

OFFICIAL HSRC – SCM REQUEST FOR QUOTATION (RFQ) FORM

RFQ NUMBER	E23743
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Buyer Name	Zanele Nkosi	Contact details	0123022065
RFQ Issue date	16 February 2023	Closing date	27 February 2023 @ 10:00am

REQUIRED SERVICE DESCRIPTION

NO	SERVICE OR ITEMS REQUIRED	QUANTITIES
1	SAGE VIP Technical Support	24 Months
2		
3		
4		
5		
6		
7		
8		
9		
10		

SHOULD YOUR QUOTATION EXCEED THE THRESHOLD VALUE ABOVE R30 000.00, PLEASE COMPLETE THE FOLLOWING FORMS FOR SUBMISSION WITH YOUR QUOTATION:

SBD 4		✓
Preference Points for Specific Goals (Supplier to claim points & provide proof)		20
SMME (EME & QSE)	4	
Owned by black people (50% or more)	4	
Owned by black people who are youth (30% or more)	4	
Owned by black people who are women (30% or more)	4	
Owned by black people with disabilities (30% or more)	4	
SBD 6.1		✓

SPECIAL CONDITIONS:

- UNDER NO CIRCUMSTANCES, WILL TIPPEXED INFORMATION ON THE ABOVE OFFICIAL FORMS BE ACCEPTED. YOUR PROFESSIONALISM IS THEREFORE REQUIRED IN COMPLETING THE ABOVE LEGAL DOCUMENTATIONS.
- KINDLY ENSURE THAT THE DATE OF YOUR QUOTATION CORRESPOND TO COMPLETION DATE ON THE ABOVE STANDARD BIDDING DOCUMENTS FORMS (SBD FORMS).
- FAILURE TO COMPLY WITH THESE REQUIREMENTS WILL RESULT IN DISQUALIFICATION OF YOUR QUOTATION.

- ***KINDLY SUBMIT EVIDENCE FOR YOUR CLAIMED SPECIFIC GOALS TO ASSIST US IN FAIRLY EVALUATING YOUR SUBMITTED QUOTATION (Example: Copy of your Detailed BEE SCORE - CARD AND MEDICAL REPORT IN CASE OF POINTS CLAIMED FOR DISABILITY PREFERENCE POINTS).***

Request for Proposal (RFP) for SAGE VIP Technical Support

HSRC seeks to appoint a Sage accredited service provider to provide technical support on its Sage 300 People and Payroll platform.

The main objectives of the service provision include:

- To provide HSRC with 2nd and 3rd line technical support on Sage 300 People
- 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 of Technical Support for SAGE VIP People and Payroll

1.1 Objectives

This RFP seeks to appoint a Sage accredited service provider to provide technical support on its Sage 300 People platform for 480 hours for a period of 24 months.

Key Requirements: Bids will only be accepted from SAGE Accredited Partners (Proof needs to be included in the submission)

2. Requirements

Key requirements are to provide services as detailed below:

- a) Provide the HSRC with 2 dedicated resources for specialized report development.
- b) Provide the HSRC with 2 dedicated resources to provide 2nd and 3rd line end user and technical support on all SAGE 300 People modules including:
 - Leave
 - Payroll
 - Performance Management
 - ESS

HSRC Board: Dr Reginald Cassius Lubisi (Chairperson), Dr Kgomoetso William Kasonkola, Dr Deenadayalen Konar, Prof. Ibbo Day Joseph Mandaza, Ms Shameme Manjoo, Dr Alex Mohubetswane Mashilo, Prof. Zerish Zethu Nkosi, Adv Faith Dikeledi Pansy Tlakula, Prof. Fiona Tregenna, Prof. Leickness Simbayi (Acting CEO)

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- HR
- Skills and Development
- Equity
- Probation
- Payroll
- Reports

- c) Develop manuals and documentation when required.
- d) Provide sound advice to the HR team regarding ways to maximize the use of the system.
- e) Work alongside HSRC internal 1st line support resources.
- f) Assessment and Configuration of all Sage 300 People modules (Leave, Payroll, Performance Management, ESS, HR, Skills and Development, Equity, Probation, Payroll, Reports).
- g) Technical resource to be onsite at least once a week (at least 4 hours onsite per visit).
- h) Provide informal training to HR users on request.
- i) Provide training to internal HR and IT staff on report development and extraction.

3. Technical proposal evaluation criteria

Criteria	Points
EXPERIENCE AND TRACK RECORD (20) Provide a minimum of 3 years' experience: • Proof that the Service Provider is Sage accredited and has been in existence and providing the required product / service ▪ 3 – 5 years' experience (5 points) ▪ More than 5 years' experience (10 Points) • Provide minimum three (3) relevant contactable references where the required support services were provided over the past five (5) years. References must be on the client letterhead specifying the product / service provided. ▪ 1 reference (1 point) ▪ 2 references (5 points) ▪ 3 references (10 points)	20
APPROACH AND IMPLEMENTATION (20) Provide an implementation plan detailing the following: • Ticket logging process (5 points) • Call categorizations (5 points) • Ticket response and turnaround times (5 points) • Draft training schedule (5 points)	20

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SKILLS AND CAPACITY (60) TECHNICAL SUPPORT (30) • Submit a structure composition of the proposed team, by clearly outlining the main disciplines/ specialties of key personnel responsible for the services to be delivered to the HSRC. Team structure should include support resources as specified in 2a and 2b above as well as a team lead / account manager. Specify if support resources will be in-house or outsourced ▪ No team structure submitted (0 points) ▪ Team structure submitted not meeting all requirements as specified above (7 points) ▪ Team structure submitted meeting all requirements as specified above (15 points) • Provide short resume of personnel's skills that highlight qualifications, areas of experience/competencies relevant to tasks and objectives of this Bid: ▪ No resumes submitted (0 points) ▪ Partial / incomplete resumes submitted (7 points) ▪ Resumes for all team members submitted (15 points) REPORT DEVELOPMENT (30) • Provide a list of clients where you have developed <u>specialised / customized</u> (non-standard) Sage 300 People reports in the last 3 years: ▪ No report development submitted (0 points) ▪ 1-2 cases of report development submitted (7 points) ▪ 3+ cases of report development submitted (15 points) • Provide a list of sample <u>specialized / customized</u> (Non-standard) reports developed in the last 3 years: ▪ No reports submitted (0 points) ▪ 1 report submitted (5 points) ▪ 2 reports submitted (10 points) ▪ 3+ reports submitted (15 points)	60
Total	100

Minimum threshold for total is 70%.

8. Technical Requirements enquiries

Mr. Goodluck Madisa (066) 006-5401

GMadisa@hsrc.ac.za

Mr. Rabindra Laldaparsad (066) 006-5439

Rlaldaparsad@hsrc.ac.za

SCM related enquiries

Ms. Zanele Nkosi 012-302-2065

znkosi@hsrc.ac.za

Closing Date: Monday 27 February 2023 @ 10:00am

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

- 2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
 (name)..... in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....	
Signature	Date
.....	
Position	Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) The applicable preference point system for this tender is the **80/20** preference point system.
- c) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ \mathbf{Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)} \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) & \text{or} & P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \end{array}$$

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
SMME (EME &QSE)	2	4		
Owned by black people (50% or more)	2	4		
Owned by black people who are youth (30% or more)	2	4		
Owned by black people who are women (30% or more)	2	4		
Owned by black people with disabilities (30% or more)	2	4		
Total Points	10	20		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

- 4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:
- i) The information furnished is true and correct;
 - ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
 - iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
 - iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:	
DATE:	
ADDRESS:	
	
	
	