



GAUTENG
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REQUEST FOR PROPOSAL

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SAP SUPPORT AND PERFORM MAINTENANCE FOR THE GPL FOR A PERIOD OF 6 MONTHS

RFQ NO: PR10068272

CLOSING DATE: 22 June 2026

TIME: 11:00 AM

RFQ SUBMISSION: VLetshokota@gpl.gov.za

These are documents required for this bidding. Should the bidder fail to submit the following documents, the bid will be disqualified automatically:

Item	Description	Mandatory	Submitted	
			Yes	No
1	Technical Proposal	Yes		
2	Bidder's Disclosure (SBD 4) Original completed and signed.	Yes		
3	Preference Point Claim form (SBD 6.1) Original completed and signed.	Yes		
4	Did you submit a valid SAP International confirmation of third partner support appointment and Accreditation?	Yes		
5	Did you submit copies of full Company Registration documents?	Yes		
6	Did you submit copies of South African IDs' for shareholders?	Yes		
7	Did you submit your company profile?	Yes		
8	Did you submit a detailed CSD report and SARS Issued PIN?	Yes		
9	Did you submit one (1) electronic copy of the RFQ?	Yes		
10	Joint Venture / Consortium agreement / Trust Deed (if applicable): <ul style="list-style-type: none"> • Did you submit all documents for all parties of the Joint Venture/Consortium/Trust Deed? <ul style="list-style-type: none"> ✓ Certified copies of shareholders certificates ✓ Certified copy of Company Registration documents ✓ Certified copy of ID documents of the Directors or Members 	Yes		

Service Provider's Name :

Completed by :

Signature:



Non-Compulsory Briefing Session

Section 2

BID NUMBER: RFQ 10068272

BID DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SAP SUPPORT AND PERFORM MAINTENANCE FOR THE GPL FOR A PERIOD OF 6 MONTHS.

BID CLOSING DATE : 22 June 2026

CLOSING TIME : 11H00am

NON-COMPULSORY BRIEFING SESSION: YES

Venue: Microsoft Teams

Date: 17 June 2026

Time: 12h00 pm

I/We hereby declare that I/we attended the non-compulsory site visit to understand the requirements of the GPL to supply all or any of the supplies and/or to render all or any of the services described in the attached bid documents, on the terms and conditions and in accordance with the specifications stipulated in the bid documents.

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED AT THE NON-COMPULSORY SITE VISIT WAS UNDERSTOOD.

<p>SIGNATURE OF BIDDER OR ASSIGNEE(S)</p> <p>.....</p>	<p>DATE:</p>
--	---------------------------

Position

Name Bidder

Name of Company.....

SIGNATURE OF GPL OFFICIAL _____ DATE:

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder. Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

2.1 Is the bidder, or any of its directors/ trustees/shareholders/members/partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/directors/trustees/shareholders/members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3. DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and understand the contents of this disclosure.
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect.
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement, or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements, or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements, or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted

from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL
PROCUREMENT REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- ✓ the 80/20 system for requirements with a Rand value of up to R50 000 000.00 (all applicable taxes included); and
- ✓ The applicable preference point system for this tender is the 80/20 preference point system. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.3 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
TOTAL POINTS FOR PRICE AND SPECIFIC GOALS	100

1.4 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.5 The Gauteng Provincial Legislature reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. Points awarded for price

A maximum of 80 or 90 points is allocated for price on the following basis:

$$P_s = 80 \left(1 + \frac{80/20 (P_t - P_{max})}{P_{max}} \right) \quad \text{or} \quad P_s = 90 \left(1 + \frac{90/10 (P_t - P_{max})}{P_{max}} \right)$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmax = Price of highest acceptable tender

3.2.2. Points awarded for specific goals

3.2.2.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

3.2.2.2 In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

3.2.2.3 Specific Goals

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

GROUPINGS	POINTS	VERIFICATION
1. Black Ownership (7)		Registration documents and ID Copy
Enterprise is 100% Black Owned	7	
Enterprise is 51% Black Owned	5	
Enterprise is less 51% Black Owned	3	
Enterprise is not Black Owned	0	
2. Women Ownership (5)		Registration documents and ID Copy
Enterprise is 100% Women Owned	5	
Enterprise is 51% Women Owned	3	
Enterprise is less 51% Women Owned	1	
Enterprise is not Women Owned	0	
3. Youth Ownership (5)		Registration documents and ID Copy
Enterprise is 100% Youth Owned	5	
Enterprise is 51% Youth Owned	3	
Enterprise is less 51% Youth Owned	1	
Enterprise is not Youth Owned	0	
4. PWDs Ownership (3)		Letter from the doctor
Enterprise is 100% PWDs Owned	3	
Enterprise is 51% PWDs Owned	2	
Enterprise is less 51% PWDs Owned	1	
Enterprise is not PWDs Owned	0	

4. DECLARATION WITH REGARD TO COMPANY/FIRM

4.1 Name of company/firm.....

4.2 Company registration number:

4.3 TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

4.4 I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that

the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SAP SUPPORT AND PERFORM MAINTENANCE FOR THE GPL FOR A PERIOD OF 6 MONTHS

1. INTRODUCTION

The Gauteng Provincial Legislature (GPL) is mandated to make laws, oversee the executive, facilitate public participation, and promote cooperative governance in Gauteng. GPL utilizes the SAP ERP system to integrate financial processes, human resources operations, and supply chain management. It also includes the SAP Portal, which facilitates Employee Self-Service (ESS) and Manager Self-Service (MSS).

2. BACKGROUND

- 2.1 The institution acknowledges the significance of SAP as a platform for enabling the GPL to achieve its mandate through an integrated ERP platform. It emphasizes the importance of utilizing SAP's standard processes and implementing all its modules.
- 2.2 The institution has licensed the following products from SAP:
 - 2.2.1 SAP ERP HR (Core HR and Payroll, Talent Mgt., Time and attendance mgt., Workforce planning)
 - 2.2.2 SAP ERP FI (Accounts Payable/Receivable, Accounting & Financial Reporting, Asset Management)
 - 2.2.3 SAP ERP MM (Procurement, Inventory Management, Vendor Management, Contract Management)
 - 2.2.4 SAP Portal (ESS/MSS, ERP, Single Sign-on)

3. OBJECTIVES

- 3.1 This SAP support and maintenance contract aims to deliver application support and ongoing monitoring of the current SAP landscape and expand functionality to existing modules.
- 3.2 Through the contract the GPL will leverage industry best practices, processes, and methodologies to enhance, manage, and maintain the SAP environment effectively.

4. SCOPE OF WORK

- 4.1 The service provider shall provide an end-to-end support, troubleshooting, problem resolution, maintenance, enhancements, SLA response and resolution times for incidents across priority levels and 24/7/365 support availability (for mission-critical systems like HCM procurement, finance, and supply chain).
- 4.2 The successful service provider shall provide support packs to upgrade services for the following:

4.2.1 Business modules to be supported and maintained

- 4.2.1.1 HCM MODULES (Human Capital Management (Core HR and Payroll, Talent Mgt., Time and attendance mgt., Workforce planning, ESS/MSS etc)
- 4.2.1.2 SAP MM Module (Procurement, Inventory Management, Vendor Management, Contract Management)
- 4.2.1.3 SAP FINANCE Module (Accounts Payable/Receivable, Accounting & Financial Reporting, Asset Management)
- 4.2.1.4 SAP Workflow
- 4.2.1.5 SAP NETWEAVER PORTAL SUPPORT
- 4.2.1.6 SAP ENTERPRISE PORTAL, ENTERPRISE WORKSPACES
- 4.2.1.7 BASIS & TECHNICAL SUPPORT (including upgrades)

4.2.2 Technical support services required

- 4.2.2.1 Basis functions 2nd line support (i.e. SAP BASIS, SAP ABAP, SAP FI, SAP MM, SAP HCM SAP Authorisation.)
- 4.2.2.2 Landscape support (OS on Microsoft Azure and Microsoft Database)

5. ROLES AND RESPONSIBILITIES

The GPL reserves the right not to appoint or to appoint one or more service providers for this project its role is defined below:

5.1 GPL staff will work with the service provider to undertake the following:

- Quality Assurance (QA) and signed off, the QA will include business process owners.
- Authorisations and SOD Guidelines with Soterion tool
- Compliance to GPL best practices.
- SAP Technical health check and first-line support
- Contract Management (governance, oversight and reporting)

5.2 The role of the service provider

- 5.2.1** GPL requires all aspects of Professional standards in all work executed by the service provider.
- 5.2.2** Execution of processes for the proper maintenance and functioning of databases, e.g. Updating table/index statistics, dropping and rebuilding tables/indexes, etc
- 5.2.3** Provide the appropriate technical resources (at agreed-upon rates) to modify or enhance applications to ensure that the software continues to support GPL business requirements as per the agreed SLA.
- 5.2.4** Provide justifiable resource, and timeframe estimates for software design, development, testing, and deployment of all application modifications and upgrade requests in alignment with the time frames outlined in the SLA.
- 5.2.5** Maintain information for each service request, including but not limited to, problem description, start and end dates/times, actual or potential root cause(s), corrective action taken, and future action required.
- 5.2.6** Work with GPL ICT to provide monthly status reporting including, but not limited to, work orders, analysis, actual hours usage, quality issues, and improvement recommendations.
- 5.2.7** Work with GPL SAP team to ensure that all hours allocated are utilised at the end of the 6-month period.
- 5.2.8** Provide support/change control application where all the work orders from GPL will be recorded, approved, tracked, and managed throughout the life cycle of this agreement.
- 5.2.9** Provide a problem escalation process to ensure urgent problems are resolved according to Service Level Agreement.
- 5.2.10** Ensure that all software modifications and upgrades are approved by CAB (Change Advisory Board) and are deployed using the configuration management, documentation, and integration, and acceptance testing requirements.
- 5.2.11** Provide handholding functional and technical training to business and IT staff and provide recommendation for further training.
- 5.2.12** As part of ensuring the system's availability, the service provider is expected to proactively monitor the system. This will include (not limited to) monitoring of system's performance, processes, authorizations, health-checks, integration points, backups and SAP license utilization.
- 5.2.13** It is expected of the appointed service provider to treat all documents as confidential and only for the purpose of this exercise.
- 5.2.14** Conclude a contract with the GPL within the stipulated time and fulfil all contract obligations as per the terms stated therein.

6. REQUIRED COMPETENCIES

- 6.1 The bidder must have a minimum of 5 years' experience and knowledge in the overall SAP environment.
- 6.2 Suitable SAP accredited partner consortium or firm must submit SAP International confirmation of third partner support appointment and Accreditation.
- 6.3 The service provider must demonstrate the experience and knowledge of supporting the SAP Landscape in similar institutions or larger than the GPL as per list of modules listed in section 2.2 above.
- 6.4 Expert knowledge should be demonstrated through resource qualifications and experience in the services mentioned for this RFQ.
- 6.5 Expert knowledge and experience in understanding Microsoft AZURE environment.

7. KEY ASSUMPTIONS

- 7.1 The GPL will take all necessary actions to enable the service provider to fulfil their contractual obligations. This may include providing relevant documents and any available data required by the service provider to meet their obligations, provided such information is accessible and available.
- 7.2 The work will be completed as per scope, budget, and time, without any delays on the part of the service provider.
- 7.3 The service provider and assigned individuals have prerequisite qualifications, competencies, and experience to perform work assigned to them.
- 7.4 The service provider should note that the Gauteng Provincial Legislature (GPL) business operations are housed in two offices i.e., Main GPL Building (City Hall) in Johannesburg and Constitution House situated at Cape Town City Centre
- 7.5 The service provider is aware that GPL is running on a full SAP Business Solution.
- 7.6 GPL SAP environment is full time on AZURE and working remotely.
- 7.7 GPL will not incur any additional cost because of the timeline extension on the part of the service provider.
- 7.8 GPL is a national key point; bidders and company directors may be subjected to screening.
- 7.9 The bidder's price proposal must be all-inclusive. (e.g. VAT inclusive and travelling costs)

8. PERIOD OF THE ASSIGNMENT

The service provider should commence and complete the assignment within a 6-month period – starting 01 July 2026 to 31 December 2026.

Monthly Estimated Hours	Maximum allowable total bucket hours
125 hours	750 hours

9. EVALUATION CRITERIA

9.1 The GPL needs to be satisfied, in all respects, that the service provider selected has the necessary resources, qualifications and abilities for this project, and that all submissions are regarded in a fair manner in terms of evaluation criteria and process. The 80/20 Preference Point system will be applied to evaluate the received proposals, the process of which shall be done in the following phases:

9.1.1 Phase 1: Administrative Compliance (Preliminary Evaluation)

9.1.1.1 To be conducted by SCM to confirm compliance and completeness of documents, i.e., Tax compliance, completed standard bidding documents as per the tender document and other documentation that might have been required for the tender (e.g., SAP Licensing International Certificate, membership certificates, ID copies, samples etc). Only those proposals whose compliance is in order will move to **Phase 2 (Evaluation on functionality)**.

9.1.2 Phase 2: Functionality Evaluation Criteria (100)

9.1.2.1 This phase measures the capability and capacity of the service provider to deliver on the assignment. The below criterion will be applied to score the proposals from which a service provider must score a minimum of 70 points to be considered for **Phase 3 of the evaluation, i.e., Price and Specific Goals**

FUNCTIONALITY EVALUATION CRITERIA

**A key score of 0-5 will be applied where:
0 = Poor; 1= Below average; 2 = Average; 3 = Satisfactory (60%); 4 = Very Good (80%) and 5= Excellent (100%)**

#	CRITERION	DESCRIPTION	SCORE	WEIGHT				
1	<p>Service Provider Experience in similar projects At least 5 years of experience in SAP support and maintenance, with a proven record of accomplishment. Provide similar SAP maintenance and support with cumulative reference letters from previous clients demonstrating years of experience in executing projects of a similar nature.</p> <p>The Project List must be in the below table format accompanied by dated and signed testimonials.</p> <table border="1" data-bbox="282 884 853 991"> <tr> <td>Project Description</td> <td>Value</td> <td>Period</td> <td>Client Name</td> </tr> </table> <p>GPL reserves the right to verify the testimonials.</p>	Project Description	Value	Period	Client Name	<p>A minimum of 5 years' experience in implementing similar projects with a supporting project list</p> <hr/> <p>5 years' experience</p> <hr/> <p>6 to 9 years' experience</p> <hr/> <p>10 or more years' experience</p>	<p></p> <hr/> <p align="center">3</p> <hr/> <p align="center">4</p> <hr/> <p align="center">5</p>	30
Project Description	Value	Period	Client Name					
2.	<p>Support Management Team</p> <p>Capacity to undertake the assignment for the duration of the contract.</p> <p>The bidder must submit a list of the support team, with their CV's each indicating a minimum of 4 years of SAP module</p>	<p>The submitted team has 4 to 5 years SAP module experience with certifications.</p> <hr/> <p>The submitted team has 6 to 7 years SAP module experience with certifications</p> <hr/> <p>The submitted team has more than 7 years SAP module experience with certification.</p>	<p align="center">3</p> <hr/> <p align="center">4</p> <hr/> <p align="center">5</p>	30				

FUNCTIONALITY EVALUATION CRITERIA

A key score of 0-5 will be applied where:
0 = Poor; 1= Below average; 2 = Average; 3 = Satisfactory (60%); 4 = Very Good (80%) and 5= Excellent (100%)

#	CRITERION	DESCRIPTION	SCORE	WEIGHT
	<p>support experience plus their relevant SAP module Certification.</p> <p>NOTE: The following are the required experience and certification (you will get a zero if no certification is submitted):</p> <ul style="list-style-type: none"> • SAP Basis, • SAP ABAP (proficient on SAP ABAP and SAP workflow with ABAP certification); • SAP MM (proficient on MM and workflow with MM certification), • SAP FI, • SAP HCM, • SAP Authorisation. <p>(Each technical support consultant must submit their CV indicating minimum of 4 years cumulative experience and relevant certificate/s. Foreign obtained formal qualifications must be accompanied by SAQA evaluation certificates.)</p> <p>Submission must be done on the table provided as annexure A: Team Member Experience</p>			
3	Capacity to undertake the assignment for the duration of the contract:	A project methodology accompanied by a basic project plan. A basic project plan is one without any of the following parameters (activities, timelines, resources, project milestones, risk mitigation factors – further including scope of work, training model,	4	40

FUNCTIONALITY EVALUATION CRITERIA

**A key score of 0-5 will be applied where:
0 = Poor; 1= Below average; 2 = Average; 3 = Satisfactory (60%); 4 = Very Good (80%) and 5= Excellent (100%)**

#	CRITERION	DESCRIPTION	SCORE	WEIGHT
	Formulate a support plan on how to drive an innovative and consistent support experience across all SAP Modules and maintenance at GPL – will include, but not be limited to: -Scope -service desk process. -Training Model -Support the SAP environment -SLA management -Call logging process -Service Management	support to the SAP environment, SLA management, call logging process, service management and example of weekly and monthly SLA reports. A comprehensive support and maintenance methodology and project plan proposal detailing all activities, timelines, resources, project milestones, risk mitigation factors – further including scope of work, training model, support to the SAP environment, SLA management, call logging process, service management and example of weekly and monthly SLA reports.	5	
			TOTAL POINTS	100
			CUT OFF POINTS	70

9.1.3 **Phase 3: Price and Specific Goals (100)**

9.1.3.1 Only bidders that score a minimum score of **70 points and above out of 100 points on Functionality** will qualify for this phase which will determine the bidder (s) to be recommended for approval by the delegated authority. The 80/20 Preference points system will be applied using the below formula to calculate price:

The following formula will be used to calculate the points for price: Criteria	Points
Price Evaluation $Ps\ 80 \left(1 - \frac{Pt - P\ min}{P\ min} \right)$	80
Specific Goals	20
TOTAL	100

Where,

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

9.1.3.2 The 20 preference points will be distributed as follows:

Groupings	Points	Verification
5. Black Ownership (7)		Registration documents and ID Copy
Enterprise is 100% Black Owned	7	
Enterprise is 51% Black Owned	5	
Enterprise is less than 51% Black Owned	3	
Enterprise is not Black Owned	0	
6. Women Ownership (5)		Registration documents and ID Copy
Enterprise is 100% Women Owned	5	
Enterprise is 51% Women Owned	3	
Enterprise is less than 51% Women Owned	1	
Enterprise is not youth Owned	0	
7. Youth Ownership (5)		ID Copy
Enterprise is 100% Youth Owned	5	
Enterprise is 51% Youth Owned	3	
Enterprise is less 51% Youth Owned	1	

Groupings	Points	Verification
Enterprise is not youth Owned	0	
8. PWDs Ownership (3)		Letter from the doctor
Enterprise is 100% PWDs Owned	3	
Enterprise is 51% PWDs Owned	2	
Enterprise is less 51% PWDs Owned	1	
Enterprise is not PWDs Owned	0	

Annexure A: Team Member Experience

Name and Surname	Function	Years of Experience	Qualifications	Professional Certification/ Designations

THE END