

**THE NATIONAL CREDIT
REGULATOR
JULY 2019**

TERMS OF REFERENCE (TOR)

**FOR THE MAINTENANCE & SUPPORT
OF THE NCR HUMAN RESOURCES
INFORMATION SYSTEM - SAP**

DUE DATE: 26 August 2019

SECTION 1

GENERAL TERMS OF CONDITIONS

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of Section 12 (1) of the National Credit Act (Act 34 of 2005) and came into being on 1 June 2006.

The NCR will determine which bidding organisation ("bid participant"), if any, is appointed in response to this request for submission as stipulated in section 2 of this document.

1.1. General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2017 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (see Section 4 below and Annexure B.1). Please read this document carefully prior to submitting your proposal.

1.2. The Proposal Format

1.2.1. Economy of proposal preparation

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant's ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to, and provided for, in a file of Annexures.

1.2.2. Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids. Refer to the quarters in the terms of reference (TOR).

1.2.3. Number of proposals

Each bid participant must provide **three (3) hard copies and 1 CD/Stick** of their entire proposal, including all the documentation referred to in 4 below, in the format specified in that section. All submitted proposals will become the property of the NCR, and will not be returned. Receipt of all proposals will be recorded in a register at the point of receipt. One copy of the proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialed on each page.

2. Submission of proposals

2.1. Proposals must reach the offices of the NCR before **11:00 on 26 August 2019,**

@11H00am and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside:

(a) RFP No: NCR 612.07.2019

**(b) TERMS OF REFERENCE: SAP MAINTANANCE AND SUPPORT FRO
A PERIOD OF 3 YEARS**

(c) CLOSING DATE: 26 AUGUST 2019 AT 11H00 SHARP

**(d) COMPULSORY BRIEFING SESSION TO BE HELD ON 07 AUGUST 2019
@12H00 Midday**

2.2. Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15th Road, Randjiespark, Halfway House, Midrand. The tender box will only be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).

2.3. Please note that this RFP closes punctually at 11h00 on **26 August 2019**. No late submissions will be considered under any circumstances.

2.4. All the documentation referred to in Section 4 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.

2.5. If responses are not delivered as stipulated in this Section 2.1, such responses will be considered "late", and will not be considered for evaluation.

2.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.

- 2.7.** Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 2.8.** The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 2.9.** Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 2.10.** After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days' notice will be given to relevant participants in advance of the presentation date.

3. Timetable

Date	Activity
02.08.2019	Issue tender document
07.08.2019	Briefing session at 12h00 mind day
26.08.2019	Closing date at 11h00
28.08.2019	Evaluations – functionality criteria
02.09.2019	Presentations by the shortlisted bidders
12.09.2019	Adjudication committee
18.09.2019	Appointment of a supplier
01.10.2019	Contract start date

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

4. Documentation to be submitted

Please Note

All of the documentation described below must be submitted, with no omissions whatsoever. Where a particular form or format of documentation is stipulated, this is the only form or format in which these documents must be submitted. Failure to adhere to these requirements may result in the rejection of the entire submission.

All of the documentation referred to below (in Parts One – Eleven) must be submitted. For ease of reference and to facilitate the evaluation process, you are requested to clearly mark each part of the submitted documentation as it is referred to below.

Table of content

Introductory letter by the bidder with authorized contact person and details for this specific tender

SBD 1 – should be the completed and inserted after the introductory letter

One – Proposal drafted in response to Terms of Reference

Section 2 of this document below, contains the terms of reference (TOR) for the above mentioned tender. Bid participants are required to draft a proposal that will clearly indicate to the Evaluation Committee how they will fulfil the requirements as set out in the TOR.

Bid participants should include the following information when drafting their proposals:

- Proposals should make clear the relevant skills, experience and capacity of the participant, in respect of this particular TOR. This is an important evaluation criterion. Bid participants should ensure that their proposals focus on how they will address the requirements of this TOR, rather than on achievements.
- Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.
- Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.

Two – Pricing Proposal- SEPERATE ENVELOPE

SBD 3.3 Pricing Schedule together with signed off detailed pricing on the company's letter head. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. Additional information may be added on a separate page if necessary.

The total price that the participant will charge to deliver services in accordance with the TOR must be clearly indicated. The pricing proposal should contain sufficient information to allow the Evaluation Committee to estimate the cost of the service, to a high degree of accuracy.

Please note that a financial proposal must be submitted in a separate sealed envelope

together with your submission. The financial Proposal will be opened once all technical proposals have been evaluated. This appointment will be made in line with QBS. All prices provided must be inclusive of Value-Added Tax (VAT).

Please note that the prices contained in the pricing proposal are the only charges that may be levied if the participant's proposal is successful, unless explicitly agreed to in writing by the National Credit Regulator, and in terms of the General Conditions of Contract, no additional cost will be accepted after the bidding documents have been submitted and the tender closing date has expired. Any cost for additional parts and peripherals needed for the successful implementation of the project shall remain and form part of the bidding price.

Three – General Conditions and Procedures of the NCR

Annexure B and B1 - General Conditions and Procedures of the NCR. Bid participants must indicate clearly that they have read this document, and have no objections to being bound by its contents. In cases where any provisions of the General Conditions and Procedures conflict with this General Information for Bidders and/or Terms of Reference, the latter will take precedence over the General Conditions of Contract.

Four – Contract Form: Rendering of Services

Annexure C - Contract Form: Rendering of Services. This will only be completed by the successful bidder once a selection has been made by NCR. Participants do not, therefore, need to complete this form at the bidding stage but their proposals must clearly indicate that they have read this form, and have no objections to signing it as is, if selected as the successful participant.

Five – Tax Clearance Certificate

Annexure D - Please complete form SBD 2. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Failure to submit a valid, original tax clearance certificate issued by SARS will result in a proposal being rejected.

A CSD print out must also be attached.

Six – Preference Points Claim Form

Annexure E – form SBD 6.1. Bid participants must complete Sections 8 and 9 in full. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. ##

*Please note that a **BBBEE certificate/ sworn affidavit** must also be attached to the bid*

documents. None submission will result in zero scoring in this competitive bidding process

Seven – Declaration of Interest

Annexure F – form SBD 4. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Eight – Declaration of past Supply Chain Management Practices

Annexure G – form SBD 8. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Nine – Non-Disclosure Agreement

Annexure H – Non-Disclosure Agreement. Participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is.

Ten – Certificate of Independent Bid Determination

Annexure I – Certificate of Independent Bid Determination Participants. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

Eleven – SLA draft version for supplier review

Annexure K – SLA draft version for supplier review. The participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is. If not objections should be outlined separately in a letter.

NB: all the SBD documents can be downloaded from our website - <https://www.ncr.org.za/tenders-download/current-tenders>

5. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on B-BBEE codes system, allocated as indicated in the table below:

B-BBEE status level of contributor	Number of points	Price
		7 Page

Total maximum points	20	80
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Functionality will be evaluated in terms of Section 2 point 3

6. Conflict of interest

Service providers are required to provide services that are professional, objective and impartial. Service providers must ensure that there is no conflict of interest between existing assignments, obligations and responsibilities to other clients and the services set out in the TOR. In the event of any uncertainty in this regard, full disclosure in the submitted proposal should be considered. Non-disclosure of a conflict of interest may be grounds for termination of any contract.

7. Confidentiality agreement

The successful service provider may have access to confidential data or information. The appointment of a successful bidder is subject to that bidder agreeing to the contents of, and signing, the NCR's standard Non-Disclosure Agreement.

8. Contact details

This no-contact policy does not apply to any information deemed to be in the public domain, or which is readily available from organs of State, which are repositories of such information. All communications and enquiries/requests for clarification relating to this proposal should be directed to procurement@ncr.org.za.

TERMS OF REFERENCE FOR THE MAINTENANCE AND SUPPORT OF THE NCR HUMAN RESOURCES INFORMATION SYSTEM - SAP

1. Introduction and Background

The National Credit Regulator is the regulatory authority established on 01 June 2006 in terms of the National Credit Act, 2005 with the mandate to promote and advance the social and economic welfare of South Africans, promote a fair, transparent, competitive, sustainable, responsible, efficient, effective and accessible credit market and industry, and to protect consumers.

The NCR uses SAP as its Human Resources system. Staff members use Employee Self Service (ESS) and Managers and EXCO use Manager Self Service (MSS.). The human resource department are the administrators on the system.

2. Objective of the project

The NCR is seeking to appoint a reputable, experienced and SAP accredited service provider for the configuration, support and maintenance of the SAP system for a period of 36 months.

3. SAP infrastructure

SERVER	DESCRIPTION	OS VERSION	PHYSICAL/VIRTUAL
ncrsrv-hyphrms1	Hyper V server hosting the NCR SAP Dev and QA virtual machines	Host server: windows Server 2008 R2. Dev server: windows server 2008 R2 QA server: windows server 2008 R2	Physical Server With 2 virtual machines
ncrsrv-hyphrms2	Hyper V server hosting the NCR SAP Production and ESS Portal	Host server: windows server 2012 SAP Production server: windows server 2008 R2 SAP Portal server: windows server 2008 R2	Physical Server With 2 virtual machines

4. Services required

4.1 Scope of work

The NCR requires the services of a reputable, experienced and SAP Accredited SAP service provider to assess the current configurations in line with the SAP system standards, to ensure optimal functionality of the system. Furthermore, the service provider is required to reconfigure based on the assessment, maintain and support the system. The support services shall include but not limited to the following:

4.1.1 Assessment of the SAP system

- a) Review and update the existing SAP blueprint
- b) Assess update the current SAP configurations
- c) Define processes for new functionality and requirements
- d) Introduction of talent management tools that support the retention and development of skills across the organization including empowerment of employees through self-service

4.1.2 Maintain Personnel Basic Information (Data Integrity)

- a) Maintenance of employee master data profiles
- b) Assist with running of employee reports from SAP

4.1.3 Payroll Configurations and maintenance

- a) On-going support of payroll data and third party payments.
- b) Assist with payroll queries.
- c) Assist with running of wage type reports and exceptional reports.
- d) Assist with the running of the annual IRP5 for employees.
- e) Assist with the running of the EMP501 reconciliations and submissions – E-filing.
- f) End to End Process (From Development, Quality Assurance (QA) and Production server) – Loading of Tax Tables, Annual Updates (Salary Increases, Medical Aid Increases etc.).

4.1.4 Leave Configuration and administration

- a) The successful bidder will be required to perform leave module according to NCR business rules
- b) Leave administration and maintenance of balances for all leave types.
- c) Assist with the general and exception reports on all leave types.

4.1.5 Employees Self Services (ESS) System

- a) Reconfigure the ESS module
- b) Ensure that NCR employees are able to view and have access to relevant information on Employee Self Service
- c) Ensure that NCR employees are able to apply for leave on Employee Self Service/ Workflow process.
- d) Ensure that NCR management are able to process and approve leave applications on
- e) Employee Self Service, as well as viewing of pay slips.

4.1.6 System Maintenance and Security

Under system maintenance and security, the successful bidder is required to perform the following:

- a) Install System Patches on all environments (DEV, QA and PROD)
- b) Ensure quarterly QA and DEV refresh procedure is performed
- c) Ensure that the SAP system is secure and is aligned for the SAP Security Policy.
- d) Align the SAP security policy to the Information technology standards/procedure/policy of the NCR.
- e) Ensure daily, weekly and monthly backups are scheduled, verified and monitored.
- f) Assist with audits queries as and when required.
- g) Provide maintenance and support for all Basis functions.
- h) Provide user access control management.
- i) Assist with the SARS updates through notes.

4.1.7 Support and maintenance requirements

All support (excluding telephonic first line support) and maintenance to be provided on-site. The NCR's business hours are from 8:00 am to 5:00 pm.

- a) Take-over plan.
- b) Basis and all IT functions (Onsite required).
- c) Ensure professional reporting, tracking of incidents, problems and resolutions as per Service Level Agreement (SLA).
- d) Document procedures, processes, to enhance internal knowledge and capacity of the NCR staff (User Manuals).
- e) Ensure attendance of monthly SLA meetings without fail.

4.1.8 Turn around Times

The NCR requires a minimum of 2 to 4 hours response time on calls logged with the helpdesk of the appointed bidder and the next business day onsite support if the problem could not be resolved within 4 hours.

- a) A response time of 2 hours for urgent incidents logged.
- b) A response time of 4 hours for normal incidents logged.
- c) A response time of 24 hours for next day onsite business support

4.1.9 New requirements

The appointed bidder will be expected to implement new and / or additional requirements which will better / enhance the functionality, performance and user experience of the system. The requirements will be implemented within the current scope of this bid, including pricing. Any major Change Requests, i.e. complete change of the configuration of the system must be discussed with NCR and agreed in writing before implementation. All changes to the system must be documented and approved.

4.1.10 Training and skills transfer

- a) Facilitate a well-structured skills transfer programme for the super users.

4.1.11 Support capacity:

- a) Incidents or support requests to be logged on the bidder's service desk.
- b) A dedicated consultant onsite once a week for maintenance, support and any issues that may need to be resolved.

4.1.12 Contract duration

The successful bidder will be required to enter into an SLA contract with the NCR for a period of 36 months (3 years) commencing on the date of the signature of the contract for maintenance and support of the system.

4.1.13 Performance measurement

The successful bidder will be measured against the following:

- a) Successful configuration of the SAP system.
- b) Quality of support received by the user departments.
- c) Ability to meet agreed upon timelines on logged incidents.
- d) Ability to resolve technical queries timeously.
- e) Appointed account manager and effective management of the account.
- f) Well documented processes and procedures – Systems documentation and training manuals for SAP Users.
- g) Sufficient monthly reporting and tracking of incidents with measurement of SLA agreement (schedule, attend and review of performance against the SLA/contract).
- h) Effective enablement of NCR staff to enhance internal knowledge and capability.

5. Mandatory Requirements

- a) The bidder must provide a proposal to render the services.
- b) The bidder must be a SAP certified partner and attach proof thereof.
- c) The bidder must be SAP ECC6 certified and attach proof thereof.

- d) The bidder must submit CV's and qualifications of the resources that will be used in the project with clear indication of their specialization.
- e) The bidder gives an undertaking to support all NCR SAP ERP modules.

6. Functional evaluation criteria

DESCRIPTION	WEIGHT
<p>1. Accreditation and experience</p> <p>a) Bidders should be in an Information technology and application support industry and have the track record, expertise and seven (7) years' minimum experience in HRIS development/Human Capital Management, maintenance and functional support.</p> <p>Experience less the seven years = 1 Experience equal seven years = 3 Experience more than seven years = 4</p> <p>b) The bidder must be accredited by SAP South Africa (Pty) Ltd and must provide the certification of accreditation within the proposal.</p> <p>Accreditation not provided =1 Accreditation provided = 3</p>	<p>15</p>

<p>2. <u>Infrastructure support, maintenance, continual service improvement and further development</u></p> <p>a) Describe how you would ensure that the HRIS remains aligned to the SLA for the duration of the project and contract</p> <ul style="list-style-type: none"> • Bidders are required to provide a project plan showing the proposed methodology, project resources time lines and milestones for the project. • Understanding of the End to End Human Capital Management/Payroll Module. <p>b) Describe how you would endeavor to improve HRIS services over time to:</p> <p>i. Reduce risks and improve compliance</p> <ul style="list-style-type: none"> • Bidders must produce a step by step workflow (Payroll Input to Payment). • Bidders must be able to reconcile the EMP201/EMP01 process E-filing. <p>ii. Better support the organization’s operations :</p> <ul style="list-style-type: none"> • Bidders should be able to produce a successful support plan that was designed for previous clients. 	<p>15</p>
<p>3. <u>User, operation, application support</u></p> <ul style="list-style-type: none"> • System patches and updates required for the functionality of the system • Reports related to system patches and updates. • Describe your proactive maintenance activities. • Describe your service level management process. (How does the client log a calls, who is responsible for attending the calls? (This may be related to the turnaround Time). • Pre-Production testing • User Acceptance Testing report and Simulations where necessary. 	<p>15</p>

<p>4. Skills and experience</p> <p>Proposals should make clear the relevant skills, experience, in respect of this particular TOR and proposed team to work on this project with brief CV's and ID copies must be submitted.</p> <p>a) Skills and experience in each area - The minimum experience is 10 years SAP Experience.</p> <p>b) Experience in the technical areas defined by the scope – Back end configuration. SAP specialist accreditation.</p> <p>c) Years of experience (brief CV's should be attached).</p>	<p>25</p>
<p>5. Detailed Project Plan and Work Plan</p> <p>The Bidder must develop a comprehensive and detailed approach and strategy for the support and maintenance of the SAP ERP system for NCR including:</p> <p>a) The bidder must submit a project plan, showing tasks, timelines and other relevant factors pertaining to the provision of the services.</p> <p>b) Provide a detailed work plan how to take over the current services without affecting operations. . The project plan should ensure improved efficiency in previous clients.</p>	<p>10</p>
<p>6. <u>References</u></p> <p>a) Bidders should submit copies of reference letters from at least three (3) clients each for which similar work was conducted in the last (3) years</p> <p>b) Reference letters must have contact details and be contactable.</p>	<p>10</p>

<p>7. <u>Skills transfer plan</u></p> <p>a) Bidders are requested to provide the skills transfer plan to cater for the needs of the NCR.</p> <p>b) The requirement will be to transfer the skill to 3 users within the Human Resources Department.</p>	<p>10</p>
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Bidders are required to score a minimum of 70% points on functionality to qualify to be evaluated for the next level (BBBEE and price). Bidders who do not score the minimum of 70% points on functionality will be disqualified and not be evaluated on price and BBBEE.

7. Additional information:

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas.
- Clientele.
- A proposal should include the methodology to deliver and meet the deadline for delivery
- Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- The proposal should contain a work plan, showing tasks, timelines etc.
- Contact details of at least three references from amongst recent clients with whom similar work has been conducted in the past 24 Months.
- Certificate of incorporation / legal status.
 - Company registration documents
 - Certified copy of director's identity documents
 - Certified BBBEE certificate
- Financial proposal.
 - Detailed pricing on the company letter head, the total cost must link to SBD 3.1 attached.

NB: Bidders must also submit a proof of registration on the central database system. (National Treasury system)