



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

REQUEST FOR BID

TCF 08: 2021/22

Appointment of a service provider to provide SAP and Non- SAP Resources for period of 24 months.

ISSUE DATE:

24 May 2021

CLOSING DATE AND TIME:

23 June 2021 at 11H00am

BRIEFING SESSION

Non-Compulsory Virtual Briefing Session will be held on Monday 14th June 2021, between 10H00am and 12H00am. Service Providers must be connected at 9H45am, as the session will start at exactly 10H00. Bidders wishing to attend the briefing are requested to forward their email address to SCM.Enquiries@LABOUR.gov.za before the 4th June 2021, with the subject line: TCF 08 2021/22.

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PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (COMPENSATION FUND)					
BID NUMBER:	TCF 08:2021/22	CLOSING DATE:	23 June 2021	CLOSING TIME:	11:00 am
DESCRIPTION	Appointment of a Service Provider to provide SAP and Non-SAP Resources for period of 24 months.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT					
167 Thabo Sehume Street					
Delta Heights Building					
Pretoria CBD					
0001					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON			CONTACT PERSON		
TELEPHONE NUMBER	012 406 5712		TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	SCM.enquiries@labour.gov.za		E-MAIL ADDRESS		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX]		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX]
	☐ Yes ☐ No				☐ Yes ☐ No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
1. ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		2. ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?

☐ YES ☐ NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?

☐ YES ☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?

☐ YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1. BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2. BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3. APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4. BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5. IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6. WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7. NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

TERMS OF REFERENCE FOR PROCUREMENT OF SAP AND NON-SAP RESOURCES FOR 24 MONTHS

**DEPARTMENT: EMPLOYMENT AND LABOUR
COMPENSATION FUND**



1. PURPOSE

In order to deliver against its mandate, the COMPENSATION FUND needs to improve its efficiency, effectiveness, security and information reliability to deliver more with less. This drive for better, faster and cheaper service delivery is required to be delivered with the relevant controls in terms of best practice and good governance in a cost effective manner. A key element in this move towards effectiveness and efficiency is the use of ICT that drives connectivity with the COMPENSATION FUND customers. It is the CIO vision “to contribute to the departmental vision through the provision of ICT solutions and services” and the mission is to SERVE the department. This acronym completely echoes the SERVE mission:

Strategic direction – Maintain and champion the strategic direction for ICT in the department;

Efficiency – Maximize the efficiency of the ICT organization as well as provide solutions to improve business efficiency;

Reliable and stable operations – Ensure stable and predictable ICT service and solution delivery;

Value creation – Contribute to citizen value creation through the delivery of value adding projects and initiatives; and

Empowerment – Contribute to the local ICT labour market through selectively building core and scarce ICT skills in the Department with and through ICT industry partners.

The main purpose of publishing this Terms of Reference is to source a Service Provider that will assist the COMPENSATION FUND with the providing the SAP and non-SAP resources for a period of twenty-four (24) months.

2. EXECUTIVE SUMMARY

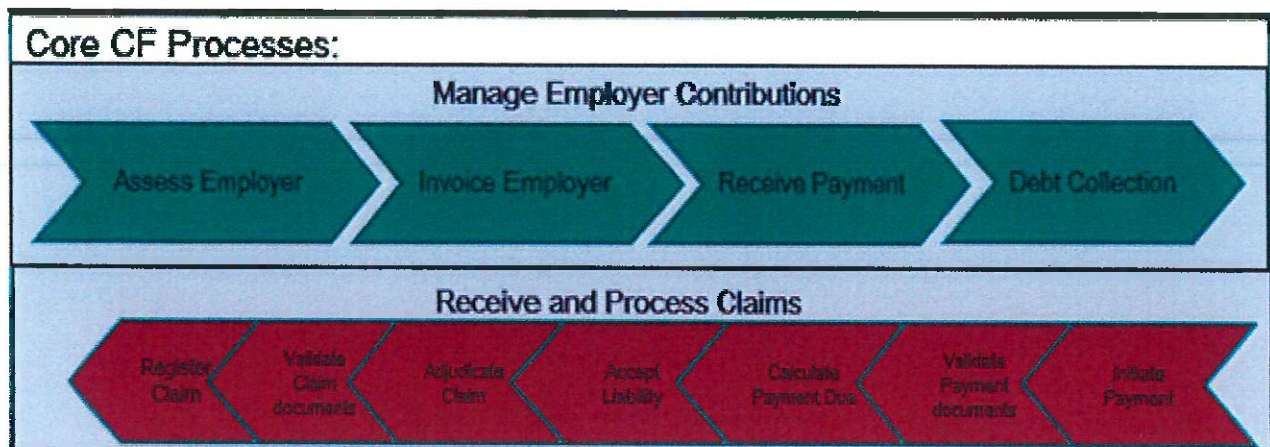
The Compensation Fund herein under referred to as the Fund, is a public entity of the Department of Employment and Labour. The Fund administers the Compensation for Occupational injuries and Diseases Act no. 130/1993 as amended by the COIDA 61/1997. The main objective of the Act is to provide compensation for disablement caused by occupational injuries or diseases sustained or contracted by employees, or for death resulting from such injuries or diseases and provide for matters connected therewith.

The Fund generates its revenue from levies paid by employers, which consists of annual assessments paid by registered employers on a basis of a percentage or a fixed rate of the annual earnings. The COIDA Act, however, makes provision for a minimum assessment to ensure that the assessment is not less than the administered costs incurred.

The main function of the Fund is to collect revenue and pay medical service providers including compensation benefits to employees. This function requires an electronic service oriented operational system, to administer COIDA with online registration of claims and accidents, automated claims and medical processes to ensure accuracy and consistency.

In line with its strategic goal the Fund wants to deliver faster and reliable COID services. The ideal systems must therefore incrementally help the CF to reach an optimized, uninterrupted service continuation, improved customer satisfaction and overall process efficiencies.

The core business processes are depicted in the below figure:



3. SCOPE OF WORK AND DELIVERABLES

3.1 Primary Activities

- Enhancements to the SAP Contribution and Disbursements systems (FS-CD)
- Supplier database – Integration with National Treasury supplier database
- Debt collection management system – system support/enhancement
- CRM – system support/enhancement
- Income Management improvements
- Employer Services improvements
- Travel Management system
- Third party integration which includes amongst others BHF and RAF
- Integration of claims system (SAP S4i) with SAP ECC6 and SAP CRM
- Workflows/Reports
- Enhancement of the current SAP ECC6 environment
- Migration of SAP ECC6 Solution Manager into SAP S4i
- Assist with definition of rules and Business Partners during the Business Process Re-engineering and Data Migration project
- Collaboration with new and existing service providers implementing solutions for the Fund
- Training and skills transfer
- Independent Quality Assurance – The Independent Quality Assurance will not be conducted by the appointed service provider, it is included in this document as an

activity that will need to take place within the implementation of the solution and as such the service provider will need to factor in Quality Assurance in their planning.

3.2 Secondary Activities

The consultants are expected to augment the Fund's resources to maintain, support and improve existing applications, implement new functionality and services as per the ICT Strategy, Work and Projects plans.

These services include:

- Project Management;
- Quality Management;
- Day to day support services of enterprise applications or business systems;
- Perform activities related to repairing defects in order to ensure restoration of the standard operational condition of the applications;
- Maintain applications' scalability and modularity;
- Perform functions related to implementing patches, fixes and updates to maintain applications;
- Address security or other vulnerability issues;
- Perform requests for service tasks for information and or user administration;
- Development of functional enhancements and unit testing;
- Development of new functional requirements and unit testing;
- End user training;
- Proactively manage and resolve issues before they impact productivity and availability;
- Improve application performance during peak demand periods;
- Implementing industry best practice to improve application management efficiencies and performance; and
- Aligning change requests against business priorities.

3.3 Delivery Address

No	Physical Address
1	Delta Heights, 167 Thabo Sehume, Pretoria, Gauteng

The services must be supplied or provided at the following physical address;

It should be noted that the Fund will provide office space and connectivity for the resources allocated to the project to perform the required work during the contract period together with the Compensation Fund Officials as that will make skills transfer easier.

4. REQUIRED EXPERTISE AND SKILLS

Resources are required in the SAP and non-SAP environment, to fulfill business requirements and provide maintenance and support of the existing systems. ICT requires senior developers and consultants preferably with previous experience within a similar environment to ensure business continuity.

ICT requires senior developers and consultants to commence with the identified projects and cover upcoming projects.

Current compliment of staff:

Skill

Consult.

<i>Java Developer</i>	<i>1</i>	<i>4+ Years solid Experience</i>
<i>Oracle PL/SQL Developer</i>	<i>1</i>	<i>Oracle Certified, 4+ Years solid Experience</i>
<i>BI Developer(BW,BO)</i>	<i>2</i>	<i>4+ Years solid Experience</i>
<i>SAP CRM Functional</i>	<i>2</i>	<i>SAP Certified, minimum 3 years functional experience</i>
<i>SAP CRM Technical</i>	<i>1</i>	<i>SAP Certified, minimum 3 years technical experience</i>

Skill

Consult.

SAP BASIS	1	SAP Certified, minimum 4+ years technical experience
SAP ABAP	Offshore – 2	SAP Certified, minimum 4+ years technical experience
SAP PI/XI	1	SAP Certified, minimum 4+ years technical experience
SAP FI	2	SAP Certified, minimum 4+ years functional experience
SAP FS-CD	2	4+ years' experience
SAP SD	1	
SAP K-Pro (Workflows)	1	4+ years' experience
Project Management	1	SAP Certified, minimum 4+ years' experience
Project Coordinator	2	Minimum 2+ years' experience
SAP Business Analyst	2	4+ years' experience
System Analyst	2	4+ years' experience

The current compliment of ICT staff; including consultants is the bare minimum to continue supporting the application environment.

Required resources:

Skillset	No of Resource	Experience req.
Java Developer	1	Java Certified, 4+ Years solid Experience
Oracle PL/SQL Developer	2	Oracle Certified, 4+ Years solid Experience
BI Developer(BW,BO)	2	SAP Certified (BW/BO) 4+ Years solid Experience
SAP CRM Functional	1	SAP Certified, minimum 3 years functional experience

<i>SAP CRM Technical</i>	<i>2</i>	<i>SAP Certified, minimum 3 years technical experience</i>
<i>SAP BASIS</i>	<i>1</i>	<i>SAP Certified, minimum 4+ years technical experience</i>
<i>SAP ABAP</i>	<i>2</i>	<i>SAP Certified, minimum 4+ years technical experience</i>
<i>SAP PI/XI</i>	<i>1</i>	<i>SAP Certified, minimum 4+ years technical experience</i>
<i>SAP FI</i>	<i>2</i>	<i>SAP Certified, minimum 4+ years functional experience</i>
<i>SAP FS-CD</i>	<i>2</i>	<i>SAP Certified ,4+ years' experience</i>
<i>SAP Middleware</i>	<i>1</i>	<i>SAP Certified ,4+ years' experience</i>
<i>SAP K-Pro (Workflows) and SAP OpenText</i>	<i>1</i>	<i>SAP Certified (document Management)4+ years' experience</i>
<i>Project Management</i>	<i>1</i>	<i>SAP Certified, minimum 4+ years' experience</i>
<i>Project Coordinator</i>	<i>2</i>	<i>Minimum 2+ years' experience</i>
<i>SAP Business Analyst</i>	<i>2</i>	<i>4+ years' experience</i>
<i>System Analyst</i>	<i>2</i>	<i>4+ years' experience</i>
<i>Data Analysts</i>	<i>3</i>	<i>SAP Certified 4+ years' experience</i>

The Service Provider must have the following:

- Capacity to manage the project from the skills level and Information and Communication Technology (ICT) capability to interface with the Fund's software if required.

5. Technical Requirement Overview

At a high-level, the requirement Life Cycle consists of the following

- Define user requirements & agree on scope of development for the next release.
- Business analysis

- System analysis and designs
- Database development
- Front end development
- Compile test cases
- Unit testing
- Integrated Testing
- Update user manual & compile release notes
- Deployment
- Training of users and test them to determine understanding
- Software maintenance
- User support.

6. System Availability/Reachability

6.1 Availability

SYSTEM AVAILABILITY SLRs			
System	Service Measure	Performance Target	SLR Performance %
Production Servers	Per Unit Availability	24/7	98%
	Measurement Interval	Report Monthly	

6.2 Reachability

SYSTEM AVAILABILITY SLRs			
System	Service Measure	Performance Target	SLR Performance %
Production Servers	Per Unit Availability	24/7	98%
	Measurement Interval	Report Monthly	
EM AVAILABILITY SLRs			
System	Service Measure	Performance Target	SLR Performance %
Production Servers	Per Unit Availability	24/7	95%
	Measurement Interval	Report Monthly	

7 SERVICES REQUIREMENTS

The service provider is to ensure that all applicable legislation and policies pertaining to the development of the solutions in the Fund and the Government have been complied to. In particular, the service provider is to ensure that the standards as defines in the MIOS have been reviews and complied with Service Delivery Schedule and Performance Metrics

Priority 1 (Emergency):

Complete loss of a critical business function already in production, no reasonable workaround exists

Priority 2 (High):

Partial loss of critical business function already in production and/ or significant degradation of ability to provide service to the customer. Incidents with any application / database which is important to a client's business or operations and which make the application / database unusable or unavailable; a reasonable workaround does exist.

Priority 3 (Medium):

Degradation or loss of non-critical business functions already in production. Users can continue operating with the results being adequate to perform needed functionality (although the process or format may be less than desirable).

Priority 4 (Low):

Degradation or loss of production functionality that affects individuals or small workgroups, minimal impact, preventing completion of a non-critical task but NOT impacting other aspects of the user's workstation.

Resolution Time:

The time in which the support team will identify and propose a workaround and/or solution intended to establish either an interim or permanent resolution of service. "Workaround" denotes an interim fix intended to provide temporary resumption of service until a permanent resolution can be put into place. Once a workaround and/or solution has been proposed by the support team, it is the responsibility of the client team to select the path forward. The actual time required to install an interim workaround and/or a permanent solution will vary depending on factors that include infrastructure availability, the timing of business activity, as well as the decisions to be made by the client team.

Response Time:

Time to acknowledge that an incident has occurred and take ownership to ensure work begins to resolve the incident according to the SLA.

Critical:

Underwriting and collection, Finance module.

Non-Critical:

Additional or new functionality and/or enhancements to the system.

7.1 Service Performance Metrics

INCIDENT RESOLUTION SLRs			
Incident Resolution	Response Time (Acknowledgment of Call Assignment)	Resolution Time	SLR Performance %
Priority Level 1	< 30 minutes	< 4 hours	98%
Priority Level 2	< 1 hour	< 8 hours	98%
Priority Level 3	< 2 hours	< 16 hours	98%
Priority Level 4	< 2 hours	< 32 hours	98%
Root Cause Analysis	Time to Report	Within 24 hours of Incident Resolution	98%
	Formula	Number of requests completed within Performance Target ÷ Total of all requests occurring during Measurement Interval	
	Measurement Interval	Measure Weekly	
	Reporting Period	Report Monthly	
SERVICE REQUEST RESOLUTION SLRs			
Service Request Resolution	Response Time (Acknowledgment of Call Assignment)	Resolution Time	SLR Performance %
Critical	< 2 hours	< 8 hours	98%

INCIDENT RESOLUTION SLRs			
Non-critical	< 16 hours	mutually agreed	98%
		estimated time to complete the request/project.	

8 Roles and Responsibilities

The appointed service provider and business manager will be responsible for jointly managing and reporting on deliverables to Project Steering Committee.

Overall quality assurance of the deliverables must be managed independently and will be addressed through the process below:

- Training of nominated CF officials, train the trainer, test the trained officials, mark the scripts to determine understanding and if not competent, retrain.
- Reporting on a weekly, monthly and quarterly basis
- Documentation in a form the
- Capacity planning.
- Backup.
- Accessibility.
- Performance requirements, response times.
- Scalability of the application.
- Hardware sizing.
- Bandwidth sizing.

Requirements Definition Roles and Responsibilities	SP	FUND
1. Act as primary point of contact with the business to define, gather, refine, and prioritize business requirements.		X
2. Develop and document business requirements	X	X
3. Approve business requirements documents		X

4. Conduct COMPENSATION FUND interviews, group workshops and surveys to determine technical, functional and end user requirements	X	X
5. Develop functional requirements documents, logical and physical data models	X	X
6. Conduct value assessments of functional requirements and generate an impact analysis, including affected systems, alternative design scenarios, etc.	X	X
7. Approve all functional requirements		X
Application development/maintenance Roles and Responsibilities	SP	FUND
8. Architect, Design, develop, deploy and support the solution	X	
9. Perform event management monitoring of application to detect abnormal conditions or alarms, log abnormal conditions, analyse the condition and take corrective action	X	
10. Manage hardware, Software to meet SLRs, minimize downtime and minimize COMPENSATION FUND resource requirements	X	
11. Manage and coordinate subcontractors and Third Parties in order to meet Service and SLR requirements		X
12. Develop and provide operational reports (daily, weekly, monthly) that provide status of operational activities, production issues and key operational metrics	X	
13. Review and approve operational reports		X
14. Approve architecture and designs		X
Change management Roles and Responsibilities	SP	FUND
15. Plan and estimate routine and emergency downtime periods	X	
16. Review planned and emergency changes to the change control board for approval.	X	
17. Present solution for approval to the Enterprise Architecture Committee	X	
18. Submit changes to the Change Control Board for Review	X	X

19. Communicate changes and downtime to the stakeholders	X	X
20. Coordinate communication and changes with other stakeholders	X	X
21. Implement approved changes	X	
22. Test the implemented work before commissioning		X
23. Report performance against service-level requirements	X	
Application Architecture Roles and Responsibilities		
	SP	FUND
24. Maintain "End State" Application Architecture		X
25. Develop and maintain Application Roadmap		X
26. Develop and maintain release specific Application Architectures		X
27. Participate in Application Architecture planning and recommend Application Architecture design	X	
28. Document Functional Architecture	X	X
29. Identify Application Integration Architecture		X
30. Identify Data Conversion Architecture		X
31. Recommend software technologies, packages, and tools within the framework of the Application as required	X	
32. Evaluate, approve, and select software technologies, packages, and tools within the framework of the application as required		X
33. Conduct feasibility studies for the implementation of new technologies		X
Data Architecture Roles and Responsibilities		
	SP	FUND
34. Develop and maintain COMPENSATION FUND High Level (e.g. entity vs field) Logical Data Model for Transactional and Reporting requirements		X
35. Develop and maintain physical database	X	

36. Evaluate Application Package Data Models against COMPENSATION FUND requirements	X	
37. Review results of Application Package Data Model evaluations		X
38. Provide COMPENSATION FUND Master Data Standards with the COMPENSATION FUND Data Standards Team	X	
39. Conduct Data Quality Assessments		X
Application Integration Roles and Responsibilities		SP FUND
40. Develop and maintain Business to Business Integration Architecture		X
41. Develop and maintain Enterprise Application Integration (EAI) Architecture		X
42. Provide B2B and EA Consulting	X	
Training and skills transfer Roles and Responsibilities		SP FUND
43. Define application Training and Knowledge Transfer plan	X	X
44. Develop, document and maintain Procedures Manual, Training and Knowledge Transfer procedures that meet requirements and adhere to defined policies by the COMPENSATION FUND	X	
45. Review and approve Training and Knowledge Transfer plan		X
46. Develop, document and deliver training that support the ongoing provision of COMPENSATION FUND Services, including refresher courses as needed and instruction on new functionality	X	
47. Provide training facilities, subsistence & travel and ensure COMPENSATION FUND user-attendance		X
Documentation Roles and Responsibilities		SP FUND
48. Recommend Documentation requirements and formats	X	
49. Approve Documentation requirements and formats		X

50. Review, update and maintain in the application Standards and Procedures Manual that meet requirements and adhere to defined policies	X	X
51. Review and approve Documentation procedures		X
52. Review, update and maintain system Specifications and configurations (e.g., interconnection topology, configurations, Network diagrams)	X	
53. Review, update and maintain standard application operating procedures (e.g., boot, failover, spool management, batch processing, backup)	X	
54. Review and approve standard operation procedures Documentation		X
55. Document job production and maintenance schedules	X	X
56. Review and approve job production and maintenance schedules and Documentation		X

9 Management of Assignments

The service provider will be required to describe how they intend to manage all aspects of work to be performed (Project Management), including schedules for completion of tasks/subtasks, progress reports and cost control. The billing should be based on a monthly deliverable schedule, which must align to the planned project milestone.

The service provider will be required to provide a summary, which demonstrates their firm understanding of the requirements. In addition, bidder's submissions should document the following:

- Previous experience and references where similar work was conducted, possibly in a public entity.
- Implementation of Skills transfer plan/strategy.
- Estimated costs.

10. BID SUBMISSION REQUIREMENTS

11.1 The bidder has to submit a bid response documentation pack and it must be delivered at the correct physical or postal address and within the stipulated date and time as specified in the "Invitation to Bid" cover page, and the bidders are expected to submit the following:

- Copies in two separate batches (1) Technical proposal inclusive of all the supporting documents, and (2) Price proposal.
- One original, 4 exact copies of the original technical and price proposal.
- CD containing a true copy of the technical proposal with price proposal.

11. BID EVALUATION STAGES

The bid evaluation process consists of several stages that are applicable according to the nature of the bid as defined in the table below.

Stage	Description	Applicable for this bid
Phase 1	Administrative pre-qualification requirements	YES
Phase 2	(a) Technical Mandatory requirements. (b) Technical functionality evaluation	YES
Phase 3	Price / B-BBEE evaluation	YES

The bidder must qualify each stage to be eligible to proceed to the next stage of the evaluation.

PHASE 1: ADMINISTRATIVE PRE-QUALIFICATION REQUIREMENTS

The bidder **must comply** with ALL of the bid pre-qualification requirements in order for the bid to be accepted for evaluation.

If the Bidder failed to comply with any of the administrative pre-qualification requirements, or if Compensation Fund is unable to verify whether the pre-qualification requirements are met, then Compensation Fund reserves the right to –

- (a) Reject the bid and not evaluate it, or
- (b) Accept the bid for evaluation, on condition that the Bidder must submit within 7 (seven) days any supplementary information to achieve full compliance, provided that the supplementary information is administrative and not substantive in nature.
- (c) All bids will be measured against the administrative pre-qualification requirements. Only bids that comply with the criteria mentioned below will be considered for further evaluation.
- (d) The Service providers must be registered with the Central Supplier Database.
- (e) Provide Tax Compliance status – Pin issued by SARS.
- (f) Valid COIDA Letter of Good Standing is compulsory and must be attached for the main bidder and the subcontractor/Joint Venture.
- (g) UIF compliance certificate is compulsory must be attached for the main bidder and the subcontractor/Joint Venture.
- (h) Company registration certificate.
- (i) Completed and Signed Standard Bidding Documents (SBD forms)
- (j) Confirmation by the bidder to subcontract/Joint Venture a minimum of 30% of the contract value to either
 - an EME or QSE which is at least 51% owned by black people who are youth, or,
 - an EME or QSE which is at least 51% owned by black people who are women or,
 - an EME or QSE

Note: Bidder must attach the subcontracting agreement.

NB: Please note that failure to provide any of the above requirements within (7) days will lead to automatic disqualification of the service provider's bid proposal.

12. TECHNICAL MANDATORY

Purpose: Technical Mandatory requirements are the absolute minimum requirements to fulfil the Business Objective;

PHASE 2a: INSTRUCTION AND EVALUATION CRITERIA

- a) The bidder **must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, COMPENSATION FUND reserves the right to treat substantiation evidence that cannot be located in the bid response.
- b) The service provider must be SAP certified.

Compliance	Comply Yes or No	Reference (page number)
The service provider must be SAP certified. (Implementation and Maintenance). Proof must be attached for the main bidder and/or the subcontractor/Joint Venture.		

Please note that failure to provide any of the mandatory documents/requirements will lead to automatic disqualification of the service provider's bid.

PHASE 2b: TECHNICAL/FUNCTIONAL EVALUATION

- a) Service provider will be required to submit a detailed project plan highlighting the phases of the project and detailed cost breakdown of the project.
- b) An evaluation panel will be established by the Fund, made up of members of the Bid Evaluation Committee. Bids will be evaluated strictly according to the bid evaluation criteria set out below.

- c) A minimum threshold of 70 % for the technical elements must be scored; otherwise, the bid will be regarded as non-responsive and be disqualified. Bids that do not meet or better the technical threshold score of 70 % will not be evaluated further.

Technical Scorecard			
	Criteria	Weight	Information Provided
1	Proven experience of the Service provider for developing and supporting SAP systems on SAP ECC6, CRM and front-end Java solutions.	30	
2	Proof of reference for providing similar services in criteria. (Minimum 3 signed reference letters)	30	
3	Project Plan with detailed breakdown of phases.	15	
4	SAP and Non SAP resources provided. Note: 100% of the resources must be available when implementation starts.	25	
	Total technical score		100%
	Minimum threshold for technical proposal		70%

All bidders with score less than 70% out of 100% on functionality will not be considered for next phase.

13. PHASE 3: FINANCIAL EVALUATION AND BBBEE

The Service providers must complete a pricing schedule as indicated below.

PRICING PROPOSAL

Transaction type	Estimated Expenditure (year 1)	Estimated Expenditure (year 2)
Non-SAP resources for the enhancements, Maintenance and Support of the developed solutions/applications.	1.1 Java Developer X1 = R 1.2 Oracle PL/SQL DeveloperX2 = R 1.3 Project Management X1 = R 1.4 Project CoordinatorX2 = R 1.5 SAP Business Analyst X2 = R 1.6 System Analyst X2 = R 1.7 Data Analysts X3 = R	1.1 Java Developer X1 = R 1.2 Oracle PL/SQL DeveloperX2 = R 1.3 Project Management X1 = R 1.4 Project CoordinatorX2 = R 1.5 SAP Business Analyst X2 = R 1.6 System Analyst X2 = R 1.7 Data Analysts X3 = R
SAP resources for the enhancements, Maintenance and Support of the developed solutions/applications.	2.1 BI Developer (BW, BO) X2 = R 2.2 SAP CRM Functional X1 = R 2.3 SAP CRM Technical X2 = R 2.4 SAP BASIS X1 = R 2.5 SAP ABAP X2 = R 2.6 SAP PI/XI X1 = R 2.7 SAP FI X2 = R 2.8 SAP FS-CD X2 = R	2.1 BI Developer (BW, BO) X2 = R 2.2 SAP CRM Functional X1 = R 2.3 SAP CRM Technical X2 = R 2.4 SAP BASIS X1 = R 2.5 SAP ABAP X2 = R 2.6 SAP PI/XI X1 = R 2.7 SAP FI X2 = R 2.8 SAP FS-CD X2 = R

Transaction type	Estimated Expenditure	Estimated Expenditure
	(year 1)	(year 2)
	2.9 SAP Middleware X1 = R 2.10 SAP K-Pro (Workflows) and SAP OpenText X2 = R	2.9 SAP Middleware X1 = R 2.10 SAP K-Pro (Workflows) and SAP OpenText X2 = R
Total tender price over 2 years (including VAT)		
Grand Total over 2 years (including VAT)		

- Bid proposals will be evaluated in accordance with the 90/10-preference point system, as contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000) and Preferential Procurement Regulations, 2017.
- The points in respect of price will be calculated on the ceiling price of the bid.
- The following formula will be used to calculate points out of 90 for price in respect of a tender with a Rand value above R50 million, inclusive of all applicable taxes:

$$P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where:

- P_s = Points scored for price of bid under consideration
 P_t = Price of bid under consideration
 $P_{\min}$ = Price of lowest acceptable bid

- The following table will be used to calculate the score out of 10 for B-BBEE:

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	8
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

The Service provider must submit proof of its B-BBEE status level of contribution

14. RULES OF BIDDING/ SPECIAL CONDITIONS CONTRACT

- a) The Fund will enter into a single contract with a single company for the delivery of the work set out in these terms of reference. It will be expected that the contracted company have necessary expertise secured via subcontract, or under a joint venture arrangement.
- b) The shortlisted companies will be required to conduct a presentation to the CF at no cost to the Compensation Fund.
- c) The Fund reserve the right to verify the supporting documents provided in the proposals.
- d) Bidders must come up with a "tender price" of over 3 years. This price must be inclusive of VAT and THE PRICE MUST BE INDICATED ON THE SBD 3.3
- e) Tax compliance status pin must be submitted by all South African companies submitting bids as part of a consortium or joint venture.
- f) Foreign company providing proposals must become familiar with local conditions and laws, and take them into account in preparing their proposals.
- g) Bids must be submitted in South African Rands, on a fixed price basis.
- h) The cost of preparing bids and of negotiating the contract will not be reimbursed.

- i) The Fund is not bound to accept any of the bids submitted.
- j) The Fund reserves the right to withdraw or amend these terms of reference by notice in writing to all parties who have received the terms of reference.
- k) The Fund reserves the right to call interviews with short-listed bidders before final selection.
- l) The Fund reserves the right to negotiate price with the preferred bidder.
- m) Company may ask for clarification on these terms of reference up to close of business 48 hours before the deadline for the submission of bids. Any request for clarification must be submitted in writing by email and will be replied to in writing by email. SCM.Enquiries@LABOUR.gov.za.
- n) The Fund reserves the right to return late bid submissions unopened.
- o) The Fund reserves the right not to evaluate bids that are not submitted in the format specified in these terms of reference. Failure to submit the bids in the specified format will invalidate your bid.
- p) A company may not contact the Fund or any member of the bid committees, on any matter pertaining to their bid from the time when bids are submitted to the time the consultant contract is awarded. Any effort by a bidder to influence bid evaluation, bid comparisons or bid award decisions in any matter, may result in rejection of the bid concerned.
- q) The deadline for submission of bids is 11h00 on 23 June 2021
- r) The required service must commence one week after the official order has been placed and contract signed.
- s) No incomplete tenders, late tenders and tenders received telegraphically or per facsimile shall be accepted.
- t) The personnel of the civil company shall adhere to security regulations of the Fund. This entails issues like locking all valuables and computer equipment, remove of any computer equipment from the Department's premises.
- u) A two-envelope system must be used, with one envelope containing only the price proposal and the other envelope containing the technical proposal, tax compliance status pin, and all other tender documents.

Bids must be submitted by hand to:

The Compensation Fund
167 Thabo Sehume Street,
Delta Heights Building,
Pretoria CBD, 0001

v) **Bids must be clearly marked:**

- I. Bid Number **TCF 08: 2021/22**
- II. SAP and Non-SAP resources
- III. Compensation Fund: Supply Chain Management
- IV. Attention: Acquisition Management

15. GENERAL CONDITIONS OF CONTRACT

The general conditions of contract as enclosed in the standard bidding documents apply.

16. BRIEFING SESSION

Attendance of briefing session is not compulsory. The briefing session will be done virtually and the meeting link will be shared through communication with Supply Chain.

17. ENQUIRIES

The service providers may share the questions and comments regarding the Terms of reference and the CF will respond within 48 hours. The cut-off date of sharing the questions is 72 hours before the closing date - SCM.Enquiries@LABOUR.gov.za

ANNEXURE A

Scoring Guideline for Functionality

Scoring Guideline for SAP AND NON SAP RESOURCES

1	Proven experience of the Service provider for developing and supporting SAP systems on SAP ECC6, CRM and front-end Java solutions. (30)	0	10	20	30

Notes

0 No Proven experience of the Service provider of one of the following (Developing and supporting SAP systems on SAP ECC6, CRM and front-end Java solutions.

10 Proven experience of the Service provider of one of the following three (Developing and supporting SAP systems on SAP ECC6, CRM and front-end Java solutions.

20 Proven experience of the Service provider of two of the following three (Developing and supporting SAP systems on SAP ECC6, CRM and front-end Java solutions.

30 Proven experience of the Service provider of the following three (Developing and supporting SAP systems on SAP ECC6, CRM and front-end Java solutions.

2.	Proven reference for providing similar services in criteria above (Minimum 3 signed reference letters) (30)	0	10	15	20	30
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Notes

- 0** No letters provided by corporate referees;
- 10** Letters less than 3 corporate referees provided with positive comments confirming the service rendered in developing and supporting SAP systems on SAP ECC6, CRM and front-end Java solutions.
- 15** Letters from 3 corporate referees provided with positive comments confirming the service rendered in developing and supporting SAP systems on SAP ECC6, CRM and front-end Java solutions.
- 20** Letters from 5 corporate referees provided with positive comments confirming the service rendered in developing and supporting SAP systems on SAP ECC6, CRM and front-end Java solutions.
- 30** Letters from 6 or more corporate referees provided with positive comments confirming the service rendered in developing and supporting SAP systems on SAP ECC6, CRM and front-end Java solutions.

3	Project Plan with detailed breakdown of phases (15)	0	5	10	15
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Notes

0 No Project plan attached.

5 Project plan with timeframes that are not aligned to the terms of reference

10 Project plan describes all high-level activities in logical sequence with clear time frames aligned with the terms of reference.

15 A comprehensive detailed project plan describing all activities in logical sequence with clear periods aligned with the terms of reference.

4.	SAP and Non SAP resources provided. Note: 100% of the resources must be available when implementation starts. (25)	0	10	15	25
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Notes

0 CV's less than 75% of the resources required with all the requirements (Qualification and experience) on page 8 to 9 of these terms of reference.

- 10 CV's meet 75% of the resources required with all the requirements (Qualification and experience) on page 8 to 9 of these terms of reference (21 resources).
- 15 CV's meet 100% of the resources required with all the requirements (Qualification and experience) on page 8 to 9 of these terms of reference (28 resources)
- 25 CV's exceeds 100% of the resources required with all the requirements (Qualification and experience) on page 8 to 9 of these terms of reference (More than 28 resources)