

TENDER DATA

Project title:	Appointment of a service provider as a Strategic ERP Specialist Partner to facilitate and develop the requirements analysis, ERP transformation roadmap, business case and development of RFP on a 1-year supply contract or as and when required
Bid no:	SENT/034/2024-25

1. BACKGROUND

Sentech is a state-owned company and is the largest broadcasting signal distributor in South Africa. Sentech is a licensed Electronic Communications Network Service provider in South Africa. It currently operates many telecommunication networks for Satellite, Television, Radio, Internet and more. As such, Sentech is a global enabler of broadcasting and digital content delivery.

Sentech is embarking on an ERP transformation journey and is currently seeking an ERP Specialist Partner who will serve as a strategic partner to develop ERP transformation roadmap, business case and development of RFP. The ERP Specialist Partner will be working closely with senior managers to identify areas of business processes that require optimisation, documentation of business requirements, and development of RFP.

The ERP specialist Partner should possess expertise in comprehending the ERP capabilities within the following domains:

- Human Resource Management
- Supply Chain Management
- Customer Relationship Management
- Contract Lifecycle Management
- Operations Management
- Project Systems
- Plant Maintenance
- Finance
- Business Intelligence
- Integration
- Industry research
- Governance Risk and Compliance(ERP User Access Management)

The Bidder is required to declare any ERP partnerships and provide partnership certificate.

The key drivers for ERP Transformation Project:

- Assist in optimising current ERP processes and achieving improved efficiency.
- Enhancing data management capabilities, bolstering data-driven decision-making.
- Enhanced data and streamlined processes to enable Sentech to deliver superior service to their customers.
- Identifying and prioritising the organisation's functional and technical needs and requirements
- Enhance cost savings through operational optimization and efficiency improvements.
- To gain a competitive edge by enabling Sentech to swiftly adapt to evolving business requirements.
- Forecasting, budgeting, and performing both variance analysis and financial analysis.
- Provide input into the ERP specifications.

The ERP specialist Partner will be required to perform the following duties:

- **Assess the current state and define the future state:** This entails conducting a comprehensive evaluation of the existing ERP system and processes, pinpointing gaps and opportunities for enhancement, and establishing an envisioned future state in accordance with business requirements.
- **Develop a customer journey map :** Detailed end user journey map using the 'customer journey map methodology' which indicates the end user 's perspective, ERP Specialist partner's research, recognise and represent end user's personas, include end user's strategic goals and touchpoints etc.
- **Develop a transformation roadmap:** Detail the steps required to accomplish transformation objectives. This roadmap should encompass milestones, estimated timeframes, and assigned responsibilities, offering a well-defined route for transformation.
- **Support the System Specification and Selection Process:** This involves detailed reporting on industry solutions based on the business requirements, which requires an objective comparison of competing systems and their respective costs and complexities against actual requirements. Additionally, it includes development of the ERP Business Case, defining the project scope based on business requirements and providing input for the Request for Proposals process.
- **Integrate the Enterprise Architecture (EA) tool:** Enterprise Architecture Management (EAM) tool is a potent ERP transformation solution it will need be incorporated at various phases of the process to offer an all-encompassing perspective of an organization's IT landscape is instrumental in the planning and execution of ERP transformation.
- **Facilitate the assembly of the project team:** Assemble a team comprising individuals possessing the requisite skills and expertise to develop transformation journey road map.
- **Project Management:** Oversee the complete ERP transformation roadmap development project, from its initiation to completing RFP, with the assistance of the IT team and business units.

2. SUBMISSION OF BIDS and CLOSING

2.1 This Bid closes on the date and time stipulated on the Notice and Invitation to Bid (SBD1). Bids can be submitted electronically via the eTender Portal and/or by hand to the tender box at Sentech Offices, Octave Road, Radiokop Ext 3, Honeydew, Johannesburg.

- a) Bidders that opt to deposit their bid documents in the tender box must do so on or before the closing date and time, during working hours only (08:30-15:30). No late submissions will be accepted.
- b) Bidders who opt to submit via the Sentech eTender Portal ("the eTender Portal") are advised that the eTender Portal has a files size limit of 30MB. Bidders must upload their tender documents timeously. The eTender Portal is available 24hrs a day. No late submissions will be accepted.
- c) It is incumbent on the bidder to ensure that their bids are submitted timeously via the selected method before the closing date and time. Sentech will not take any responsibility of any incomplete submissions or late tenders, for any reason whatsoever.
- d) Telegraphic, telephonic, telex, facsimile, e-mail and late Bids will not be accepted.

2.2 This is a two-envelope system for Bid Evaluation. Bidders must submit their proposal and all supporting documentation in a sealed envelope, clearly marked as follows:

- a) For manual submissions, Envelope One must consist of "Original Technical Proposal together with a soft copy in PDF format of an electronic medium e.g. USB etc. The soft copy will consist of a single PDF document containing the complete response. The envelope must contain all information and documents relating to the Bid. (Refer to list of returnable documents).
- b) No Financial Information must be included in Envelope One.
- c) Envelope Two "Original Financial Proposal" (Contract Date and Pricing schedule/schedule of rates as applicable) together with 1 copy of "Financial Proposal" together with a soft copy in PDF format of an electronic medium e.g. Compact Disk (CD), USB etc. The soft copy will consist of a single PDF document containing the complete Financial Proposal.

- d) Bidders are required to place the sealed Envelope One together with the sealed Envelope Two into one sealed envelope or container. The sealed envelope or container must be marked with the following information:

For Attention:

- HEAD OF SUPPLY CHAIN MANAGEMENT
 - BID REFERENCE NO: SENT/034/2024-25
 - TECHNICAL AND FINANCIAL PROPOSALS
 - INSERT CLOSING DATE AND TIME
 - BIDDER'S NAME AND ADDRESS
- e) Bidders that combine their Technical Proposal with the Financial Proposal (or any financial information) will be automatically disqualified and not be evaluated further.
- f) The financial proposal will only be opened and evaluated should the technical proposal be found to be responsive, being that the technical proposal has met the minimum technical evaluation criteria that are set out in the Bid Documents.
- g) The Bidders shall insert a table of contents and bind (ring bind or similar method) the proposal documents and verify the page numbers, as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- h) Bidders are required to complete and sign all the returnable documentation (refer to list of returnable documents) and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- i) Late submissions will not be considered.
- j) For online submissions via the e-Tender portal, submission requirements are directed by the system. Bidders must follow instructions in the Bidder's manual.

3. SIGN AND INITIAL

Bidders are required to complete and sign the Bid Forms where required and initial the bottom of all pages, drawings and brochures which are included in the submission as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Only original signatures will be accepted.

4. COMPLETION OF BID DOCUMENTS

Bidders must ensure that they complete all sections of the Bid Documents as per the requirements in the Bid.

Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.

5. COSTS OF PREPARING THE BID SUBMISSION

Bidders shall bear all costs associated with the preparation and submission of the proposals. Sentech shall under no circumstances be held responsible or liable for any costs incurred during the bidding process.

6. ADMINISTRATIVE RESPONSIVENESS CRITERIA

Bidders are required to ensure that they meet all the Administrative Responsiveness Criteria.

7. BBBEE CODES AT SENTECH

Sentech complies with the codes of good practice as prescribed by the DTI, to advance Broad Based Black Economic Empowerment.

8. SUBCONTRACTING AS A CONDITION OF BID

The successful Bidder must subcontract a minimum of _____% of the value of the contract to _____ (specify the designated group targeted).

9. TRANSFORMATION PLAN

A transformation plan is a record of activities an entity intends to undertake to improve its BBBEE Level through Ownership, Management and Control; Skills Development; Enterprise and Supplier Development and Socio-Economic Development.

Sentech reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended Bidder does not meet Sentech's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan must be submitted within 10 working days from the written request, failing which Sentech reserves the right to withdraw its appointment of the preferred recommended Bidder.

10. LOCAL PRODUCTION AND CONTENT

In the case of designated sectors, where in the award of Bids, local production and content is of critical importance, such Bids will contain a specific bidding condition that only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.

Does this requirement fall under any designated sector as prescribed by the DTI?	Yes	No
If yes, specify the sector		
Specify minimum threshold applicable		

***Bidders must fill in the SBD6.2 for Local Content and Production**

11. EVALUATION CRITERIA

The evaluation criteria are stipulated in 18 below. It is the Bidder's responsibility to ensure that it has responded to the evaluation criteria. Failure to meet the evaluation criteria will result in the Bidder not being evaluated further. Bidders must ensure that they have included all supporting documentation required to support their response to the Bid.

12. OBJECTIVE CRITERIA

Sentech reserves the right not to consider proposals from Bidders who are currently involved in litigation with Sentech. Sentech further reserve the right not to award this tender to any Bidder based on the proven poor record of accomplishment of the Bidder in previous projects with Sentech. Bidders who are blacklisted or have committed any acts of fraud and/or misrepresentation of facts e.g. tax compliance, BBBEE, company financials, etc. will be eliminated from the bid.

13. AWARD OF BID/S

Sentech may appoint one or more suppliers, in whole or in part, or not appoint any supplier/s at all, and/or cancel the bid in its entirety, at Sentech's sole and exclusive discretion, in order to satisfy various needs which may be identified, and to manage certain risks associated with the supply of goods or services specified in respect of the Bid.

14. ALTERNATIVE/SUBSTITUTE PRODUCTS

In the case of contracts and/or panels which are in excess of 12 (twelve) months, Sentech shall be entitled to consider alternative products and product upgrades during the tenure of the contract and/or panel in order to accommodate new products and upgrades in the market. Bidders are required to bring all such developments to the attention of Sentech for approval. No alternative products may be supplied without Sentech's prior written approval.

15. BRIEFING SESSION

Should there be a compulsory briefing session for this Bid, Bidders must ensure that they attend the briefing session and sign the attendance register, as non-attendance or failure to sign the attendance register will automatically disqualify a Bidder from submitting a proposal for this Bid.

All questions raised by Bidders post the briefing session will be consolidated and shared with all Bidders at least seven (7) calendar days prior to closing.

16. CLARIFICATION

Enquiries related to Bid documents may be addressed to the Bid Administrator and Supply Chain Official as stated in SBD 1 Notice and Invitation to Bid.

17. BID EVALUATION METHOD

This Bid will be evaluated as described in the table below.

80/20 system will be followed for Technical and Price offer	1. Stage 1 – Administrative Responsiveness Evaluation All the Technical Proposals will be evaluated against the administrative responsiveness requirements as set out in the list of returnable documents. 2. Stage 2 – Technical Evaluation Proposals will be evaluated against Mandatory criteria and only proposals that meet the mandatory criteria will be evaluated further. Proposals will also be evaluated against functional criteria and only success proposals that meet the minimum qualifying functional score of 80 points of the functional criteria will be evaluated further. 3. Stage 3 – Transformation Journey Map Demo The proposals meeting mandatory and functional criteria will be evaluated further against transformation journey map demo and successfully proposals will be evaluated further. 4. Stage 4 - Risk Assessment The successful proposals meeting Mandatory and Functional criteria will be subject to risk assessment. The risk assessment will include security vetting and site and customer visits to validate and or mitigate risks identified from proposals in respect of but not limited to, the solutions, customers, references, capabilities and operational capacity to deliver. Bidders that qualify based on the risk assessment will qualify for further evaluation 5. Stage 5 – Price and Preference Financial Proposals for Qualifying Bidders will be opened and evaluated. Bidder's financial offers and BEE certificates will be ranked according to price and preference points from the highest number of points to the lowest.
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18. ADMINISTRATIVE RESPONSIVENESS REQUIREMENTS

To be administratively responsive, Bidders must ensure that they meet all the below mentioned criteria. Bidders that do not meet all the below mentioned criteria may not qualify to be awarded the Bid. Sentech reserves its rights in respect of the below criteria.

- Complete and return all documentation stipulated in the LIST OF RETURNABLE DOCUMENTS.
- All correspondence must be in English.
- Bidders must fill in all sections of this document (where applicable).
- **BLACK INK** must be used when completing the Bid documents.
- Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.
- All corrections must be initialled. The use of corrective fluid is strictly prohibited.
- Bidders are required to fill in and sign the Bid Forms and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- Bidders must complete an attendance register at each compulsory site meeting attended.
- Appointment of a Bidder will be subject to signing, declaration and submission of SBD 1, 3.1, 3.2, 3.3, 4, 5, 6.1, 6.2 8, and 9 depending on applicability.
- Complete and sign the Contract Data.
- Should this be a 2 envelope or 2 stage system, Bidders **MUST** separate the technical proposal from their financial proposal. The technical and financial proposals must be placed in two separate sealed envelopes.

19. AUTOMATIC DISQUALIFICATION

Sentech reserves the right to automatically disqualify Bidders from being awarded this Bid. The following will lead to automatic disqualification:

- Failure to submit a financial proposal, if required.
- The Bidder is or has been involved in any act of corruption or fraud or bribery or collusion or attempt to influence any employee of Sentech to award this Bid or any other Bid to it.

20. TECHNICAL RESPONSIVENESS COMPLIANCE

The Technical Evaluation will encompass evaluation of:

- Mandatory Criteria
- Functional / Technical Criteria

21. TECHNICAL EVALUATION CRITERIA

21.1 Mandatory Eligibility Criteria

The follow in criteria are mandatory to ALL BIDDERS:

Mandatory Eligibility Criteria	Attach evidence	Provide reference page number in your proposal
Bidder must have 15+ years' experience in ERP specialisation.	Company profile showing experience in ERP specialisation	Yes
Bidder must demonstrate knowledge and experience of the ERP industry of successful ERP transformation projects implemented in the ICT industry not limited to South Africa.	3 Reference letters. of ERP transformation projects implemented in the ICT industry	Yes
ERP Transformation Plan	ERP Transformation Plan Proposal	Yes
Bidder must declare if they have or not partnerships with ERP solutions service providers. If they have, they need to provide list of partnerships	Declaration Letter	Yes

NOTE: Bidders that do not comply with all the above criteria will not be evaluated further.

21.2 Functional Criteria

Table 1: Functional Criteria

Functionality criteria	Proof Required	Points
Project Lead Project Lead must demonstrate experience in leading ERP Transformation projects spanning 15+ years. Evaluation indicators • 15+ years of experience = 20 points • 10 and 14 years of experience = 10 points • Less than 10 years of experience = 0 points	CV of Team Member demonstrating required experience, proof of qualification certification	20
ERP Specialist Specialist must demonstrate experience in leading ERP Transformation projects spanning 10+ years. Evaluation indicators • 10+ years of experience = 20 points • 7 and 9 years of experience = 10 points • Less than 7 years of experience = 0 points	CV of Team Member demonstrating required experience, proof of qualification certification	20
Business Analyst Certified Analyst must demonstrate experience of 10+ years in Business Analysis Evaluation indicators • 10+ years of experience = 10 points • 7 and 9 years of experience = 5 points • Less than 7 years of experience = 0 points	CV of Team Member demonstrating required experience, proof of qualification certification	10

Functionality criteria	Proof Required	Points
Process Analyst Analyst must demonstrate experience of 10+ years in Process Mapping and design, process improvements, automation capabilities and defining end-to-end use cases Evaluation indicators • 10+ years of experience = 10 points • 7 and 9 years of experience = 5 points • Less than 7 years of experience = 0 points	CV of Team Member demonstrating required experience, proof of qualification certification	10
Solution Architect Certified Architect must demonstrate experience of 10+ years in solution and enterprise architect. Evaluation indicators • 10+ years of experience = 10 points • 7 and 9 years of experience = 5 points • Less than 7 years of experience = 0 points	CV of Team Member demonstrating required experience, proof of qualification certification	10
Enterprise Architect Certified Architect must demonstrate experience of 10+ years in solution and enterprise architect. Evaluation indicators • 10+ years of experience = 10 points • 7 and 9 years of experience = 5 points • Less than 7 years of experience = 0 points	CV of Team Member demonstrating required experience, proof of qualification certification	10
Change Management Specialist Specialist must demonstrate experience of 10+ years' experience in leading change management projects. Evaluation indicators • 10+ years of experience = 10 points • 7 and 9 years of experience = 5 points • Less than 7 years of experience = 0 points	CV of Team Member demonstrating required experience, proof of qualification certification	10
Integration Specialist Certified Specialist must demonstrate experience of 10+ years' experience in software integration. Evaluation indicators • 10+ years of experience = 10 points • 7 and 9 years of experience = 5 points • Less than 7 years of experience = 0 points	CV of Team Member demonstrating required experience, proof of qualification certification	10
Total Points:		100

Total minimum qualifying functional score is 80 points.

21.3 Transformation Journey Map Demo Criteria

The Service Provider who received minimum qualifying functional score of 80 points on the functional criteria will be required to demonstrate the customer journey map tool and other relevant tools inclusive of but not limited to the criteria listed in Table 2 below. The demo will be based on the required substantiated proof.

Table 2: Transformation Journey Map Demo Criteria

Transformation Journey Map Demo Criteria	Proof Required	Points
1. As-IS and To-Be assessment Methodology to be used to conduct a comprehensive evaluation of the existing ERP system and processes, pinpointing gaps and opportunities for enhancement, and establishing an envisioned future state in accordance with business requirements. The demonstration should indicate the following ERP capabilities: • Human Resource Management • Supply Chain Management • Customer Relationship Management • Contract Lifecycle Management • Operations Management • Project Systems • Plant Maintenance • Finance • Business Intelligence • Integration • Industry research • Governance Risk and Compliance(ERP User Access Management) Evaluation indicators Submitted proposal must demonstrate understanding of requirements • Yes: Proposal addresses all requirements = 10 points • No: Proposal addresses some or no requirements = 0 points	Methodology Proposal	10
2. Customer journey Map Detailed end user journey map using the 'customer journey map methodology' which indicates the end user 's perspective, ERP Specialist partner's research, recognise and represent end user's personas, include end user's strategic goals and touchpoints etc. Demonstrate personas in respect to the following ERP capabilities: • Human Resource Management • Supply Chain Management • Customer Relationship Management • Contract Lifecycle Management • Operations Management • Project Systems • Plant Maintenance • Finance • Business Intelligence • Integration • Industry research • Governance Risk and Compliance(ERP User Access Management) • Integration through webmethods Evaluation indicators Submitted proposal must demonstrate understanding of requirements • Yes: Proposal addresses all requirements = 10 points • No: Proposal addresses some or no requirements = 0 points	Customer journey Map Proposal	10

3. Develop a transformation journey roadmap Detail the steps required to accomplish transformation objectives. This roadmap should encompass milestones, timeframes, and assigned responsibilities, offering a well-defined route for transformation. • Demonstrate transformation roadmap in respect to the following ERP capabilities: • Human Resource Management • Supply Chain Management • Customer Relationship Management • Contract Lifecycle Management • Operations Management • Project Systems • Plant Maintenance • Finance • Business Intelligence • Integration • Industry research • Governance Risk and Compliance(ERP User Access Management) • Integration through webmethods Evaluation indicators Submitted Proposal must demonstrate understanding of requirements • Yes: Proposal addresses all requirements = 10 points • No: Proposal addresses some or no requirements = 0 points	Transformation Journey Roadmap Proposal	10
Total Points:		30

22. Evaluation of Price and Preference

This Bid will be evaluated on a points system based on weighted average score for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000).

23. Preference Point allocation – 80/20

Price / Preference	Weighting percentage
Preference:	20%
Price:	80 %
Total must equal:	100%

Sentech will award preference points as follows:

Goal	Points	Evidence required
Historically disadvantaged by unfair discrimination on the basis of Race	10	A valid BBBEE Certificate showing at least 51% black ownership
	5	A valid BBBEE Certificate showing at least 25.1 – 50% black ownership
	3	Black owned company showing at least 5 – 25% black ownership
	0	Below 5%
Historically disadvantaged by unfair discrimination on the basis of Gender (women)	8	A valid BBBEE Certificate showing at least 51% women ownership
	4	A valid BBBEE Certificate showing at least 25.1 – 50% women ownership
	2	A valid BBBEE Certificate showing at least 5-25% women ownership
	0	A valid BBBEE Certificate showing at less than 5% women ownership
Historically disadvantaged by unfair discrimination on the basis of disability	2	A doctor's note confirming disability, confirmation of disability from the Department of Labour, BEE certificate or equivalent confirmation
Total Points	20	

24. Price Calculation 80/20

The following formula will be used to calculate the points for price.

$$P_s = 80 \left[\frac{1 - (P_t - P_{min})}{P_{min}} \right]$$

Where:

P_s = Points scored for price of bid under consideration
 P_t = Rand value of bid under consideration
 P_{min} = Rand value of lowest acceptable bid

25. Declaration of Authority

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this Bid Data is understood and all requirements will be adhered to.

Name of Bidder	Signature	Date	Designation

TABLE 1: REFERENCES

Please complete the customer reference table and relevant Contact telephone number and attach reference letters.

Customer		Service Provided	Contact Person	Contact tel. no.	Contractual commencement date	Contractual completion date
1						
2						
3						
4						
5						

Name of Tenderer	Signature	Date