

APPOINTMENT OF A SERVICE PROVIDER FOR RENEWAL OF SAGE 300 PEOPLE LICENSES FOR A PERIOD OF TWELVE (12) MONTHS

1. INTRODUCTION

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Energy (DoE). For more information on the company, you can visit our current website: www.cefgroup.co.za

2. SCOPE OF WORK

CEF SOC Ltd invites quotes from accredited Sage business partners for the renewal of Sage 300 People annual license subscription for a period of twelve (12) months.

Requirements:

The winning bidder will be required to perform the following:

- Provide annual license subscription for 400 employees.
- Provide support and maintenance on time and material basis. Include support rate per hour in the bid response and monthly support fees based on estimated support hours required per month. The estimated support hours required are 10 hours per month.
- Separate license costs and support fees.
- Access to Sage helpdesk.
- A quick, dedicated, and focused response to business-critical incidents.
- Service level agreement with response times for each priority level.
- Adherence to SLA targets.
- Escalation process.

3. EVALUATION CRITERIA

3.1 Phase 1

Administrative Evaluation Criteria

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

3.2 Phase 2

Mandatory Requirements

Bidder must be a certified Sage business partner for Sage HR and Payroll services

3.2.1 <u>CERTIFIED PARTNER LETTER</u>	Comply	Not Comply
Bidder must be a certified Sage business partner for Sage HR and Payroll services Submit a copy of a valid partnership letter		
Substantiate / Comments		

3.3 Phase 3

Technical evaluation

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **70%**. It must be noted that if the Bidder does not meet the **70%** minimum threshold, the bidder will be disqualified and not be evaluated further.

3.3.1 <u>EXPERIENCE OF THE COMPANY</u>			
The company must have experience in SAGE People 300 (Payroll and HR) supported by reference letters from clients that are not older than 3 years.			
Please provide reference letters as proof for similar services or work done in the past 3 years. The reference letter signed by the client must be on client's letterhead and include the company name, contact person, contact details (telephone number) and it should indicate when the service was done.			
Evaluation Criteria	Document as Evidence	Score	Weighting %
5 Reference letters and more	Reference letters	5	40%
4 Reference letters		4	
3 Reference letters		3	
2 Reference letters		2	

1 Reference letters		1	
No Reference letter(s) provided		0	

3.3.2 TEAM EXPERIENCE

On average, the project team that will be assigned to CEF must have a minimum of three (3) years' experience implementing and supporting Sage/VIP human resource and payroll solutions.

Provide a C.V. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.

Evaluation Criteria	Document as Evidence	Score	Weighting %
5 and more years of experience	CV of the Proposed team clearly listing the name of clients and work done	5	40%
> 3 years of experience but < 5 years of experience		4	
3 years of experience		3	
< 3 years of experience		0	

3.3.3 SERVICE LEVEL AGREEMENT

All service providers must provide a draft copy of the Service Level Agreement (SLA) in their response. The draft Service Level Agreement (SLA) must include the following requirements:

Evaluation Criteria	Document as Evidence	Score	Weighting %
Turnaround time for restoring system when it is not accessible:	Draft SLA		5%
Less than 2 hours		5	
2 Hours		3	
More than 2 hours		0	

Evaluation Criteria	Document as Evidence	Score	Weighting %
Turnaround time for restoring critical fault: a major function or component of system is not functioning	Draft SLA		5%
Less than 4 hours		5	
4 Hours		3	
More than 4 hours		0	
Evaluation Criteria	Document as Evidence	Score	Weighting %
Turnaround time for restoring non-critical system service that is down:	Draft SLA		5%
Less than 24 hours		5	
24 Hours		3	
More than 24 hours		0	
Evaluation Criteria	Document as Evidence	Score	Weighting %
Turnaround time for implementing enhancements and reporting requests	Draft SLA		5%
Less than 72 hours		5	
72 Hours		3	
More than 72 hours		0	