to be eligible for the Price and Specific goals evaluation.**

**9. Specific goals and points based on 80/20 score calculation.**

**9.1 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
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### 9.2 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

### 9.3 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

### 9.4 SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged based on age	50%- 100% owned by persons who are youth	3
	30% - 49% owned by persons who are youth	2
	0 – 29% owned by persons who are youth	1

**ANNEXURE\_A – SCHEDULE OF COMPANY’S EXPERIENCE: LIST OF REFERENCES**

**COMPANY NAME:** \_\_\_\_\_

No.	Name of Institution	Project Description (Name of ERP)	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**ANNEXURE\_B – SCHEDULE OF POOL OF PROJECT TEAM / RESOURCES:**

<b>No.</b>	<b>Name of Project Resource / Team Member</b>	<b>Role in the Project (Project Manager / Business &amp; System Analyst / System Developer / Consultant, etc.)</b>
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		

**ANNEXURE\_C – SCHEDULE OF EXPERIENCE OF PROJECT MANAGER: LIST OF REFERENCES**

**PROJECT MANAGER’S NAME:** \_\_\_\_\_

No	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**BUSINESS ANALYST'S NAME (1):**

No	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**BUSINESS ANALYST'S NAME (2):**

No	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**BUSINESS ANALYST'S NAME (3):**

No	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**BUSINESS ANALYST'S NAME (4):**

No	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**BUSINESS ANALYST'S NAME (5):**

No.	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**BUSINESS ANALYST'S NAME (6):**

No.	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**SYSTEM DEVELOPER'S NAME (1):**

No	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**SYSTEM DEVELOPER'S NAME (2):**

No	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**SYSTEM DEVELOPER'S NAME (3):**

No	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**SYSTEM DEVELOPER'S NAME (4):**

No	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**SYSTEM DEVELOPER'S NAME (5):**

No.	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

**SYSTEM DEVELOPER'S NAME (6):**

No.	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							



**ANNEXURE\_D – PRICING SCHEDULE**

(The below pricing schedule items are not exhaustive, bidders may include other relevant items necessary for the success of the intended transition).

No.	ITEM / DESCRIPTION	COSTS / PRICE
1	Project Management <ul style="list-style-type: none"> <li>- Project Setup</li> <li>- Environments Setup (Development / UAT / Production)</li> </ul>	
2	Analysis & Design <ul style="list-style-type: none"> <li>- Including Functional Requirement Gathering Sessions;</li> </ul>	
3	Configuration / Customization / Development <ul style="list-style-type: none"> <li>- This must include all the required integration with both internal and external (e.g. CSD, CIPC, etc.) systems</li> </ul>	
4	All Testing (Development, UAT, FAT, end-to-end, etc.) <ul style="list-style-type: none"> <li>- Deployment to Production to be included</li> </ul>	
5	Data extraction, cleansing and migration	
6	Migration to “Bridge-to-Cloud” Environment	
7	Hosting Services: <ul style="list-style-type: none"> <li>- Bridge-to-Cloud (for the current system);</li> <li>- Cloud Services (for the new production system)</li> </ul>	
8	Software Licenses: <ul style="list-style-type: none"> <li>- Operating;</li> <li>- Perpetual User Licenses</li> </ul>	
9	Microsoft Discounted Fee (40%)	
	<b>Sub-Total (VAT excl.)</b>	
	<b>VAT</b>	
	<b>Total (VAT incl.)</b>	

The following pricing / costing must be provided separately from the above:

No.	ITEM / DESCRIPTION	Year 1	Year 2	Year 3
1.	<b>Change Management:</b>			
	1.1 Project Change Management			
	1.2 Annual System Changes (legislation / regulatory / business process);			
2	<b>Support &amp; Maintenance</b> (for all the deployed functionality):			
	2.1 Financial Functions:			
	2.2 Procurement Functions;			
	2.3 Integration;			
	2.4 Hosting Services;			
3	<b>License Renewals:</b>			
	3.1 Operating & Databases;			
	3.2 Perpetual User Licenses			
4	SMS Facility:			
	<b>Sub-Total (VAT excl.)</b>			
	<b>VAT</b>			
	<b>Total (VAT incl.)</b>			

Note:-

NCR reserves the right to appoint wholly or in part for the implementation of this project.