

THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CONFIGURATION, SUPPORT, MAINTENANCE, AND ENHANCEMENTS TO ALL SAGE PRODUCTS TO BE USED BY THE SANPC OVER A PERIOD OF 12 MONTHS.

1. Evaluation Criteria

1.1 PHASE 1: ADMINISTRATIVE EVALUATION CRITERIA

Initial Screening Process: At this phase bidder's response are reviewed to check if bidders have responded according to CEF (SOC) Ltd RFP document.

1.2 PHASE 2: MANDATORY REQUIREMENTS

At this phase bidders must submit the required supporting documents to substantiate compliance to the following requirements. It must be noted that if the Bidder does not meet any of the requirements, the bidder will be disqualified and not be evaluated further.

Description	Comply	Not comply
1.2.1 The bidder must be registered with SAGE as business partner Submit proof of valid SAGE Registration		
Substantiate (if necessary) and provide relevant proof		

Description	Comply	Not comply
1.2.2. The proposed resource in SAGE 300 People modules must be a certified SAGE 300 consultant. Submit proof of consultant certifications		
Substantiate (if necessary) and provide relevant proof		

1.3 PHASE 3: TECHNICAL /FUNCTIONALITY CRITERIA

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **75%**. It must be noted that if the Bidder does not meet the **75%** minimum threshold, the bidder will be disqualified and not be evaluated further.

1.3.1. Detailed Proposal and Methodology to achieve the desired end results.

The proposal shall present the methodology of the Bidder and describe in detail how the bidder proposes to undertake the service(s), including but not limited to.

- A description of how the service provider approaches the deployment and support of SAGE 300 systems.
- Provide any other value-added services that were not mentioned/required in the scope of services but that the Bidder is offering to SANPC.
- Technical Information system requirements:
 - ✓ Sage 300 People architecture Security (physical, network and application)
 - ✓ Basis EE Architecture
 - ✓ Microsoft SQL Server
 - ✓ Email client
 - ✓ Office 365 Integration
 - ✓ Publishing the ESS website
 - ✓ Backups and
 - ✓ Updates
- Detailed description of the support process, escalation processes, timeframes etc.

The bidder has met all the above eight (8) technical systems requirements	5	Technical proposal/ Methodology	30%
The bidder met less than eight <8 technical system requirements	0		

1.3.2 Company Experience

Experience of the company in providing SAGE 300 products

10 or more years of experience in similar services	5	Company profile	30%
> 8 but < 10 years of experience in similar services	4		
8 years of experience in similar services	3		
> 5 but < 8 years of experience in similar services	2		
5 years' experience in similar services	1		
< 5 years' experience in similar services	0		

1.3.3 Company Track Record

The bidder must present reference letters (on client's letterhead) from companies for which they have deployed, maintained, and supported SAGE 300 People, and integrated **various SAGE 300 People modules**.

The reference letter signed by the client must be on the client's letterhead and include the company name, contact person, and contact details (telephone number)

5 Relevant reference letters	5	Verifiable reference letter(s)	20%
4 Relevant reference letters	4		
3 Relevant reference letters	3		
2 Relevant reference letters	2		
1 Relevant reference letter	1		
No reference letter provided	0		

1.3.4 Experience of the proposed Consultant in SAGE 300 People modules.

The experience of the proposed Consultant in similar services indicating a demonstrated track record in SAGE 300 HR modules.

10 or more years of experience in similar services	5	CVs of the proposed Consultant and a SAGE 300 People certificate	20%
> 8 but < 10 years of experience in similar services	4		
8 years of experience in similar services	3		
> 5 but < 8 years of experience in similar services	2		
5 years of experience in similar services	1		
< 5 years of experience in similar services	0		

1.4 PHASE 4: ORAL PRESENTATION

1.4.1 ORAL PRESENTATION

The bidder must demonstrate thorough understanding of the objectives and scope of work for this work assignment including displaying the relevant competencies and experience by preparing and providing an oral presentation for CEF Management. At a minimum, the presentation must cover the following aspects:

1. Company experience
2. Key competencies.
3. Project Plans

Note: the following scoring matrix will be used to evaluate this criterion:

Evaluation Criteria	Document as Evidence	Score	Weighting %
Comprehensive presentation adequately addressing critical aspects of the scope of work;	Oral Presentation	5	100%
Less comprehensive presentation addressing some critical aspects of the		3	
Generic presentation not addressing critical aspects of the scope of work;		1	
No presentation provided		0	

1.5 PHASE 5: COMMERCIAL EVALUATION

CEF (SOC) Ltd will utilise the following formula in its evaluation of Price offers:

[Weighted score 80 points]

$$PS = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

Ps = Score for the Tender under consideration

Pt = Price of Tender under consideration

Pmin = Price of lowest acceptable Tender

Preference points/specific goals criteria

[Weighted score 20 points]

Specific goals / Preference Points Claim

Evaluation Criteria	Final Weighted Scores
Price	80
Specific goals	20
TOTAL SCORE:	100

A maximum of 20 points will be awarded to a tenderer for specific goals specified for the tender/RFQ as follows:

Specific goals	Points
Historically disadvantaged individual (HDI)	
Enterprises with ownership of 51% or more by person/s who are black	10
Enterprises with ownership of 51% or more by person/s who are women	5
Enterprises with ownership of 51% or more by person/s who are youth	3
Enterprise with ownership of 10% or more by person/s with disability	2
Total	20

- Tenders must submit their B_BBEE certificate issued by an authorized body or person or a B-BBEE sworn affidavit to claim preference points.
- The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.
- The contract must be awarded to the tenderer scoring the highest points.
- If two or more tenders score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals, and if two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.