

## **REQUEST FOR TENDER**

**For**

**THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SUPPORT AND MAINTENANCE SERVICES (INCLUDING NEW INSTALLATIONS, UPGRADES, DEVELOPMENT AND RELATED TRAINING) FOR THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE (SANBI) SAGE 300 SYSTEM AND RELATED APPLICATIONS FOR A PERIOD OF FIVE (5) YEARS.**

**The South African National Biodiversity Institute (SANBI)**

**Private Bag X101**

**Silverton**

**0184**

**South Africa**

**Tender No.: SANBI:F387/2021**

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## 1. INTRODUCTION AND BACKGROUND

The South African National Biodiversity Institute (SANBI) is a schedule 3A public entity organisation as defined by the Public Finance Management Act (Act 1 of 1999). SANBI derives its mandate from the National Environmental Management: Biodiversity Act (Act 10 of 2004).

SANBI uses the SAGE 300 (version 2014) system for accounting purposes. Users of the system are situated at the various operational centres. The general ledger module is supplemented by other modules as detailed in section 4 below

SANBI uses the following IT infrastructure environment to host the SAGE 300 system:

- Server operating systems: Windows server 2012/R2
- Database Versions: Microsoft SQL 2012
- The SAGE 300 system is installed in a virtual environment

The selected service provider will be required to

- a) Engage with the accounting personnel and IT support personnel and;
- b) Function within the IT operational infrastructure environment where the SANBI systems are hosted.

The accounting function and the main IT infrastructure is located in Cape Town. It is thus desirable that the service provider be Cape Town based or be able to demonstrate the ability to provide timeous on-site support.

SANBI has **three (3)** main ICT operational centres, namely at the SANBI Head Office situated in the Pretoria National Botanical Garden (PNBG) in Pretoria, the National Zoological Garden (NZG) in Pretoria and the Kirstenbosch National Botanical Garden (KNBG) in Cape Town. SANBI also has smaller operational centres within the provinces indicated below:

- **Eastern Cape** (Kwelera National Botanical Garden and the Biodiversity Monitoring Assessment Office in East London)
- **Free State** (Free State National Botanical Garden in Bloemfontein)
- **Gauteng** (Walter Sisulu National Botanical Garden in Roodepoort)
- **KwaZulu-Natal** (KwaZulu-Natal National Botanical Garden in Pietermaritzburg, the KwaZulu-Natal Herbarium and the Biodiversity Monitoring Assessment Office in Durban)
- **Limpopo** (Thohoyandou Botanical Garden, in Thohoyandou and the Mokopane Biodiversity Conservation Centre in Mokopane)
- **Mpumalanga** (Lowveld National Botanical Garden in Mbombela)
- **Northern Cape** (Hantam National Botanical Garden in Nieuwoudtville)
- **Western Cape** (Harold Porter National Botanical Garden in Betty's Bay and the Karoo Desert National Botanical Garden in Worcester)

It should be noted that SANBI is at present in the process of investigating whether the current system (SAGE 300) best suits the needs of the organisation. It is possible that SANBI may decide to change its accounting system within the period of the contract. In such an event, SANBI will seek an alternative service provider to support the new system. The contract to be signed will make provision for such possible early termination.

## 2. INVITATION TO TENDER

Tenders are hereby invited to provide SANBI with support and maintenance services (including new installations, upgrades, development and related training) on the South African National Biodiversity Institute (SANBI) accounting system and related applications for a period of five (5) years.

The tender process will be co-ordinated by SANBI's Supply Chain Management (SCM) department, contactable at the following address:

Deputy Director: Supply Chain Management  
The South African National Biodiversity Institute (SANBI)  
Private Bag X101  
Silverton  
0184

**The tender closes on 4 June 2021 at 11:00**

## 3. COMPULSORY ONLINE BRIEFING SESSION

A virtual compulsory briefing session will take place on 21 May 2021 from 9:00 till 10:30 on Microsoft Teams. One representative per service provider will be allowed to attend the virtual scheduled compulsory briefing session. Bidders who wish to attend the virtual briefing session slots are advised to make a booking by providing their e-mail address to the following e-mail: [Sanbi.tenders@sanbi.org.za](mailto:Sanbi.tenders@sanbi.org.za) with the tender no (xxxx2021) as the subject line by 16:00 on 19 May 2021.

Bidders may direct technical and bidding procedure enquiries to the email addresses below. All responses will be communicated via this tender's advertisement webpage on the SANBI website at: [www.sanbi.org](http://www.sanbi.org).

- For bidding procedure enquires: [sanbi.tenders@sanbi.org.za](mailto:sanbi.tenders@sanbi.org.za)
- For technical enquires: [a.smith@sanbi.org.za](mailto:a.smith@sanbi.org.za)

SANBI will not respond to any questions or requests for clarification which require addenda if received after 27 May 2021.

All questions submitted by prospective bidders and responses to these questions by SANBI will be forwarded to all bidders who attended the briefing session.

## 4. SANBI SAGE 300 SYSTEM INFORMATION

The objective of this Terms of Reference (ToR) is to invite **service providers** to submit their proposals for the support and maintenance of the current accounting system (i.e. SAGE 300) and related applications (as per 5 below).

Based on the proposals received, SANBI intends to select a preferred service provider with a view to concluding a Service Level Agreement (SLA).

#### **4.1 CURRENT SAGE 300 AND OTHER MODULES RELEVANT TO SANBI**

- Accounts payable
- Accounts receivable
- Cashbook module (Including RecXpress & EftXpress)
- General Ledger
- Purchase order
- Retail Management System
- Norming Asset Management
- FBA financial reporting and budgeting

### **5. SCOPE OF WORK**

#### **5.1 OVERVIEW**

In order for the SAGE 300 system to continue functioning effectively and optimally, the selected service provider will be required to provide the following maintenance and support services:

- Enhancements to the SAGE 300 that results in improved performance, reliability and usability in a changing environment.
- Upgrades of SAGE 300 of versions that have either become unsupported due to technology changes or multiple system features consolidated and implemented as a new version of the application.
- Modification of SAGE 300 where errors occur during operational processing; diagnostics are to be performed and errors resolved by fixing the program code ('bug' fixes).
- SAGE 300 Database administration (including backup and recovery), maintenance, support, reporting and testing.
- Any other accounting systems related support that may be required by the Institute.
- System/s architecture and technology compliance to latest Microsoft technology standards (Microsoft Office 365, MySQL, Azure).
- Service providers are requested to provide the option of a SAGE cloud solution which includes the hosted system and costs, backup and retention schedules as well as the maintenance and security of the solution.

#### **5.2 DETAILS OF SUPPORT SERVICES REQUIRED**

SANBI requires functional, technical, maintenance, software and troubleshooting support services for the SAGE 300 system environment and interfacing applications, ensuring sound financial systems in line with the defined and agreed service level standards, including:

- Functional issues encountered during the operational usage of the relevant SAGE 300 modules
- Providing a telephonic, fax and e-mail support service throughout the maintenance period. If this support is to be provided by way of a help desk, turnaround time for incident resolution will be defined through an agreed SLA between SANBI and the selected service provider

- Providing on-site visits for such issues which SANBI IT have determined need to be resolved in person
- Ensuring full system disaster recovery capability for the system and databases that include backup, testing and restoration in accordance with policies prevalent in the Institution
- Supplying system and database security management
- Supplying break-fix services
- Performing software health checks and reporting
- Supplying software enhancements – enhancements that result in improved performance, reliability and usability in a changing environment.
- Performing service delivery management
- Installing and managing system and database reporting software
- Performing software documentation maintenance
- Facilitating of licence renewals
- Recommending of new products or add-on modules to the system to ensure that SANBI is functioning effectively and efficiently
- Installing software upgrades and security patches for the Sage 300 versions as and when available in consultation with management
- Applying modifications to the system where there are errors occurring during operational processing, perform diagnosis and resolve errors accordingly
- Implementing interfaces with other systems that are used by SANBI
- Providing telephonic and email support throughout the contract period
- Training of users and application administrators as required
- Providing end- user manuals and updates based on system changes
- Performing any other services that may be required in the ordinary course of business

## 6. MANDATORY REQUIREMENTS / DOCUMENTS

Tenders must include the following documentation (**Failure to submit the required documentation WILL lead to disqualification**):

- Duly completed and signed **SBD forms**
- Compulsory briefing session certificate of attendance
- A copy of the Company Central Supplier Database (CSD) registration report
- Valid SAGE Certification and accreditation for both the company and key personnel.
- **Fee/cost structure to be submitted with the “ORIGINAL” tender document only**
- UIF compliance demonstrated by submission of one of the following:
  - A valid copy of the UIF Letter of Compliance issued by the Department of Employment and Labour, or
  - Labour uFiling Employer Statement of Account indicating UIF payments or accruals not older than 12 months, or
  - SARS eFiling Employer Statement of Account indicating UIF payments or accruals not older than 12 months, or
  - Valid proof of exemption for UIF
- A certified copy of Liability Insurance Cover for the company and the total cover available per claim to the value of R1 million
- Letter of Good Standing from the office of the **Compensation Commissioner** as required by the

Compensation for Occupational Injuries and Diseases Act (COIDA). The letter should be issued by the Department of Labour

- A copy of the latest Audited Financial Statements together with a letter from the auditors confirming the solvency position of the bidder. A valid original or certified copy of a B-BBEE Status Level Certificate or sworn affidavit must be submitted. The pre-qualification criteria for preferential procurement: Section 4(1) (a) for this tender will be having a stipulated minimum Broad-based Black Economic Empowerment (B-BBEE) Status Level contributor, level 2. SQL DBA certification.

## 7. ADDITIONAL INFORMATION REQUIRED

The following information is required in the proposal document to ensure that an evaluation can be conducted:

- Company history and ownership
- List of major clients with contact persons information and details – Annexure A
- List of previous similar contracts awarded and supported in the last three (3) years
- Availability of specialised technical resources necessary to render the services required in terms of the scope of work
- Overall capacity of the firm
- Details of experience and capacity of resources to fulfil the requirements of SANBI
- Organisation's commitment to equity principles including details on the equity break-down in the ownership

## 8. PRICING

All proposals are to include VAT and SANBI will assume that all pricing received is VAT inclusive and in South African Rand (ZAR). Service providers must complete a cost breakdown to SANBI for services as described in this ToR.

All prices must be tendered in accordance with the units specified in the Annexures

Foreign exchange rates used must be indicated (if applicable)

**Pricing template to be completed (Annexure B) (Please note: this Annexure must only be included in the document marked 'Original' ( See section 13)**

All pricing will be final and binding

All pricing supplied in the Terms of Reference responses shall remain valid for a period of four (4) calendar months (120 days)

NB: The rate must include travelling cost and clearly indicate a price breakdown of the rates. Failure to comply with the pricing table will lead to immediate disqualification

## 9. COMMUNICATION AND STATEMENT OF GOOD FAITH

All information provided by SANBI in this ToR is offered in good faith. Individual items are subject to change at any time. SANBI makes no certification that any item is without error.

Formal communications may include, but are not limited to:

- Recommendations to SANBI in writing, regarding any discrepancies, errors or omissions which may exist within this ToR

- Recommendations to SANBI in writing, regarding any enhancements which might be in SANBI's best interests
- Questions and requests for clarification. SANBI will make a good faith effort to provide a written response to each question or request for clarification that requires addenda within five calendar days. All questions and answers will be shared with all bidders registered at the compulsory briefing session

## 10. EVALUATION CRITERIA

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that Include Functionality as a Criterion for Evaluation (issued 3 September 2010), this bid will be evaluated in two stages:

The first stage will evaluate functionality according to the criteria listed in the table below:

No	CRITERIA	Weighting
1.	<p><b>Capability</b></p> <p>The service provider should demonstrate the ability to carry out the work required.</p> <p>Propose a methodology or plan to be adopted in providing support and maintenance services to SANBI.</p> <p>The proposal should include the following:</p> <ul style="list-style-type: none"> <li>- How the service provider will assist SANBI in ensuring that the financial system functions efficiently and effectively</li> <li>- How the service provider will assist SANBI in improving its current financial systems</li> <li>- How the service provider will ensure that the financial systems achieve 95% uptime</li> <li>- Demonstration of an understanding and knowledge of the financial and accounting processes</li> <li>- Value added services that will be provided to SANBI</li> <li>- Ability to perform services on site</li> </ul>	<p>45</p> <p>(10)</p> <p>(10)</p> <p>(10)</p> <p>(5)</p> <p>(5)</p> <p>(5)</p>
2.	<p><b>Capacity</b></p> <p>The service provider should demonstrate the ability to carry out the work required. Adequate resources should be assigned for the timeous completion of the project.</p> <ul style="list-style-type: none"> <li>• Company Profile. The bidder(s) must include a company profile detailing: Company registration documents (Proof of ownership/shareholding certificate). Also provide an organogram of the team allocated to the project.</li> <li>• List of all available resources to be assigned i.e. CVs of personnel together with proof of their competency in implementing and improving accounting systems. The CVs should include details of: <ul style="list-style-type: none"> <li>- Appropriate previous experience of a minimum of three years. Experience in the Public Sector and the relevant financial reporting requirements will be advantageous</li> <li>- Success rate of the support and maintenance services previously provided to clients</li> </ul> </li> </ul>	<p>35</p> <p>(5)</p> <p>(5)</p> <p>(5)</p> <p>(10)</p>

	<ul style="list-style-type: none"> <li>- Expertise in the form of qualifications and other relevant specialized expertise of the team that will be directly involved. These should include: number of years of experience of individual team members in Customer service, business and systems analysis, project management, financial accounting, IT systems implementation, integration, and support</li> <li>- Experience in implementing accounting systems, the Microsoft environment and cloud-based deployment</li> </ul>	(10)
3.	<p><b>Past Experience</b></p> <p>This refers to the previous experience of the service provider to provide services of a similar nature in the SAGE environment. The service provider is required to provide the following:</p> <ul style="list-style-type: none"> <li>• Scope of work and scale of current and/or past projects undertaken in providing similar services within the Public Sector (10)</li> <li>• Sample reports that have been produced in a similar current and/or previous assignment (5)</li> <li>• References of traceable current and/or previous Public Sector organizations serviced in providing similar services in the last three years. Minimum of three (3) should be provided (5)</li> </ul>	20
	Total Points	100

**Sufficient information must be provided to allow the Bid Evaluation Committee to score bids against all these criteria.**

**Bids that fail to score a minimum of 70 out of a possible 100 points for functionality will not be eligible for further consideration.**

The second stage will evaluate the price and preferential points of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20 point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and B-BBEE Status Level Certificate scores constitutes 20 points.

## **11. PERIOD OF CONTRACT**

This contract will be for a period of five (5) years renewable annually based on performance and internal needs assessment of SANBI. It is possible that SANBI may decide to change its accounting system within the period of the contract. In such an event, SANBI will seek an alternative service provider to support the new system.

## **12 PREPARATION AND HANDLING OF BIDS**

The South African National Biodiversity Institute will not be held responsible for any expenditure incurred by supplier or companies in the preparation and handling of the bids and bid documents.

## 13 SUBMISSIONS

In respect of Bids that includes Functionality as a Criterion for Evaluation (Issued 3 September 2010), the two-envelope system will be used for this bid.

Service providers are to submit (1) printed document with pricing included in an envelope, marked 'ORIGINAL', and in a separate envelope provide a copy of the document without pricing as a PDF file on a memory stick.

**NB: Financial or pricing details (Annexure B) should ONLY be included in the printed document marked 'ORIGINAL', and not in the PDF file of the document on the memory stick.**

**NB: Failure to submit one printed document with pricing in one envelope, and a document without pricing on a memory stick will lead to your bid being disqualified.**

**Closing date and time for submissions: 4 June 2021 at 11:00**

**All documents must be neatly bound, clearly labelled and include a Table of Contents**

Tenders shall be submitted in the following manner:

Addressed to: The Deputy Director: Supply Chain Management

Drop off in the Tender Box located in the Biodiversity Building at the Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria **by 11:00 on 4 June 2021**. Normal office hours are: 08:00–16:00 .

Bidders must ensure that persons delivering their bids understand where and how delivery is to take place.

**NB. E-mailed and faxed submissions will not be accepted. Late submissions will not be considered.**

## 14. Occupation Health, Safety and Environmental Requirements

Service Providers will be expected to deliver on the Occupation Health and Safety Act (OHSA) and its regulations and the Compensation for Occupational Injuries and Diseases Act (COIDA) relating to health, safety and the environment.

**It will be expected of potential Service Providers to execute ICT work in a manner that complies with all the requirements of the Acts and regulations and in doing so, minimise the risk of incidents/accidents occurring.**

It will be expected of the potential Service Provider to supply an occupational health, safety and environmental file before signing the contract. This file will have to be approved by the SANBI Deputy Director for Health, Safety and the Environment before commencement of the

contract. The Health, Safety and Environmental File will become SANBI property at the end of the contract.

**ANNEXURE A: REFERENCES**

Kindly provide a table of reference with the information below.

Name of company	Work performed and date thereof	Contract value	Contact person	Email address	Contact number

**ANNEXURE B:  
PRICING**

Fixed rate per hour chargeable for the duration of the contract.

For ease of comparison, all tenderers to **assume 720 hours of chargeable hours annually**

	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Total</b>
Rate per hour						
Total for 720 hours						
VAT thereon						
<b>TOTAL</b>						

KINDLY NOTE THAT THE RATE ABOVE MUST INCLUDE TRAVEL COSTS, SHOULD TRAVEL BE REQUIRED.