



**REQUEST FOR BID  
PROFESSIONAL SERVICES**

**BID NUMBER:** **BS/2018/RFB415**

**CLOSE** **Date:** **23 November 2018**

**Time:** 11h00

**DESCRIPTION:** **The BANKSETA seeks to appoint a**  
suitably service provider to provide  
accounting, project management and  
supply chain management software  
package.

**BRIEFING SESSION:**

Yes

☐

No

☒

**Respondent details**

**(Use this as a cover page for response document and envelope)**

<b>Company Name:</b>	
<b>Completed by:</b>	
<b>Company Postal address</b>	
<b>Email:</b>	
<b>Telephone:</b>	
<b>Mobile number:</b>	
<b>Date:</b>	

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### 1. BANKSETA BACKGROUND

The Banking Sector Education and Training Authority (BANKSETA) is the sector education and training authority for the banking and alternative banking sector. It is a statutory Schedule 3C body established through the Skills Development Act of 1998 as amended by the Skills Development Act 26 of 2011 to enable its stakeholders to advance the national and global position of the banking and alternative banking sector. As guided by its mandate the BANKSETA is as such an agent of transformation and seeks to promote employment equity and broad-based BEE through skills development.

### 2. BACKGROUND ON THE PROJECT/REQUIREMENTS

The BANKSETA seeks to appoint a service provider to provide an accounting, projects, discretionary grants and supply chain management computerized software package

### 3. RFB TIMELINES

Activity	Time	Date
<b>Closing date</b>	<b>11h00</b>	<b>23 November 2018</b>
Tender evaluation, Bidder Verification and Due Diligence	N/A	30 November 2018
Clarification presentations by Service Providers if required/ Due Diligence	N/A	07 November 2018
Provisional Contract Award	N/A	14 November 2018
Contract Signatures	N/A	21 November 2018

#### 4. SCOPE OF WORK

The BANKSETA seeks to appoint a service provider to provide an accounting, projects management, discretionary grants and supply chain management computerized software package.

The BANKSETA is a public entity and reports using Generally Recognised Accounting Standards (GRAP). These are available on the website of the Accounting Standards Board at [www.asb.org.za](http://www.asb.org.za).

More information on the BANKSETA including its annual financial statements may be gathered in its 2016/17 annual report accessible at [www.bankseta.org.za](http://www.bankseta.org.za).

- 4.1. The solution must be able to integrate with management information system (MIS) through excel.
- 4.2. The service provider must be able to migrate data from the current system (Microsoft dynamics- AX) to the new system.
- 4.3. The system should be able to cover all accounting and financial reporting and management functions as detailed under requirements. In particular the system needs to have levy and grant modules that caters for skills development levy income, associated discretionary grants as well maintains history per levy stakeholder.
- 4.4. The system should comply with supply chain practices in line with South African public sector legislation, mainly PFMA, PPPFA, National Treasury instructions and circulars. It also sources supplier's details via the Central Supplier Database (CSD) by National Treasury online.
- 4.5. The BANKSETA runs discretionary projects and needs a system that monitors the financial side of discretionary grants management. Discretionary grant module should include the creation of projects with unique project numbers, inputs of projects budget and reallocation of approved budget.
- 4.6. The system should be able to facilitate the creation of purchase orders, capturing of invoices, maintenance of approved budget and the associated reporting.
- 4.7. The BANKSETA has been using Microsoft Dynamic AX with some customized modules since 2012. The current system is owned, hosted and fully supported by a service provider. The current modules include
  - i) General ledger,
  - ii) Budgeting
  - iii) Cash and bank
  - iv) Discretionary grant management,
  - v) Procurement
  - vi) Levies management
  - vii) Mandatory grants management
  - viii) Debtors control
  - ix) Purchases ledger/accounts payable

- x) Fixed assets
- xi) Management reporting

## **5. REQUIREMENTS**

The requirements of the system include the following, but not limited to:

### **5.1 Accounting Solution Performance Requirements**

Accounting solution must provide the following services but not limited to:

#### **a. General functions**

- 5.1.1 Have strong access controls and ability to control what modules/areas a person may view or transact in;
- 5.1.2 Have logical security access i.e. same user person may not generate a transaction and authorise it (segregation of duties is essential), also authorization must be done by a person at a higher level than the person capturing the transaction e.g. transactions captured by a specialist. May only be authorised by a manager or General Manager.
- 5.1.3 Provide data security, full audit trails including date, time, user and access point detail;
- 5.1.4 Provide workflow for transactions from capturer to authorizer and then indication that transactions is completed as well as email notifications of work waiting for authorization and history of who captured/authorized transactions, date and time;
- 5.1.5 Posses capabilities like budget checking and no sufficient budget notifications, which are essential. It must not allow generation of purchase requisitions, orders or capturing of invoices that exceed the loaded budget.
- 5.1.6 The system should have a function for searching, sorting and grouping of data;
- 5.1.7 The ability to create user defined fields on transaction file records;
- 5.1.8 All ledgers and sub ledgers should be able to be run at specified past month ends even when the financial year has passed, i.e. in December 2014 ledger in April 2018. One should be able to run March 2013 accounts payable listing in April 2018;
- 5.1.9 Drill down to transactional level;
- 5.1.10 Be able to store the full ledger and transactions for up to 5 years in line with legislated minimum financial archives;
- 5.1.11 Fully integrated business management application;
- 5.1.12 Integration with Microsoft office package including excel. Ability to import and download excel templates, ability to generate letters/notifications, ability to email reports;
- 5.1.13 Provide for a high degree of service granularity and the availability of management information, such that BANKSETA is able, with minimal intervention to move from a high-

level "dashboard" summary report to the underlying detail of the report by user-friendly drill-down features and capabilities;

- 5.1.14 Provide for a scalable, robust, and secure infrastructure that can flex, grow and shrink with the demands of the business;
- 5.1.15 Evolve to a managed environment that is monitored on a real-time basis allowing for the pre-emptive generation of alerts and incidents leading to the timely resolution of issues long before these are allowed to evolve into fatal errors leading to the disruption of services and facilities;
- 5.1.16 A solution and infrastructure that follows best practices;
- 5.1.17 Problem detection and rectification.

## **5.2 Discretionary Projects and Commitments**

- 5.2.1 Have a system where one can open new projects with unique project numbers and update project information including start, end dates and overall project budget.
- 5.2.2 Create sub programmes/milestone under each project and input specific information of a contract including the stakeholder name, address, contract purpose, start and end date, contract amount.
- 5.2.3 Ability to create orders or purchase agreements under each sub programme/milestone with a value from which invoices can be allocated. The system must keep track of the expenditure and contract value available. It should check contract value, budget and end dates parameters each time an invoice or transaction is captured and block any transactions if the contract value, budget or end dates are exceeded.
- 5.2.4 Track projects commitments based on information of contracts entered into, expenditure and balance left in the discretionary grants module. The system should be able to produce a commitments and discretionary grants projects register with fields for additional information;
- 5.2.5 Track all changes on budget and contract values
- 5.2.6 Discretionary grants ledger should reflect budget and expenditure per milestone as well as per income/expenditure line and uploading ad-hoc contracts and/or agreements;
- 5.2.7 The system must flag and send email notification to the relevant parties when the contract has 80% of budget spent, any inactivity and / or four months before contract expiry;

## **5.3 Budgeting**

- 5.3.1 Ability to set a budget for each general ledger account and each cost centre per year for the income statement accounts and on a cumulative level for the balance sheet accounts.
- 5.3.2 Ability to set budgets per project and sub programme/milestone
- 5.3.3 Budgeting at general ledger account and cost centre and project level including the ability to view budgets for all accounts and history reflecting all changes from original budget to current budget;

- 5.3.4 Budget reserving/blocking/ring fencing per project, sub programme/milestone, contract, purchase order/purchase agreement and general ledger account.
- 5.3.5 General ledger, project/sub programme/milestone and purchase order/agreement budget controls whereby invoices, purchase requisitions, orders, or any transactions cannot be initiated if the budget is insufficient;

## **5.4 General Ledger**

- 5.4.1 General ledger with multiple levels and 'roll-up'/segmental functions. The general ledger must have a narrative field and should be able to show the opening balance, transactions movements and closing balance in one view. Authorised User's should be able to restrict posting or capturing in certain periods;
- 5.4.2 The sub ledgers should be able to be run at specified past month ends even after the financial year has passed, i.e. run December 2014 in April 2018. One should be able to run March 2013 accounts payable listing;

## **5.5 Levies and Grants**

- 5.5.1 Levies module must be able to upload from excel levy upload files encrypted and received monthly from DHET
- 5.5.2 Grants and levies module capable of keeping track of grants and levies per scheme year and month received and per grant and levy category. Historical levy data from scheme year 2000 to current should be migrated.
- 5.5.3 Grants should be linked to a grants purchase ledger capable of holding up to 1000 grants creditor accounts and keeping grants and grant payment history from 2000 to date.
- 5.5.4 The grants module should be able to create grants based on a percentage of levies received (as per the stipulated skills development levy act) and allocate these to the relevant grants accounts.
- 5.5.5 The grants and payment history as well as the levy information must reflect on MIS where the stakeholders may view their own data.
- 5.5.6 The system should be able to pull WSP approvals from MIS.

## **5.6 Accounts Payable**

- 5.6.1 At least 2 accounts payable ledgers fully integrated with the general ledger which stores creditor information like banking details and up to three different accounts payable ledgers. The BANKSETA currently has two accounts payable ledgers, one for trade creditors and another for mandatory grant creditors.
- 5.6.2 The system must be able to create EFT batches/listing and integrate onto an online banking platform for Nedbank Corporate Saver. The update of the creditor information including bank information should be restricted to authorized users and must be approved by a manager. The system must provide for ease of generation of payment batches.

- 5.6.3 The system must have the capability to move suppliers to inactive status if not used in 365 days;
- 5.6.4 The ledger must have the capability of checking the tax clearance certificate expiry date and display a warning notification on capturing any new orders or invoices. The user may then override the warning as public entities should simply inform the service provider to regularise the tax status and may not withhold payment.
- 5.6.5 Facility to store tax clearance certificate detail including expiry date and flag and send email notification one month before expiry
- 5.6.6 The ledger must check parameters like contract end date and insufficient budget and block payment should that be exceeded
- 5.6.7 Ability to correct and approve invoices within the agreed to payment terms.
- 5.6.8 The ledger must have a facility to match any open items.
- 5.6.9 The ledger must be able to produce an aged creditors analysis

## **5.7 Cashbook and Bank**

- 5.7.1 Up to 10 cashbooks, with reconciliation and print function;
- 5.7.2 The system must provide for ease of generation of payment batches.

## **5.8 Accounts Receivable**

- 5.8.1 At least 2 accounts receivable ledgers
- 5.8.2 Accounts Receivable with ability to drill down, access limits and history;

## **5.9 Fixed Asset management**

- 5.9.1 Detailed Fixed assets register including location of asset, description, asset number, cost, depreciation, net book value
- 5.9.2 Ability to automatic generate monthly depreciation charge.
- 5.9.3 Reconciliation facility where one can indicate which assets have been counted and generated reports of assets not counted.

## **5.10 Reporting**

- 5.10.1 The system should have standard reports which include the monthly management accounts, projects and commitments register, budget comparisons, debtors/creditors aged analysis, purchase/sales ledger, general ledger, list of journals, invoices, purchase orders/requisitions or transactions per type or month or other parameter like per creditor, audit trails etc.
- 5.10.2 Integration with Microsoft office and in particular excel is important as well as the ability to import and download excel templates, All reports should be exportable in excel/CSV and PDF.
- 5.10.3 The ability to customise and change layouts on those reports as well as the functionality for the user to set up and write reports from a trial balance level;

- 5.10.4 The system should have a function for searching, sorting and grouping of data;
- 5.10.5 The ability to create user defined fields on transaction file records;
- 5.10.6 Ability to generate letters/notifications, ability to email reports;
- 5.10.7 Cash flow reporting on a monthly basis based on expenditure and budgets
- 5.10.8 Provide dashboard access to BANKSETA (CEO and management) reporting on at least the following:
  - Real time available budget.
  - Total expenditure and committed funds.

## **5.11 Supply Chain Module Performance Requirements**

Provide a procurement system with at least the following functionalities and not limited to:

### **a) Orders and Service Provider Details**

- 5.11.1 Capturing of service provider details including but not limited to contact details, BBBEE details and tax clearance certificate details.
- 5.11.2 Allow the updating of banking details of approved suppliers.
- 5.11.3 Ability to create electronic purchase requisitions per general ledger account and the approval of these Purchase Requisitions by the relevant manager under a defined workflow stream. There should also be the ability to upload documents with the Purchase Requisitions.
- 5.11.4 Ability to integrate and/or access information of the CSD (Central Supplier Database) run by National Treasury would be preferred.
- 5.11.5 Ability to generate electronic Request for Quotation documents and email those to the respective providers.
- 5.11.6 Basic evaluation of received quotations.
- 5.11.7 Generation of purchase orders from Purchase Requisitions detailing the approved amounts and goods/services and the appropriate codes. These orders should be sent to suppliers/ service providers electronically. The orders should be approved electronically by the SCM Manager under defined workflow. The purchase orders should integrate with the accounting systems as they need to be used for accounts payable when matched to invoices.
- 5.11.8 The system must allow for changes to be made to the contents of the purchase order after approval, but with the necessary approval levels in place to effect the changes.
- 5.11.9 Different number series for admin and discretionary grants project orders to allow easy classification and identification. This can be done by allocating the Purchase Order number series according whether the Purchase Requisition has a general ledger code or a project number.



- 5.11.10 Facilitate order acknowledgement from the service provider.
- 5.11.11 Capturing and tracking of contracts and automated email notifications.

**b) Other Procurement Transactions – Deviations and Contracts Variations**

- 5.11.12 The system must have facility to capture deviations requests and have them approved electronically and also generate an order from the deviation request.
- 5.11.13 Deviations should be approved electronically by the relevant manager via a defined workflow stream and the order raised should be approved by the SCM Manager.
- 5.11.14 The deviation request facility must have the ability to upload documents. E.g. the written motivation and evidence for the deviation. The upload of a document should be compulsory i.e. it should not be possible to approve a contract variation if no document is attached.
- 5.11.15 The system must have the functionality for the capturing of contract variation requests split into 3 categories as follows:
  - Contract variations resulting in below 15% change in contract value
  - Contract variation resulting in above 15% change in contract value
  - Contract variations of scope or date with no impact on contract value
- 5.11.16 Contract variations should be approved electronically by the relevant manager via a defined workflow stream and then an order generated and approved by the SCM Manager.
- 5.11.17 The system must have functionality for the upload of documents i.e. the written motivation for the contract variation. The upload of a document should be compulsory i.e. it should not be possible to approve a contract variation if no document is attached.
- 5.11.18 Orders raised from deviations and contract variation must have a prefix or different sequence in order to differentiate them from normal orders.

**c) SCM Reporting**

Provide procurement system reporting including but not limited to:

- 5.11.19 Quarterly reports as required by National Treasury
- 5.11.20 Service Provider spend reporting (for example Top 20 service providers etc.)
- 5.11.21 HDI/BBBEE spend reporting.
- 5.11.22 Service Provider details reporting
- 5.11.23 Spend reporting per general ledger account number or per particular period
- 5.11.24 Purchase order details showing required delivery dates, purchase requisition details, goods/services and department and contract details.
- 5.11.25 Customised reports on procurement purchases
- 5.11.26 Separate reports for contract variations which must be split between
  - Contract variations resulting in below 15% change in contract value
  - Contract variation resulting in above 15% change in contract value

- Contract variations of scope or date with no impact on contract value

#### 5.11.27 Separate reports for deviations

### d) General

5.11.28 Provide user access with approval limits.

### 5.12 Project Discretionary grant Requirements

Project discretionary grant requirements provide the following services but not limited to:

- 5.12.1 Overall project portfolio management across BANKSETA; and
- 5.12.2 Individual project management to align with project management methodology.
- 5.12.3 Align system with BANKSETA's Prince II Methodology.
- 5.12.4 Production of aggregated overall project management reports in a dashboard format at least once per month.
- 5.12.5 Recommend and implement future version/release design.
- 5.12.6 Project cash flow reporting on a monthly basis including but not limited to write backs, movement of funds between projects, etc.
- 5.12.7 Electronic production of project reports monthly in accordance with BANKSETA's requirements.
- 5.12.8 Roll up of project finance to produce monthly/annual reports.
- 5.12.9 Problem and determination rectification.
- 5.12.10 Provide ongoing system requirements for implementation in new versions.
- 5.12.11 Ensure that expense allocations are done online and flag if the allocation exceed milestone amounts.
- 5.12.12 Optimise approval and approval levels.
- 5.12.13 Provide alerts on tolerances including but not limited to:
  - Time;
  - Quality;
  - Costs; and
  - Scope.

### Other Considerations

### 5.13 General Reporting

Report must provide the following services not limited to:

- 5.13.1 Provision of online report facilities and queries.
- 5.13.2 Provision for generation of ad-hoc customised reports by the user.
- 5.13.3 The report should be generated so that only the relevant data is displayed without unnecessary data. This needs to be user friendly where the user can be trained to create their own reports.
- 5.13.4 Provide 'click-of-the-button' reports.
- 5.13.5 Provide user training and refresher training (every six months).
- 5.13.6 Provision of all relevant statutory and legislative reports.
- 5.13.7 Produce acceptance letters as required.
- 5.13.8 Provide for easy report generation and ability to create new reports
- 5.13.9 Make available a reporting system that will allow the BANKSETA to directly upload the necessary data.
- 5.13.10 Ensure that specified information is available in the real-time dashboard format.

## **6 Data migration**

Data migration should comply with not limited to the following but not limited to:

- 6.12 Service provider must migrate all data from existing AX system to the new system.
- 6.13 Set-up of the system including data migration, customisation and integration.
- 6.14 Balancing of migration data and a full audit trail should be provided as well as a report to be used for audit purposes.
- 6.15 Appropriate backup of the migrated data.
- 6.16 The service provider should be able to sign off all data to be migrated to the new system.

## **7. Training**

7.1 Provide user training, as follows:

- Provide user training and refresher training on inception of the system and thereafter as and when the need arises.
- Provide system training to new users;
- Provide training on deployment of any new modules or major changes

## **8. System disaster recovery, backup and business continuity**

Disaster recovery must include the following services not limited to:

- 8.1 Create a live test.
- 8.2 Development of Disaster Recovery plans.
- 8.3 Submission of Disaster Recovery plan to the BANKSETA.
- 8.4 Testing of the Disaster Recovery.
- 8.5 Updating of Disaster Recovery plan depending on the test results and changing circumstances.

- 8.6 Provision of daily, weekly, monthly system and data backups.
- 8.7 Provision of a secure off-site back up storage.
- 8.8 Provide back-up statistics and random testing results in the monthly report.

## **9. Other requirements**

The systems must provide the following services not limited to:

- 9.1 Provision of a fully integrated/interfaced accounting, discretionary grant and SCM package for use on the BANKSETA LAN/WAN – with availability of 99% up time every day. Users should have Remote/VPN access.
- 9.2 BANKSETA should have access to the system monitoring availability of up time.
- 9.3 Result in efficient, quick and "User friendliness" package with easy navigation, menus and reporting.
- 9.4 The system must have full audit trails with data integrity.
- 9.5 Access controls to log into system, ability to set up individual user access per module either as view only, capture or authorize transactions,
- 9.6 Easy control of accounting periods that are open for entry.
- 9.7 History functionality.
- 9.8 Ease of download/upload to excel.

## **10. Incidents**

Incidents determination will be performed and not limited to:

- 10.1 Where the Incident cannot be determined by means of remote take-over, an engineer will be despatched to the site to investigate the problem and determine the cause of the incident locally;
- 10.2 Investigating the Incident;
- 10.3 BANKSETA IT should have access to view all incidents.
- 10.4 Determining the cause of the Incident.
- 10.5 Successfully resolve all incident reported within agreed turnaround times;
- 10.6 Perform root cause analysis;
- 10.7 Provide Help desk system to log and attend any technical queries, difficulties or software issues. This should maintain history including resolution
- 10.8 Telephonic and email support during business hours
- 10.9 Standard onsite support of at least 4 hours a week on a set day each week as well as on site user support in case of urgency within 48 hours.
- 10.10 Monthly report on errors/system performance as well as recommendations to resolve recurring issues.

## **11. Fix Program Errors**

- 11.1 Apply changes to programs that are deployed in the production environment to fix specific program errors that prevent job schedules completing within the scheduled timeframes.
- 11.2 Adhere to the agreed emergency program change process for unscheduled emergency type changes applied to programs in the production environment outside normal business hours.
- 11.3 Adhere to the agreed Change Control Process.
- 11.4 Register business application development requests to fix errors by logging such request with the Helpdesk.
- 11.5 Maintain list of critical and non-critical batch and online systems.
- 11.6 Emergency program changes after hours:
- 11.7 Provide the Services to conduct the necessary User Testing; and
- 11.8 Migrate the change programs to the production environment.

## **12. Migration**

Migration provide the following services not limited to:

- 12.1 Migrate software changes from the development environment to the Quality Assurance (QA) environment.
- 12.2 Migrate software changes from the pre-production environment to the production environment.
- 12.3 Compile the migration events to be used to migrate from Quality Assurance to all the other environments up to and including the Production environment.
- 12.4 Migrate software changes from the user test to the pre-production environment.
- 12.5 Migrate software changes from the QA to the user test environment.
- 12.6 Maintain an audit trail/report of all the programs that have been migrated to the production environment (program name, program version and date or Product Release Number).
- 12.7 Assist the users in the event where they have to roll back changes to a specific environment.
- 12.8 Ensure that all source code is backed up on a regular basis to prevent the loss of source code.
- 12.9 Schedule Post Production Implementation Test.
- 12.10 Maintain an audit trail/report of all the programs that have been migrated to the production environment (program name, program version and date or Product Release Number).
- 12.11 Ensure that data to be migrated is cleaned as per agreement with BANKSETA.
- 12.12 Identify data to be migrated and inform BANKSETA accordingly.
- 12.13 Establish the level of data cleanliness and readiness for migration (currently at >90% "clean").
- 12.14 Document and forward a Data Migration Plan to BANKSETA.
- 12.15 Handle Data Migration as a project.

### **13. User Support**

- 13.1 Support should be rendered to the BANKSETA by the team who was responsible for the development of a specific function. User support provide the following services not limited to:
- 13.2 Provide User post implementation support two (2) weeks from the date that the software was released for operational use.
- 13.3 Investigate specific queries from the Users and provide feedback to the Users.
- 13.4 The service provider should be flexible in development of new functions as per BANKSETA requirements and legislation changes.

### **14. Minor Program enhancements**

Apply minor changes to existing programs that are in production. Minor program enhancements provide the following services not limited to:

- 14.1 Apply and test the programs in the development environment.
- 14.2 Provide training on any enhancement with a workflow map.
- 14.3 Request Management

Evaluation, categorisation, implementation of Requests received via Helpdesk. Request management will provide the following services:

- Categorise Requests.
- Investigate Requests raised by the BANKSETA and the impact and extent of such requests.
- Change status of Requests.
- Provide reports regarding Requests.
- Assign Requests.

### **15 Upgrade testing and verification**

Conduct technical and application testing on new releases and patches. Upgrade testing and verification will provide the following services but not limited to:

- Conduct technical testing to ensure that the upgrades / patches are integrated correctly and that the products still perform / operate as specified.
- Conduct detailed application testing on the upgraded platform to ensure that the results of the applications are still correct and that the applications perform as specified.

### **16 Operational maintenance of the system**

Operational maintenance of the system with 99% availability.

### **17 Governance**

Management of the governance function will provide the following services:

- 17.1 Implement an appropriate governance and management process to provide peer-to-peer SETA, appropriate pro-active service management and service delivery.

## **18 Compliance to BANKSETA Policies, Procedures and Practices**

Compliance will provide the following services but not limited to:

- 18.1 Adhere strictly to the BANKSETA Policies, Procedures and Practices (which will be availed to the winning bidder) and adhere to applicable legislation.
- 18.2 Manage all statutory and legislative requirements with regard to services rendered. (Bidders to clearly demonstrate, by way of supporting documentation, that they are familiar with all the Acts, legislative requirements and DHET requirements, etc.)
- 18.3 Provide the required evidence and management representation for all internal and external audits.

## **19 Hosting**

The service provider should provide a highly secured hosting service of the system and also be accessible securely at BANKSETA head office and regional offices including remotely.

## **20 Security**

The systems should be highly secured against external threats such as cyber-threats, viruses, hacking, etc.

## **21 COMPETENCY AND EXPERTISE REQUIREMENTS**

The following minimum criteria apply to any organisation responding to this Invitation to quote, and supporting documentation should be provided in any response submitted.

- 21.1 The service provider must have a minimum of five (5) years in rendering similar services.
- 21.2 Provide 3 references and examples of past successful service projects where the service provider is currently/or has previously provided similar services.
- 21.3 The team leader and team members must have the relevant experience related to the system.
- 21.4 The service provider should be a direct provider, handling the project from start to an end.
- 21.5 The service provider must be prepared to deliver the system within one month after having provided with the order

## **22 DURATION**

- The contract will be for 5 years from 01 January 2018 to 30 September 2023, subject to the BANKSETA licensing agreement being renewed.
- In all cases bidders notice is drawn to the following: In terms of its licensing agreement, BANKSETA has existing rights until 31 March 2020. All services/goods required in this request for bid extending beyond this date are subject to renewal of its license agreement. BANKSETA therefore reserves the right to terminate any services that could extend beyond 31 March 2020 unless explicitly approved by the BANKSETA CEO or his delegate.

## **23 PRICING STRUCTURE**

The Pricing Schedule must be completed as per annexure A.

- 23.1 The quoted prices will remain fixed for the duration of the first year of the contract. Bidders are therefore required to indicate a percentage increase in their price for
- a) 2019-2020,
  - b) 2020-2021,
  - c) 2021-2022, and
  - d) 2022-2023.
- 23.2 The attached pricing sheets (Appendix A) must be completed in full. The BANKSETA will not entertain pricing adjustments after the signing of any contracts, and it is therefore most important that all pricing elements are disclosed.
- 23.3 Per the pricing sheet all pricing should show VAT separately.
- 23.4 Sufficient detail should be included to enable the BANKSETA to fully understand the make-up of the overall pricing.
- 23.5 All pricing assumptions, excluded costs and estimated costs must be clearly documented. The BANKSETA assumes that the pricing document as supplied is complete and covers all costs associated with this project.
- 23.6 Whilst complying with normal commercial confidentiality requirements, the BANKSETA reserves the right to discuss aspects of the pricing with other SETAs to satisfy itself that the pricing as contained in any received proposal avoids fruitless and wasteful expenditure and is regarded as fair and equitable for the services offered.
- 23.7 The BANKSETA requires transparency concerning the financial aspects and will work closely with the prospective service provider to ensure a fair and equitable pricing regime for the required services.

## **24. SUBMISSION REQUIREMENTS**

24.1 One hardcopy must be the original submission, clearly marked "Original" and one (1) copied version of the original and a soft copy.

24.2 All submissions must be delivered in individual envelopes.

24.3 Respondents should take particular care to ensure that there are no discrepancies between all submissions to the BANKSETA.



24.4 The BANKSETA reserves the right to reject any submissions if there are discrepancies.

24.5 Document must be submitted as follows:

**24.5.1 A** Envelope 1 – Original

**24.5.2 B** Envelope 2 – Hard Copy of the original document and 1 Soft copy

**24.5.3 C** Envelope 3 – **Pricing include SBD1** – (invitation to bid)

24.6 Each individual envelope must be clearly marked with the following information:

24.7 Description of the Submission: **Accounting, project management and supply chain management software package**

24.8 Submission Bid Number: **BS/2018/RFB415**

24.9 Submissions that are faxed, sent via telex, and/ or electronic mail delivery will not be accepted.

24.10 All submissions received by BANKSETA will become the property of the BANKSETA and will not be returned to the respondent.

24.11 The submissions must be inserted into the SUBMISSION BOX available at the Reception Area of BANKSETA Offices at the following address:-

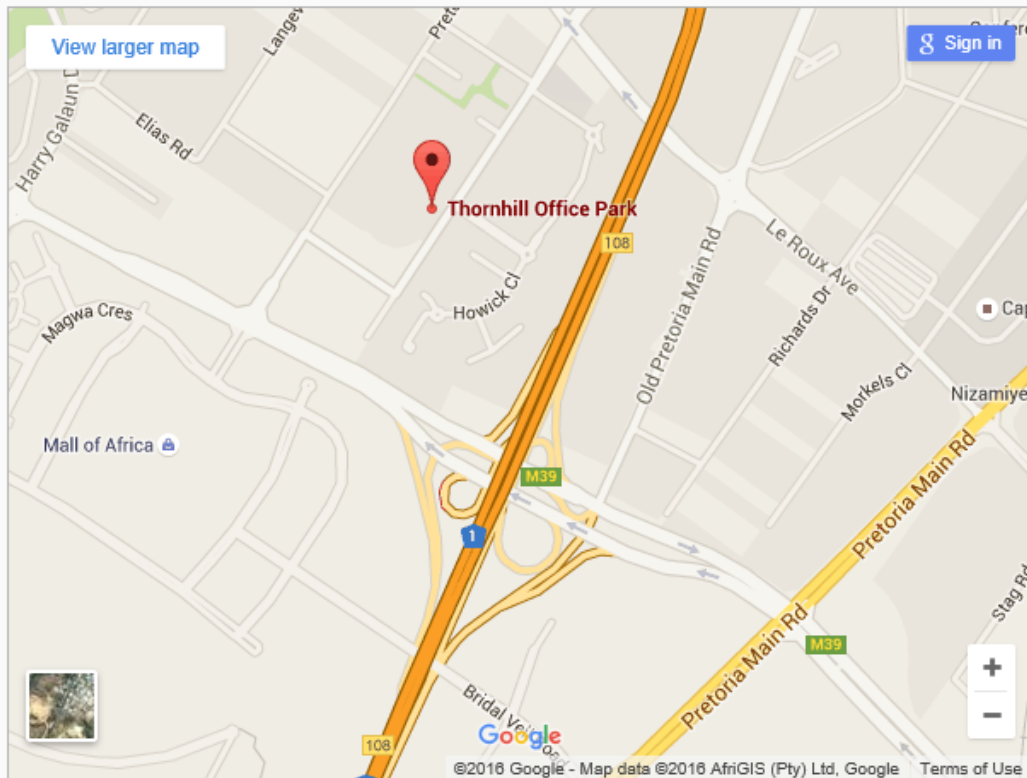
Thornhill Office Park

Building 22

94 Bekker Road

MIDRAND

**NB:** Please ensure that you sign the submission register.



24.12 Respondents are invited to observe the closing of the on the closing date and time of the submission as per the advertisement

24.13 Unsuccessful submissions will be informed in writing when the process is concluded.

24.14 A submission will be considered late if received after the specified date and time.

Respondents are therefore strongly advised to ensure that submissions be despatched allowing enough time for any unforeseen events that delay the delivery of the submission.

## 25. ENQUIRIES/COMMUNICATION

**Contact person for enquiries regarding the submission document:**

Ms. Eva Ratema

Specialist: Supply Chain Management

Email: [Tenders@bankseta.org.za](mailto:Tenders@bankseta.org.za)

All clarifications or enquiries must be made in by email and received by the BANKSETA on or before the date of the **16 November 2018** .Telephonic requests for clarification will not be accepted.

## 26. SUBMISSION EVALUATION/ADJUDICATION

Submissions will be evaluated in three (3) phases:

26.1 Compliance/eligibility;

26.2 Technical/Functionality;

26.3 Pricing and B- BBEE contribution level.

26.4 Bidders that score **70 points** and above will be requested to provide pricing based on the final specification that will be provided to them.

26.5 The abovementioned bidders may be requested for presentation by the BANKSETA.

## 27 Compliance/Eligibility Evaluation

### 27.1 Legislated SCM Compliance Requirements

Respondents who do not meet the requirements below will be disqualified immediately. For Joint Venture (JV) submissions, each partner to the JV must submit all documents listed below.

No	Description
1	Submission of the following fully completed and signed returnable documents: <ul style="list-style-type: none"><li>- SBD 1 Invitation to submission (to be submitted with the Appendix A)</li><li>- SBD 4 Declaration of interest</li><li>- SBD 6.1 Preference point claim form</li><li>- SBD 8 Declaration of respondents' past supply chain management</li><li>- SBD 9 Certificate of independent bid determination</li></ul>
2	Special Conditions (Portion 2 attached) that the bidder needs to accept by signing the last page:
3	Submission of signed Pricing Schedule on the BANKSETA template
4	Contract Form : Rendering of Services (attached) which the bidder needs to accept by signing the last page
5	Submission of company registration documents

6	Submission of the National Treasury Central Supply Database (CSD) Master Registration report. The supplier needs to be registered on the CSD and can access information on this at <a href="http://www.csd.gov.za">www.csd.gov.za</a>
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## 27.2 Software/System Requirements

Respondents who do not meet the requirements below may be disqualified.

No	
7	The system must have a general ledger module where entries can be posted to from all other modules. The bid proposal must describe the operations of this module
8	The system must have a levies module capable of <ul style="list-style-type: none"> <li>a) uploading information from excel levy upload files and posting into correct gl accounts per levy category,</li> <li>b) Keeping track of levies per year and month received and per levy category.</li> </ul> The bid proposal must describe the operations of this levies module.
9	The system must have a grants module capable of <ul style="list-style-type: none"> <li>a) generating grants from the levies module and posting into correct gl accounts,</li> <li>b) Keeping track of grants per year and month received and per grant and levy category.</li> <li>c) Linked to a grants purchase ledger capable of holding up to 1000 grants creditor accounts and capable of maintaining grant history for 5 year.</li> </ul> The bid proposal must describe the operations of this grants module.
10	The system must have the following modules all linked to the general ledger <ul style="list-style-type: none"> <li>a) At least 3 cashbooks with reconciliation facilities.</li> <li>b) Budgeting module</li> <li>c) 2 creditors ledgers</li> </ul> The bid proposal must describe the operations of these modules.
11	The system must be able to <ul style="list-style-type: none"> <li>- import and export to excel</li> <li>.</li> </ul> The bid proposal must state these capabilities

NB: The BANKSETA may conduct risk assessment for the winning bidder.

## 28 TAX COMPLIANCE

Submission of copy of TAX clearance certificate or SARS pin number in order to verify service provider's TAX compliance status, or submission of written proof from SARS that supplier either has no tax obligation or has made arrangements to meet outstanding tax obligation.

## 29 Technical/ Functionality Evaluation

The functionality evaluation conducted as per the criteria contained in the table below.

The bidder will be expected to do a demonstration/presentation of the functionalities for the BANKSETA to demonstrate the system capabilities and in particular to showcase how well the system meets the scope requirements as set out in paragraphs 5 to 20. Both the demonstration and the bid document will be used to evaluate per the table below

The demonstration should be 2 hours long and then time should be allowed for questions and clarification

CRITERIA – PHASE 1	MAXIMUM TO BE AWARDED
<b>1. Functionality</b>	100
<b>Capability – Qualifications and experience of the Service Provider and Team</b>	<b>10</b>
<p>Qualifications The team to handle the system should include at least 1 person with an IT related qualification of at least 3 year duration.</p> <p>Experience At least two persons on the team should have at least 5 years' experience each working on a computerised accounting system.</p> <p>The bid should provide summarised cvs of the team.</p> <p>References Provide 3 written references on the clients' letterhead from past or current successful service projects where the service provider is currently/or has previously provided a similar accounting, SCM and projects package.</p> <ul style="list-style-type: none"><li>• IT related qualification of at least one team Member 2</li><li>• 3 years' experience for at least 2 team members gained working with a similar computerized accounting system 3</li><li>• 3 References 5</li></ul>	

Finance Module performance requirements	20
<p>Levies module and Grants module. (Kindly note that these can be combined.)</p> <p>Supplier to provide detailed description of this module/s functionalities and how they align to the relevant requirements under clause 5. Requirements</p> <p>Not provided = 0 Provided = 5</p> <p><b>The bid document and demonstration/presentation must show how transactions are handled in those modules and the software/system capabilities in line with the TOR scope requirement.</b></p>	
Finance Module performance requirements	15
<p>Supplier to provide detailed description of the following modules/functionalities which to not limited to the following</p> <ul style="list-style-type: none"> <li>Budgeting = 5</li> <li>General ledger Solution = 5</li> <li>Accounts Payable =1</li> <li>Cashbook and bank =2</li> <li>Accounts receivable =1</li> <li>fixed assets management =1</li> </ul> <p>Supplier to provide detailed description of the modules functionalities and how they align to the relevant requirements under clause 5. Requirements</p> <ul style="list-style-type: none"> <li>Security access :Provide a strong security access control system and the ability to control what modules/areas a person may view or transact, one person may not approve same transaction as he/she has captured, have logical security access, built in delegations, do data security, full audit trails Workflow Delegation</li> </ul> <p><b>The bid document and demonstration/presentation must show how transactions are handled in those modules and the software/system capabilities in line with the TOR scope requirement under paragraphs to 6.</b></p>	
Supply Chain Module Performance Requirements	15
<ul style="list-style-type: none"> <li>Provide a procurement system with functionality as detailed under paragraphs 5.11</li> </ul> <p>The bid document and demonstration must show how transactions are handled in those modules and the software/system capabilities in line with the relevant requirements under clause 5. Requirements.</p>	

<b>Project/Discretionary Module Performance requirements</b>	<b>20</b>
<ul style="list-style-type: none"> <li>• Provide an automated project management system as detailed under paragraph 5.2</li> </ul> <p>The bid document and demonstration must detail how transactions are handled in those modules and show the software/system capabilities in line with the relevant requirements under clause 5. Requirements.</p> <p>Not Provided = 0 Provided = 5</p>	
<b>Reporting</b>	<b>10</b>
<ul style="list-style-type: none"> <li>• Generation of regular, online and ad-hoc reports with online data capture capabilities</li> <li>• The system should have standard financial reports as per BANKSETA requirements               <ol style="list-style-type: none"> <li>a) Monthly management account</li> <li>b) Quarterly reports</li> <li>c) Commitment schedule</li> <li>d) Budget versus expenditure</li> <li>e) Contract register</li> <li>f) Levies and grants reporting</li> <li>g) Annual Financial statement</li> <li>h) Gap requirements. etc.</li> </ol> </li> <li>• Generation of regular, online and ad-hoc reports with online data capture capabilities</li> <li>• Description of functionality that is deemed as "optional extra functionalities" and pricing provided separately</li> <li>• Integration/data upload via excel or another applications</li> <li>• ICT Performance report should include (quarterly user access report) The bid document and demonstration must demonstrate the software/system capabilities in line with the relevant requirements under clause 5 requirements.</li> </ul> <p>Not Provided = 0 Provided = 5</p>	
<b>Systems requirement</b>	<b>10</b>
<ul style="list-style-type: none"> <li>• Data Migration: project plan</li> <li>• User Training: Provide user training and refresher training on inception of the system and thereafter as and when the need arises, on new users and on deployment of any new modules or major changes</li> <li>• Provide help function and user guide</li> </ul>	

<ul style="list-style-type: none"> <li>• System disaster recovery, backup and business continuity</li> <li>• Incidents, provide weekly and monthly electronic reporting</li> <li>• Fix program errors and user support as per BANKSETA</li> <li>• Delegated system support service (must be present weekly at BANKSETA office)</li> <li>• The system must be able to accommodate requirements Conduct technical and application testing on new releases and patches to the Third Party products used by the BANKSETA</li> <li>• Other requirements as detailed under paragraphs 6 to 20</li> </ul> <p>The bid document and demonstration must demonstrate the software/system capabilities in line with the relevant requirements under 5 to 20</p> <p>- migrate data from another program, and intergrate.</p> <p>Not Provided = 0 Provided = 5</p>	
<b>Elimination of non-qualifying Bids (score below the minimum threshold of 70%).</b>	

SCORE	DESCRIPTION (IN ELATIONS TO SCOPE REQUIREMENTS)
0	NON RESPONSIVE
1	POOR
2	FAIR
3	AVERAGE
4	GOOD
5	EXCELLENT



Functionality will be evaluated using the following formula:

$$Pf = (So/Ms) \times Ap$$

Where:

- Pf – is the percentage scored for functionality by submission under consideration.
- So – is the total score of the submission in question.
- Ap – is the percentage allocated for functionality.
- Ms – is the maximum score possible.

Any proposal not meeting a minimum threshold of **70 points** on

### 30. POINTS AWARDED FOR PRICE

#### 30.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

$$Ps = 80 \left( 1 - \frac{Pt - P_{\min}}{P_{\min}} \right)$$

Where

Ps = Points scored for price of bid under consideration

Pt = Price of bid under consideration

Pmin = Price of lowest acceptable bid

### 31. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a 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

## 32. SPECIAL CONDITIONS

32.1 BANKSETA reserves the right to withdraw or amend terms of reference/specifications by notice in writing by advertising in the media in which the submission was originally advertised prior to the closing date.

32.2 BANKSETA reserves the right not to award any of the submissions submitted.

32.3 The cost of preparing the submissions will not be reimbursed.

32.4 Shortlisted respondents will be invited for presentations.

32.5 Successful respondent will be required to sign a confidentiality/non-disclosure agreement.

33. Whilst the BANKSETA is issuing this RFB in good faith, it reserves the right to cancel or delay the selection process at any time without explanation, and reserves the right not to select any of the respondents to this RFB, again without explanation. Further the BANKSETA reserves the right to only accept portions of a Vendor's proposal.

## 34. REVIEW PROCESS

34.1 In order to evaluate and adjudicate submissions effectively, it is imperative that respondents submit responsive submissions. To ensure a submission will be regarded as responsive it is imperative to comply with all conditions pertaining to the submission and to complete all the mandatory fields and questionnaires.

34.2 All submissions duly lodged as per the submission requirements will be evaluated in accordance with the stipulated evaluation criteria.

34.3 BANKSETA may require presentations from short-listed respondents as part of the submission process.

#### **34.4 REASONS FOR REJECTION**

34.5 Respondents shall not contact BANKSETA on any matter pertaining to the submission from the time the submission is closed to the time the submission has been adjudicated. The results of all submissions will be published by the BANKSETA. Any effort by a respondent to influence the submission evaluation, submission comparisons or submission award decisions in any matter, may result in rejection of the submission concerned.

34.6 BANKSETA shall reject a submission if the respondent has committed a proven corrupt or fraudulent act in competing for a particular contract.

35.7 BANKSETA reserves the right to contact references during the evaluation and adjudication process.

#### **35. JOINT VENTURE**

35.1 In the case of a Joint Venture, the following will be Applicable:

35.2. Each JV Member must have a valid Tax Clearance Certificate issued by SARS;

35.3 A Joint Venture Agreement is signed by the JV Partners and attached to this tender document; and

35.4 A Joint Venture BBBEE Rating Certificate.