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## ANNEXURE A

### TERMS OF REFERENCE

#### **FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SUPPORT AND MAINTENANCE ON THE PANSALB SAGE FINANCIAL/ SUPPLY CHAIN MANAGEMENT AND HUMAN RESOURCE MANAGEMENT SYSTEM**

##### **1. PURPOSE**

The Pan South African Language Board (PanSALB) is now requesting proposals for sourcing a Finance, Supply Chain Management, and Human Resource Management Systems Consultancy firm to provide technical and maintenance support for a period of 24 months.

##### **2. INTRODUCTION AND BACKGROUND**

Pan South African Language Board is an entity of government under the Department of Sport, Arts and Culture, which promotes and supports the development of languages within South Africa. The Board was established by national legislation with the exclusive mandate to promote and create conditions for the development and use of all official languages of the Republic of South Africa, including the KHOI, Nama and San languages, and the South African Sign language.

PanSALB is currently running its Finance, SCM, and HR department on the SAGE Evolution AND SAGE 300 system. The current system is used to meet specific reporting requirements and PanSALB is looking at enhancing the system to streamline and integrate its business processes across Finance, SCM, Human Resources, Procurement, Logistics, and other departments.

In delivering the services, the appointed service provider will be expected to:

- Review and address the identified gaps as indicated in the audit management report by the Auditor-General.
- Ensure that the resources targeted for the project have the necessary skills, knowledge, and experience to successfully undertake all deliverables.

### 3. OBJECTIVES

The overall objective of the Request for Quotation (RFQ) is to invite Accredited SAGE Suppliers to submit their proposals for the support and maintenance of the PanSALB SAGE Evolution and SAGE 300 system and related applications.

Based on the proposal received, PanSALB intends to select a preferred Service Provider with a view to concluding a Service Level Agreement (SLA) for a period of 24 Months.

### 4. SCOPE OF WORK

- 4.1. Review work done to date on current system optimization, user requirements documents, and ERP Task force reports and prepare a synopsis report.
- 4.2. Reconstruct them to be more user-friendly and in line with the organization's strategic plan.
- 4.3. Look into PanSALB Finance, SCM, and HR modules or transactions and advise on how best SAGE can be utilized to regulate the transactions.
- 4.4. Carry out a Strength Weakness Opportunities & Threats analysis and system optimization review of the current SAGE System and advise management on what specifically PanSALB can upgrade and is feasible to be used in the SAGE Systems.
- 4.5. Carry out business process re-engineering for the Finance, SCM, and HR department functions and update the System Manual.
- 4.6. Provide ongoing technical and maintenance support to PanSALB for the next 24 months.
- 4.7. Modifications of SAGE systems where errors occur during operational processing, ensure that diagnostics are performed, and errors are resolved by fixing the program code ("bug" fixes).
- 4.8. Providing a telephonic, and e-mail support service throughout the maintenance period. Kindly note if the above support is provided by way of a help desk, the turnaround time for incident resolution will be defined through an agreed SLA between the PanSALB and the selected Service Provider.
- 4.9. Providing on-site visits for major issues which need to be resolved in person.
- 4.10. Ensuring disaster recovery capability and regular data backup functions in accordance with policies prevalent in the organization.
- 4.11. Training of users and application administrators as required.
- 4.12. Update and revision of End User Manuals based on system changes.

## 5. DISQUALIFICATIONS

- 5.1. Any non-disclosure of any information pertaining to this bid will result in disqualification.
- 5.2. Non-compliance with the bid requirements will invalidate the bid; and
- 5.3. Non-compliance with all the applicable Acts, Regulations, and by-laws will result in the disqualification of the bid.

## 6. PRICING

<b>THIS SECTION TO BE COMPLETED IN FULL BY THE SERVICE PROVIDER</b>		
<b>Person and Position</b>	<b>Estimated Hours (252)</b>	<b>Hourly Rate</b>
Senior Consultant		
Junior Consultant		
Sub Total		
VAT		
<b>Total</b>		

All services pricing should be inclusive of all taxes and payment shall be made in South African Rand.

## 7. EVALUATION CRITERIA

### 7.1. Functionality

NO	CRITERIA FOR FUNCTIONALITY: Technical Requirements	POINTS
1	<p>The firm's profile must include the period of existence of the firm:</p> <ul style="list-style-type: none"> <li>• More than 10 years (30)</li> <li>• 6-9 years (20)</li> <li>• 3-5 years (10)</li> </ul>	<p>Total Points</p> <p>Bidder Points = _____</p>
2	<p><b>Delivery Capacity</b>            Qualified and experienced personnel. Please specify the number of individuals that will be committed to the project.</p> <p>Senior Consultant</p> <ul style="list-style-type: none"> <li>• Twelve (12) years (30)</li> <li>• Eight (8) years (20)</li> </ul> <p>Junior Consultant</p> <ul style="list-style-type: none"> <li>• Six (6) years (20)</li> <li>• Four (4) years (15)</li> </ul> <p>CVs of employees to be deployed, with proof of certified qualifications and experience.</p>	<p>Total Points</p> <p>Bidder Points = _____</p>
3	<p><b>References (Proven Record)</b></p> <p>Contactable references, and involvement in similar projects undertaken to be attached per category:</p> <ul style="list-style-type: none"> <li>• 7 or more references (20)</li> <li>• 3 to 5 references (15)</li> <li>• 1 to 2 references (5)</li> </ul> <p>The references should indicate when the firm was appointed and completed the project or assignment, and whether all projects were completed within the contractual timeframes.</p>	<p>Total Points</p> <p>Bidder Points = _____</p>

	<b>TOTAL</b>	100
	<b>MINIMUM THRESHOLD FOR FUNCTIONALITY</b>	80

## 7.2. PPPFA Scoring

80/20 Preference Point Component	Points
Pricing	80
B-BBEE Level Contribution	20
<b>Total</b>	<b>100</b>

Points will be awarded to the bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

## **PAYMENT TERMS**

- 8.1. The PanSALB undertakes to pay valid tax invoices in full within thirty (30) days from the statement date for services rendered; and
- 8.2. All supporting documents for services rendered should be submitted together with the tax invoices as and when a service has been rendered.

## **9. SPECIAL TERMS AND CONDITIONS**

- 9.1. The PanSALB reserves the right to accept or reject any submission in full or in part and to suspend this process and reject all proposals or part thereof, at any time prior to the awarding of the contract, without thereby incurring any liability to the affected bidders.
- 9.2. This RFQ and the contract will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the PFMA. The special terms and conditions of the contract are supplementary to that of the general conditions of the contract.
- 9.3. Where, however, the special conditions of the contract conflict with the general conditions of the contract, the general conditions of the contract will prevail.
- 9.4. Failure to comply with the above-mentioned conditions will invalidate the quotation.
- 9.5. A certified copy of the B-BBEE certificate issued by a Verification Agency accredited by SANAS or a sworn affidavit must be submitted with the completed SBD forms.

## **10. SUBMISSION OF RFQ/BID DOCUMENTS**

Quotations should be directed to [Quotations@pansalb.org](mailto:Quotations@pansalb.org) Tel: +27(0) 12 341 9638/9651 as per this RFQ closing date.

## **11. LATE SUBMISSION**

A response to this Request for Proposal (RFP) shall be late if it is received by the PanSALB at any time after the closing date and time indicated.

A late submission shall be clearly marked as late and shall not be admitted for consideration by PanSALB.