SOUTH AFRICAN HERITAGE RESOURCES AGENCY

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# TERMS OF REFERENCE

SAHRA/FIN/ACCPAC/11/2024

**THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY (SAHRA) INVITES SUITABLY QUALIFIED AND EXPERIENCED SERVIC PROVIDERS TO SUBMIT BID PROPOSALS FOR THE HOSTING, SUPPORT AND MAINTENANCE OF INTEGRATED ACCPAC ENTERPRISE RESOURCE PLANNING (ERP) SOLUTIONS FOR PERIOD OF THIRTY-SIX (36) MONTHS.**

# Terms Of Reference

## 1. PURPOSE

1.1 The South African Heritage Resources Agency (SAHRA) hereby invites suitably qualified, experienced and accredited service providers to submit bid proposals for the hosting, support and maintenance of integrated ACCPAC Enterprise Resources Planning Solutions for a period of thirty-six (36) months.

## 2. BACKGROUND

2.1 The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Sport, Arts and Culture and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources.

2.2 SAHRA is a statutory entity established under the National Heritage Resources Act, No. 25 of 1999 and, together with the provincial heritage resources authorities, is one of the bodies that replaced the National Monuments Council. The primary objective of SAHRA is to coordinate the identification and management of the national estate which is defined as heritage resources of cultural and other significance.

## 3. SCOPE OF THE SERVICE REQUIRED

The ACCPAC must be provided for and owned by the service provider and securely hosted at their premises at no additional cost to SAHRA except for the monthly subscription fee, per account, to provide the following services for a period of 36 months:

3.1 The ACCPAC must be provided for and owned by the service provider and securely hosted at their premises at no additional cost to SAHRA except for the monthly subscription fee, per account, to provide the following services for a period of 36 months commencing 7 days after appointment.

i) Supply and maintenance of a Virtual Private Server (VPS) with automated off-site backup and managed services

ii) Provide training on system administration to SAHRAs ICT staff in order to provide 1st line systems administration function on the server.

iii) VPS and backup storage to be hosted by an outside reputable internet hosting service provider and managed on behalf of SAHRA on a 10Mb line.

iv) VPS is supplied with a high-speed backbone 10Mb line, with an internet usage cap, internet usage should be disabled for users except administrators of the server as they should only work with ACCPAC and not browse the internet on the server.

v) All servers must have licensed Microsoft Windows Servers 2022 Standard (or latest) with 64bit architecture. Anti-Virus, Firewall & Server Monitoring software must be included.

vi) Off-site backup services are supplied as mandatory with VPS hosting.

vii) Disaster Recovery plan in cases of strikes, natural disaster, virus, cyber hacking, etc with ability to restore servers and applications from off-site backups withing 24hours

viii) Services to recover lost data within 24hours

ix) Application software upgrade and updates

x) User management, including providing access to server and general administration services with a minimum of 20 CAL's – (Client Access Licenses).

xi) Monthly Service Level Management Reports on the performance of the contract covering:

a. ICT security
b. Status of antivirus and firewall
c. Backup and restore
d. Uptimes
e. Resource utilization.
f. User account management and monthly user access reviews must be conducted
g. Project cost

## 4. TRAINING

a) SAHRA system users will have to be trained to effectively utilise the new upgraded ACCPAC ERP solution on needs identified. Details regarding the training approach must be provided and should include at minimum the following information.

- Training programs
- Role mapping
- Training deliverables and approach
- Training assessment
- Training programme to SAHRAs ICT staff of ACCPAC Systems administration function.

## 5. COSTS

Full transparency is expected and should include items such as any contingency factors applied for unknown variables to be incurred for 36months. A pricing Schedule **Annexure A** much be completed.

## 6. REQUIREMENTS FOR CONTENT OF THE PROJECT PROPOSAL

- The project proposal must contain the following mandatory elements. Failure to comply with the below requirements would render your proposal being excluded from the evaluation process.

- Company profile of the bidder, outlining experience, competence, qualified personnel, organogram of the company, methodology proposed on how the SAHRA portfolio is to be handled.

- Comprehensive CVs of the personnel team that will be responsible for this project and the support on an ongoing basis.

- Valid accreditation certificate for providing ACCPAC ERP solution

- All cost implications of the project that must include training, cost of the software maintenance, ongoing support, data migration etc. A fixed combined cost in SA Rand inclusive of VAT must be specified.

## 7. TERMS AND CONDITIONS

a) All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.

b) SAHRA reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.

c) SAHRA may require responsive bidders to present and discuss their proposals in person.

d) SAHRA reserves the right not to make any appointment from the proposals submitted.

e) Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.

f) Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that bidders declare their conflict of interest through completion of relevant attached forms.

g) SAHRA reserves the right not to consider further any bid where such a conflict of interest exists or where such potential conflict of interest may arise.

h) All project proposals shall become the property of SAHRA and shall not be returned.

i) The bid offers and proposals should be valid and open for acceptance by SAHRA for a period of 120 days from the date of submission.

j) Bidders are advised that submission of a proposal gives rise to no contractual obligations on the part of SAHRA.

k) SAHRA reserves the right not to award the bid to the bidder that scores the highest points.

l) Disputes that may arise between SAHRA and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.

m) In addition to adherence to the specific terms and conditions of proposals, provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract attached hereto, an original signed copy of which must be submitted together with all other bid documentation.

n) All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.

o) The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.

p) The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.

q) After the successful service provider has received the purchase order, they must be able to deliver in full compliance with South African approved standards and in compliance to the specifications provided.

## 8. RETURNABLE DOCUMENTS

a. SBD 1 Invitation to BID
b. Tax Compliance status pin
c. SBD 3.1 Pricing Schedule (Breakdown of pricing)
d. SBD 4 Declaration of interest form
e. SBD 6.1 Preference points claim form (valid BBBEE certificate / Sworn Affidavit must be submitted together with this completed document).
f. SBD 7.2 Contract Form - Rendering of Services
g. General Conditions of Contract
h. Completed Annexure A

## 9. EVALUATION CRITERIA

a) All proposal offers received shall be evaluated based on the following phase out approach:

- **Phase one**: Compliance to the terms of reference and conditions of the tender. Failure to meet any of the conditions of the tender will automatically disqualify your tender on this phase.

- **Phase Two**: Obtaining the required 60 points minimum threshold for functionality as set out below. Failure to meet the minimum threshold as specified on this phase will render your offer non-responsive for the next phase.

- Functionality Criteria as set out below:

| Functional Criteria | Weightings |
|---|---|
| **1. Number of years as a registered SAGE ACCPAC service provider:**<br><br>5 years or more = 5 points<br>4 years = 4 points<br>3 years = 3 points<br>2 years = 2 points<br>1 year = 1 points<br>Less than 1year = 0 points<br><br>**The service provider must provide accreditation from SAGE for ACCPAC.** | 50 |

| | |
|---|---|
| **2. ACCPAC projects implemented with written and contactable reference:**<br><br>5 projects = 5<br>4 projects = 4<br>3 projects = 3<br>2 projects = 2<br>1 projects = 1<br>No projects = 0<br>**Provide the references letters where Sage 300 ACCPAC has been deployed. The letters must include client`s name, contact name, address, phone number and duration of contact.** | 50 |
| **Total** | **100** |

- **Phase three:** Preference points for Broad-Based Black Economic Empowerment (BBBEE) Status Level of Contribution (80/20 preference points system), where 80 points are allocated to price, and 20 points are allocated to BBBEE status level as follows.

| Preference Point System | Points |
|---|---|
| **Price** | **80** |
| **Specific Goals** | **20** |
| Black owned company | 8 |
| Women | 4 |
| Youth | 5 |
| Disability | 3 |
| **Total points for Price and SPECIFIC GOALS** | **100** |

## 10. PRICE (VAT INCLUDED)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score a maximum of 80 points.

Bidders must submit the breakdown of their costs on the pricing schedule provided, refer to Annexure A (Pricing Schedule).

## 11. SUBMISSION OF TENDER

11.1 Project proposals must be submitted in a sealed envelope, marked as confidential and for the attention of Supply Chain Management – Hosting, support and maintenance of integrated ACCPAC Enterprise Resources Planning Solutions for a period of thirty-six (36) months. **Bid No: SAHRA/FIN/ACCPAC/11/2024**

11.2 Bids must be deposited in the Tender Box located in Cape Town:
South African Heritage Resources Agency
111 Harrington Street Cape Town, District Six
8000

SAHRA takes no responsibility for mailed tender documents. It is the onus of the service provider to ensure that the document is placed in the Tender Box before closing date and time.

## 12. CLOSING DATE

Closing date for Tender: 05 December 2024 at 11am. No late proposals will be accepted after the closing time.

# ENQUIRIES

For Supply Chain Management and Technical information, information, please contact in writing to:

Ms. Yonela Somtsewu

Manager: Supply Chain Management

111 Harrington Street

Cape Town
8000

Tel: 021 462 4502 / 021 202 8664

Email: ysomtsewu@sahra.org.za

# Annexure A - Pricing Schedule Software and support of Sage 300c deployed on cloud server

*NB- The total detailed under the summary cost shall be the full tender amount per the SDB1 and SBD3.*

| | | | | | | |
|---|---|---|---|---|---|---|
| | **Summary of costs ( Incl. Vat)** | | | | | |
| | | | Year 1 | Year 2 | Year 3 | **Total** |
| No | Description | | R | R | R | R |
| 1 | Software Assurance costs (includes SQL, other software licenses) - 20 Users | Per Year | | | | |
| 2 | Sage 300cloud Annual Support Estimate (40 hours per year) | 120 hours | | | | |
| 3 | One software upgrade per annum. | Per Year | | | | |
| 4 | Sage 300 cloud Classroom Training cost per delegate. Estimated for 20 delegates | 40 hours | | | | |
| 5 | Managed Cloud Services | Per Year | | | | |
| | **Total** | | | | | |

**Detailed Pricing -*breakdown of the summary cost***

**1 Software Assurance costs**

Software Assurance costs (Incl. Vat)

| | | | | | |
|---|---|---|---|---|---|
| Sage 300 (Premium) - Annual Software Assurance per year | | | | | |
| | | Year 1 | Year 2 | Year 3 | **Total** |
| Module | QTY | R | R | R | R |
| Sage 300 - Advance General Ledger | 1 | | | | |
| Sage 300 - Advance Accounts Receivable | 1 | | | | |
| Sage 300 - Advance Accounts Payable | 1 | | | | |
| Sage 300 - Advance System Manager | 1 | | | | |
| Sage 300 - Advance Trans Anl & Opt Fld Cre | 1 | | | | |
| Sage 300 - Advance Purchase Orders | 1 | | | | |
| Sage 300 - Advance Lanpak per User | 1 | | | | |
| Sage 300 Advance Web Screens | 1 | | | | |
| Peresoft Cashbook Advanced ERP | 1 | | | | |
| Peresoft EFTXpress for Cashbook | 1 | | | | |
| Peresoft Lanpac Advanced | 1 | | | | |
| Peresoft RecXpress for Cashbook | 1 | | | | |
| Norming Asset Accounting | 1 | | | | |
| **Total** | | | | | |

**2 Sage 300cloud Annual Support Estimate**

Sage 300cloud Annual Support Estimate (Incl. Vat)

| | | | | |
|---|---|---|---|---|
| **D Ad-Hoc Support** | Year 1 | Year 2 | Year 3 | **Total** |
| Normal Ad-hoc Support - Bulk Hour Cost (40 Hours per year)/ 120 hours | R | R | R | R |
| **Total** | | | | |

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info@sahra.org.za
111 Harrington Street Cape Town

| | | | | | | |
|---|---|---|---|---|---|---|
| 3 | **Annual Sage 300cloud Upgrade** | | | | | |
| | Table 5: Upgrade Sage 300c (Incl. Vat) | | | | | |
| | | | Year 1 | Year 2 | Year 3 | **Total** |
| | **C Annual Software Upgrade** | Hours | R | R | R | R |
| | One software upgrade per annum. | 16 Hours | | | | |
| | **Total** | | | | | |
| 4 | **Customer On-site Training** | | | | | |
| | Training Sage 300cloud (Incl. Vat) | | Year 1 | Year 2 | Year 3 | **Total** |
| | | | R | R | R | R |
| | a) Rates for classroom training per delegate per module-20 delegates for 40 hours | | | | | |
| | **Total** | | | | | |
| 5 | **Managed Cloud Services** | | | | | |
| | Managed Cloud Services that meets all the system requirements to host and deliver the required ACCPAC software, licenses etc, for efficient remote access for all required users/delegates. All relevant required databases must also be | | | | | |
| | | | Year 1 | Year 2 | Year 3 | **Total** |
| | | | R | R | R | R |
| | Managed cloud services -Secured | | | | | |
| | **Total** | | | | | |