

RFQ Number	NO-50/2024
Issue Date	22 May 2024
Closing Date	30 May 2024, not later than 23:30pm
Non-Compulsory Briefing Session (Virtually)	Date: 27 May 2024 Time: 09h30pm to 10h30pm See below details Link via Microsoft Teams Meeting ID: 336 570 218 692 Passcode: zgWKEq
Submission Instruction on or before the closing date and time	Please forward your responses either via email or hand delivered on or before the closing date as follows: Via Email - mmokaila@seda.org.za OR <u>Hand delivered</u> Small Enterprise Development Agency (Seda) The Fields Office Block A 1066 Burnett Street Hatfield 0833 Contact Details Mr M Mokaila at Tel: (012) 441-1000 or (012) 441-1171

TERMS OF REFERENCE

1. Purpose

Seda requires the services of a certified Sage Intacct Finance System Service Provider or consultancy with adequate expertise and experience in implementing both Sage Intacct and Pastel Evolution Premium/Sage 200 to assist Seda with the maintenance, support and enhancement of its Sage Intacct Finance system.

The implemented system solution supports the organisation to improve effectiveness and efficiency within the Finance Division's (Management Accounting, SCM and Finance) operations and other associated financial administration functions across the organisation.

Amongst other key activities, the potential service provider must perform the following;

- Assist Seda to access the Sage Intacct application and facilitate the renewal of the system licenses;
- Conduct system analysis, identify gaps/areas of improvement and implement improvements to ensure the system is aligned with Seda's requirements, finance policies, business processes/procedures.
- Provide maintenance, support, and enhancement services for the Sage Intacct solution for twelve (12) months. Implementation (analysis, configuration/development), maintenance, support, and changes/enhancements services.

2. Background

The Small Enterprise Development Agency (Seda) is an agency of the South African Department of Small Business Development (dsbd). Seda was established in December 2004, through the National Small Business Amendment Act, Act 29 of 2004. The National Small Business Act of 2004 gave the Small Enterprise Development Agency (Seda) the mandate to coordinate and provide non-financial support services to Small Enterprises through a network of Branches and Service Providers. Seda currently has a delivery network comprising fifty-six (56) service delivery points (branch offices), nine (9) Provincial Offices (management, support, and administrative offices) and one (1) National Office.

The service delivery model of Seda integrates business development activities and procurement for the service providers who ultimately implement most of the interventions for the client on behalf of Seda.

In implementing its operational activities and performing finance-related activities/processes the organisation still utilises a paper-based system in some instances to capture/record interactions and interventions, though it's in the process of eliminating paper-based processes through digitalisation. Finance-related activities and administration are implemented in all sites of Seda, from branches to provincial and national offices. Therefore, the system must be available and accessible to them according to various responsibilities and profiles.

In the 2023/24 financial year, the organisation implemented the Sage Intacct Finance system as part of the digitalisation initiatives. The following modules were implemented;

- General Ledger
- Budgeting Module
- Accounts Payable
- Accounts Receivable
- Purchasing Module
- Order Entry Module
- Inventory Management
- Spend Management
- Petty Cash Management
- Reporting and Dashboards
- Contract Management module: must be implemented on the coming project

The implementation of the Sage Intacct Finance system formed part of the organisation's initiatives to improve operational efficiencies, in the Finance Division, general operations and financial performance reporting to key stakeholders.

The decision for Seda to digitalise key Finances processes, which are a major cause of inefficiency and lead to delays in service delivery remains critical and relevant for the organisation.

The appointed service provider must therefore ensure that through the Sage Intacct features, functionality and capability that paper-based processes are eliminated, whilst the organisation continues to be compliant with related regulations and meet audit expectations.

3. Scope of Work

The appointed service provider will be required to provide the following functions:

- As a partner assist Seda to access Sage Intacct application and facilitate renewal of its license (facilitate payment on behalf of Seda) - Not to be included in the cost of this project.
- Review and analyse implemented Sage Intacct modules together with the workflows and determine alignment with Seda's core finance business processes and requirements
- Assess the adequacy of the uploaded Master File
- Review and validate the configured Standard Chart of Accounts to ensure adequate processing and required reporting
- Review and validate the adequacy of the system to enable reporting and analytics to produce periodic and required standard reports including Income Statements and Balance Sheets)
- Review and validate Pastel Evolution imported and configured data
 - Budget
 - Open Purchase Orders
- Fixed Assets User lists/accounts
- Suppliers' details and information
- Review the ability of the system to integrate with other existing Seda applications (e.g Active Directory)
- Prepare and conduct System Testing during changes and improvements
- Conduct System Training - (Administration and general users)
- System maintenance and support
- Analyse and implement enhancements.
- Provide project governance documents

4. Project Deliverables

The appointed service provided will be required to deliver the following;

- Review available system documentation to ensure its relevance, and validity and provide updated documentation.
- Analysis and scoping.
- Validate migrated data.
- Ensure system modules are designed and configured in line with Seda's requirements and business processes.

- Consolidated Trial Balance.
- Complete automation of Payroll and Accounting functions.
- Training
 - Training plan
 - User guide (for all system modules/functions)
 - Technical Admin guide
- Testing
 - Test cases and testing reports.
- Fully functional system.
- System support, maintenance, and enhancements
 - On the first month of the project, support resources will be required to be on-site at least three days a week for 8 hours.
 - Support and maintenance hours is estimated to be 80 hours per month.
- Documented Monthly reports.
- Monthly/weekly report for all Support issue logs.
 - Dedicated call log email to receive queries.

5. Role and Responsibilities

5.1. Seda

- In collaboration with the Service provider monitor implementation of the project
- Review and verify submitted system documentation
- Ensure infrastructure accessibility when necessary
- Facilitate meetings with business process owners and key stakeholders
- Coordinate submission of business process information and related documentation
- Coordinate organisation-wide user training
- Facilitate testing
- In collaboration with the service provider implement change management

5.2. Service Provider

- Assist and support Seda to access system license, by facilitating payment on behalf of Seda.
- Technical management and implementation of the project
- Development and submission of project governance documents (e.g Project Charter, Project plan, Status and milestones reports)
- Prepare and conduct training

- Prepare and conduct testing
- Deployment of functional solution

NB: Seda will not be responsible for the travelling and accommodation of the service provider during the delivery of the project and the contract period.

6. Information required in the Proposal/Quotation

- Evidence of experience/Track Record of Service Provider.
- Technical Capability of Service Provider.
- BBBEE Certificate or Sworn Affidavit.
- Completed and signed SBD Forms.
- Detailed proposal.
- Detailed CVs of the key project personnel with requisite certificates. (project manager, analyst and technical team)
- A quotation must be submitted VAT Inclusive if the company is VAT registered.

7. Evaluation of the Proposal

7.1 Phase 1: SCM Document Assessment Criteria

The following assessment criteria will form the basis of the evaluation all price proposals and failure to comply may result in the elimination of the price quotation for further evaluation:

- Submission of completed and signed SBD 4; and
- Submission of completed and signed SBD 6.1

7.2 Phase 2: Pre-qualification criteria

The following pre-qualification criteria will form the basis of the evaluation all price quotations and failure to comply will result in the elimination of the price quotation for further evaluation:

- **Valid Certificate or Letter of Accreditation on Sage Intacct from SAGE. (Implementation)**
- **Valid certificate or letter of accreditation/implementation on Pastel Evolution premium/Sage 200**

7.3 Phase 3: Functionality Criteria

The following criteria will be used for evaluating all price quotations/proposal that met the pre-qualification of which a score of a minimum of **(70 points)** for functionality to qualify for further evaluation for Phase 4: Presentation and Demonstration.

Functionality Criteria		Points Allocation
1.	Experience/Track Record	
1.1	Project management, system implementation, maintenance, and support: <i>NB: experience - combined/consolidated number of years in projects</i> 5 to 8 years of system development and implementation experience, including maintenance and support. For the purpose of this request, the Service Provider must provide details of the company track record with an understanding of required products and services by providing three (3) contactable (3) references (signed and dated reference letters) where similar Sage Intacct implementation projects (development/configuration and implementation in line with business processes and requirements) were successfully implemented. Clearly indicating the duration with the start and end date of the project implemented. [not maintenance and support only or providing software license] The company experience and track record are distributed as follows; Below 2 years Pastel evolution experience and below 3 years Sage Intacct experience = 0 points Maintenance and Support experience in Sage Intacct only = 0 points Below 3 years of experience and knowledge of database management and SQL server administration = 0 points 3-5 years of Sage Intacct implementation (configuring system modules in line with business processes) experience with above 5 years of experience in Pastel Evolution Premium implementation, maintenance, and support = 20 points Below 5 years experience in the development and implementation of Pastel Evolution Premium and 3 years and above in Sage Intacct implementation = 15 points Below 3 years in Sage Intacct implementation and 2 - 4 years experience in the development and implementation of Pastel Evolution Premium. = 10 points Below 2 years of Pastel Evolution experience and 3 years or above Sage Intacct Implementation experience = 5 points	30

1.2	Database Management: 3 - 5 and above years of experience and knowledge of database management and SQL server administration = 10 points	
2.	Technical Capability and Ability	
2.1	Detailed Curriculum Vitae (CV) of key project personnel who will be responsible for the project implementation and management, displaying their experience and knowledge on the Sage Intacct implementation, maintenance and support, including experience in Pastel Evolution Premium (Sage 200) implementation. The qualification must be related to Business/Financial Information Systems/ICT/ Computer Science and working in a project management environment (Please attach CV's to confirm this) • Key personnel of the project team must have the following; • 1. Project Manager and Lead consultant/developer or implementer - Sage Intacct certified for a minimum period of 3 years) • Implementation consultants - Sage Intacct certificate with 2 years and above experience • Pastel Evolution Premium certified personnel with practical implementation experience • Key personnel with knowledge of analysing systems, user requirements and business processes and translating those into integrated, optimised business processes. • Key personnel with knowledge of SQL databases and server administration • Project team member qualified and experienced in Finance/Accounting related qualification	40
	Personnel with relevant qualifications, not certified in Sage Intacct and one or more Pastel Evolution Premium/Sage 200 experience with/without at least 1 Finance/Accounting/FIS qualified & experienced personnel = 5 Points	
	Personnel with irrelevant qualifications, certified in Sage Intacct and experienced in Pastel Evolution Premium/Sage 200 with/without at least 1 Finance/Accounting/FIS qualified & experienced personnel = 0 Points	
	Personnel with irrelevant qualifications, not certified in Sage Intacct	

	and not experienced in Pastel Evolution Premium/Sage 200 with/without at least 1 Finance/Accounting/FIS qualified & experienced personnel = 0 Points	
	Three or more personnel with relevant qualifications, certified in Sage Intacct- min 3 years and above experience and one or more personnel with Pastel Evolution Premium/Sage 200 experience - 3 years and above with at least 1 Finance/Accounting/FIS qualified & experienced personnel = 40 Points	
	Three or more personnel with relevant qualifications, certified in Sage Intacct- min 3 years and above experience and one or more personnel with Pastel Evolution Premium/Sage 200 experience - 3 years and above without at least 1 Finance/Accounting/FIS qualified & experienced personnel = 30 Points	
	Two or more personnel with relevant qualifications, certified in Sage Intacct- min 3 years and above experience and one or more personnel with Pastel Evolution Premium/Sage 200 experience - 2 years and above with at least 1 Finance/Accounting/FIS qualified & experienced personnel = 25 Points	
	Two or more personnel with relevant qualifications, certified in Sage Intacct- min 3 years and above experience and one or more personnel with Pastel Evolution Premium/Sage 200 experience - 2 years and above with no personnel with Finance/Accounting/FIS qualified & experienced = 20 Points	
	Two or more personnel with relevant qualifications, certified in Sage Intacct- 2 years' and above experience and one or more Pastel Evolution Premium/Sage 200 personnel with experience - above 2 years with at least 1 Finance/Accounting/FIS qualified & experienced personnel = 20 Points	
	Two or more personnel with relevant qualifications, certified in Sage Intacct- 2 years' and above experience and one or more Pastel Evolution Premium/Sage 200 personnel with experience - above 2 years without at least 1 Finance/Accounting/FIS qualified & experienced personnel = 15 Points	

3.	3.1 Methodology and Approach: Clearly detail the system analysis and system implementation methodology, including the data migration validation/verification approach that will be followed in the implementation of the required services, thus enabling prompt decision-making. As part of the approach includes capacity building and skills transfer. • An inclusive and detailed approach and methodology = 10 points • Only Methodology submitted = 5 points • Only approach submitted = 5 points • No detailed methodology and approach submitted = 0 points 3.2 Project Implementation Plan: Detailed project implementation plan outlining how the service provider will manage the implementation of the project for Seda, which will include the following: All activities, Milestones, Resources, Costs, and estimated timeframes. • All 5 elements = 10 points • 4 elements = 8 points • 3 elements = 6 points • 2 elements = 4 points • Below 2 = 0 points NB: The Plan must have cost per item and human resource allocation	20
4.	Change Management Plan A detailed change management plan that will be implemented to improve system adoption and utilisation. Such a plan must include training and communication plans. • Change Management Plan with specific initiatives to be implemented with clear timeframes = 5 points • Training and approach for different types of users across the organisation = 5 points • No plan provided = 0 points	10
Total Points (A FUNCTIONALITY SCORE OF LESS THAN 70 POINTS WILL ELIMINATE THE PRICE QUOTATION FOR FURTHER EVALUATION)		100

7.4 Phase 4: Presentation and Demonstration Criteria

The following criteria will be used for evaluating all price quotations/proposals that met the a minimum score of **(70 points)** for functionality will be qualify for further evaluation. Only price quotations/proposals that met/ exceeded minimum score of 70 points will be considered for preference points.

No.	Presentation Criteria	Points Allocation
1.	System analysis, improvement/solution design approach (Gap Analysis) - demonstrate knowledge of system development theories/standards/framework	15
2.	Improvements/solution implementation based on gaps, business requirements and business processes. - Clear improvement actions plan with timeframes	40
4.	Change Management implementation and system training approach and plan	30
5.	Accessibility & availability - Maintenance & Support approach and plan	15
Total Only qualifying quotations/proposals meeting/ exceeding the minimum score of 70 points for Phase 4: Presentation and Demonstration will be awarded preference points.		100

7.5 Phase 5: Preference Points System

Only qualifying price quotations that achieved the minimum points for functionality will be evaluated further on the 80/20 preference points system as follows:

	Preference Point Criteria	Points Allocation
1.	Price	80
2.	Specific Goals as per the SBD 6.1	20
Total Points		100

Specific Goals and points claimed are indicated per table below:

The specific goals allocated points in terms of this RFQ									Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Micro Enterprise									8	
Small Enterprise									6	
Medium Enterprise									3	
Large Enterprise									1	
BBBEE Level Ownership									6	
L1	L2	L3	L4	L5	L6	L7	L8	L9		
6	5.25	4.50	3.75	3	2.25	1.5	0.75	0		
Targeted Group: Youth									2	
Target Group: Non-Youth									1	
Spatial: Rural and Townships									4	
Spatial: City									1	

8. TERMS AND CONDITIONS

- 8.1 Price quotations submitted must be inclusive of all costs and applicable taxes (VAT) and be valid for a period of at least 30 days.
- 8.2 The hourly rates of consultants must be in accordance with the rates issued and determined by the South African Institute of Chartered Accountants, Department of Public Service and Administration or the body regulating the profession of the consultant (if applicable).
- 8.3 Consultant's travel arrangements must be in line with government's travel cost containment measures [air travel, vehicle hire, accommodation rates, claiming kilometres according to the rates set by the Department of Transport] (if applicable).
- 8.4 No late price quotations will be accepted under any circumstances.
- 8.5 Suppliers/service providers submitting price quotations must be registered on the National Treasury Central Supplier Database (CSD).
- 8.6 Failure to submit a valid Sworn Affidavit (EME) or an original/certified valid B-BBEE Status Level Verification Certificate (other than EME or QSE), CIPC, Copy of Utility Bill/Lease Agreement/Title Deed will result in no preference points being awarded for Specific Goals.
- 8.7 Suppliers/service providers must complete and return all the required documents, failing which, the supplier/service provider's quotation will be declared invalid.

- 8.8 This RFQ is subject to the National Treasury's General Conditions of Contract (GCC) that can be accessed on the following link:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>

Seda wishes to thank you in advance for your price quotation.