

**THE NATIONAL CREDIT REGULATOR**

**JANUARY 2019**

**TERMS OF REFERENCE FOR THE SERVICE PROVIDER TO ACTIVATE PURCHASE REQUISITION, PURCHASE ORDER, IMPLEMENTATION OF ELECTRONIC FUNDS TRANFER AND PENALTIES ON GREAT PLAINS**

**RFP 572/01/2019**

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| **CLOSING DATE 25 FEBRUARY 2019@ 11H00AM** |

**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 of a service provider to activate purchase requisition. Purchase order, implementation of penalties on great plain

* 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, 2001 (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 1.5 below and Annexure B.1). Please read this document carefully prior to submitting your proposal.

* 1. **The Proposal Format**
* **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 in a file of annexure.

* **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 sixty (90) days from the due date for the submission of all bids. Refer to the quarters in the terms of reference (TOR).

* **Number of proposals**

Each bid participant must provide **THREE (3)** hard copies of their entire proposal, including all the documentation referred to in 1.5 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 initialled on each page.

* 1. **Submission of proposals**
     1. Proposals must reach the offices of the NCR before 11:00 on **25 FEBRUARY 2019**, and must be enclosed in a sealed envelope which must have clearly inscribed on the outside:

1. **RFQ NUMBER: NCR 572/01/19**
2. **TERMS OF REFERENCE FOR THE SERVICE PROVIDER TO ACTIVATE PURCHASE REQUISITION, PURCHASE ORDER, IMPLEMENTATION OF ELECTRONIC FUNDS TRANFER AND PENALTIES ON GREAT PLAINS**
3. **COMPULSORY BRIEFING SESSION TO BE HELD ON 08 JANUARY 2019 @ 12H00PM**
4. **CLOSING DATE; 11H00 25 FEBRUARY 2019**
   * 1. 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. Please note that this RFQ closes punctually at 11h00 on **25 February 2019**. No late submissions will be considered under any circumstances.
     3. **All** the documentation referred to in Section 1.5 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.
     4. If responses are not delivered as stipulated in this Section 1.3, such responses will be considered **“late”**, and will not be considered for evaluation.
     5. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
     6. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
     7. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
     8. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
     9. 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.
   1. **Timetable**

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| **Date & time** | **Activity** |
| **01.02.2019** | Issue Tender document |
| **08.02.2019** | Compulsory briefing session |
| **25.02.2019** | Closing date |
| **27.02.2019** | Tender evaluations – Minimum criteria |
| **01.03.2019** | Evaluations by the Evaluation Committee |
| **04.03.2019** | Consolidation of scores |
| **07.03.2019** | Verification of scores |
| **27.03.2019** | Appointment of a supplier |

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.

* 1. **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.

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| All of the documentation referred to below (in Parts One – Ten) 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. |

**Part 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.

**Part Two – Pricing Proposal**

Please see Annexure A – SBD 3.3 (Pricing Schedule – Firm Prices). **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. 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 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.

**Part Three – General Conditions and Procedures of the NCR**

See Annexure B. Bid participants must indicate clearly that they have read this document, and have no objections to being bound by its contents. 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.

**Part Four – Contract Form: Rendering of Services**

See Annexure C - 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.

**Part Five – Tax Clearance Certificate**

See 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.

***Bidders are also required to submit CSD registration report.***

**Part Six – Preference Points Claim Form**

See 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.

**Part Seven – Declaration of Interest**

See 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.

**Part Eight – Declaration of past Supply Chain Management Practices**

See 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.

**Part Nine – Non-Disclosure Agreement**

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

**Part Ten—Certificate of Independent Bid Determination**

See 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.

**Part eleven- Invitation to Bid**

***## Please note that a BBBEE certificate must also be attached to the bid documents. None submission will result in zero scoring in this competitive bidding process***

* 1. **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** |
| Total maximum points | **20** | **80** |

**1.7. 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.

* 1. **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.

* 1. **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 imatjie@ncr.org.za/ [procurement@ncr.org.za](mailto:procurement@ncr.org.za)

**TERMS OF REFERENCE FOR THE SERVICE PROVIDER TO ACTIVATE PURCHASE REQUISITION, PURCHASE ORDER, IMPLEMENTATION OF ELECTRONIC FUNDS TRANFER AND PENALTIES ON GREAT PLAINS**

1. **introductions**

The objective of this project is to appoint suitable, qualified, experienced and certified service provider for the activation, automation and customization of Microsoft Great Plains Dynamics Purchase Requisition, Purchase Order Processing, Accounts Receivable, Budgeting and Bank Management modules according to business needs and requirements as prescribed by the NCR.

1. **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 Finance is currently using Microsoft Great Plains system since 2006. All other modules for financial transactions are activated and working properly. The Purchase Requisition, Purchase Order Processing, parts of Accounts Receivable, Bank management and Budget have not been activated according to NCR business requirements.

1. **Objective**

The objective of the project is to appoint a suitable, qualified, experienced and certified Microsoft Great Plains Dynamics Support Partner to activate, customize, the Purchase Requisition, Purchase Order Processing module; link the budget to the Purchase Order Processing Module; link the Purchase Order processing module to the Accounts Payables Module; automate the bank management module and customisation of Accounts Receivables within Great Plains system.

1. **Scope of the project**

The successful bidder will:

* 1. Design and link workflows to purchase requisition and purchase order module.
  2. Activate the Uploading of documents (Memo, Quotations, Specifications)
  3. Activate memo approval for managers in terms of delegations of authority
  4. Activate an electronic Budget on the Great Plains system
  5. Link the Accounts Payables Module to the Purchase Order module
  6. Integrate Great Plains to email notifications
  7. Define different cost-centres for each budget line
  8. Activate Reports on the system
  9. Activate good received notes
  10. Customisation of Accounts Receivables module to enable registrants’ invoices to include penalties for overdue renewal fees.
  11. Sending of invoices and statements to registrants directly from Great Plains.
  12. Sending reminder letters to registrants on overdue accounts from Great Plains.
  13. Importation of bank statement transactions from Standard bank Business Online to Great Plains.
  14. Automation of bank reconciliations
  15. Compatibility with online registration and payment system as well as online banking facilities.

1. **A complete system must do the following:**
   1. **Budgeting**

* Define and document different cost centres
* Link each cost centre to its budget
* Different budget line items should be loaded with specific budget amounts for the financial year.
* The issuing of the PR number should trigger the budget availability check.
* A specific cost-centre will have a manager approving according to workflow.
* Shifting of budget from one cost centre to the other must be authorised
* The escalation process should be accommodated in the event of manager’s absence.
* Enquiries should show committed budget, actual budgeted amounts for a specified account and budget lines.
  1. **Requisition processing**
* The Requester initiates the requisition for purchasing
* The Requester must upload the documents (approved memo) that support the requisition into the Purchasing Module. The purchasing requisition cannot be issued without such approval.
* The requisition is routed to the next approval step where budget is reserved for expenditure to be incurred i.e. commitments in the general ledger.
* If budget is exhausted, the requisition is rejected and notification is sent to the initiator for fund exhausted
* Requisitions for all purchases require prior approval by a manager for a specific cost-centre
* Once the necessary prior approvals are received, the requisition automatically routes to the department’s approver for review and approval.
* Requisitions must then be reviewed and approved by the procurement officer selected to deal with the requisition as the final step before being dispatched to the supplier.
* Request for proposals (RFP) and Request for quotation (RFQ) is a manual process that takes place outside Great Plains.
* After the requisition has been provided final approval, the system must generate a purchase order to be sent to the supplier.
* In case of RFQ, the purchase order cannot be issued without quotations;
* In case of open tender (RFP), a PO will be issued once there is a signed contract.
* Purchase orders to be sent via email to the suppliers. The requester must also receive the PO document that was submitted to the supplier.
* The Supplier delivers the goods and/or services to the originating department and sends the invoice.
* The requesting department representative must sign for the goods received and upload the delivery note to the system.
* In terms of services, the sign off document must be uploaded which officially closes the project for completion and payment is required.
* Purchasing Ordering module should have a drop down menu for delivery dates.
* The system should check overdue Purchase Orders.
* The system should remind the initiator of an incomplete PR after 24 hours or 48 hours.
* The system must be able to remind users in procurements of unfulfilled PO. PO outstanding for more than 60 days.
* After the PO has been undelivered/unfulfilled, the system should have send a notification to the procurement user.
  1. **Documents that requires Uploading**
* Signed/approved Memo
* Signed/approved Terms of Reference
* The PR document should have NCR logo
* The PO document should have the NCR logo with physical address; email address where invoices must be sent to: finance@ncr.org.za
* Invoices
* Signed SLA/Contract document
* Delivery notes
* Project sign off document
* Approved Business Case
  1. **Documents generated by the system**
* Purchase requisition – pdf format
* Purchase order – pdf format
* Goods received note – pdf format
  1. **Integration points by the system**
* The system should be able to link to the National Treasury Central Suppliers Database.
* Integration with email notifications for the workflow and approvals.
* Send out emails to selected service providers picked for the RFQ, RFP for submissions.
* Integration to Account Payables Module and Budget system.
  1. **Types of Procurement**
* Single Source
* Request for Quotation
* Competitive bidding process
* Sole source procurement
* Close tender process
* Deviations
  1. **Workflows**
* All the modules must have workflows for review, approval of invoices and documents.
* The system must notify the requester and department manager for review and approval.
* The memo and TOR must be uploaded on the system and department manager can review and approve on the system.
* All delegated individual to approve transactions must be able to receive notifications by email/sms.
* The following notifications should be activated on the system:
* Requisitions initiated
* Approvals pending
* Overdue approvals
* Different stages of the procurement process
* Incomplete requisitions
* Unfulfilled RFQ and RFP
* Invoices not approved by the manager within 3 days
  1. **Receiving Commodity**
* After receiving the commodity, the requester will sign the good receive notes and requester must go to the system and generate the message says received in order.
  1. **Accounts Payable (AP)**
* Accounts Payable Finance email: [finance@ncr.org.za](mailto:finance@ncr.org.za) must be linked with Great Plains to enable AP to route invoices to different departments online for approval. Manager should get an email prompting them to log on Great Plains to review and approve invoices.
* The departmental manager should be able to approve, decline invoices. In case of declined invoices, the said manager should be able to insert a note for a said decline.
* The departmental manager must have signed off the Goods Received Note (GRN) before they can approve the invoice (rights to approve the GRN should only be granted to the approver).
* AP should then link the purchase order (PO) with the invoice when capturing on GP.
* The batch of captured invoices should then be routed to the Financial Accountant (FA) for posting
* Creditors’ reconciliation to be generated on GP.
* Once all the invoices have been posted, payment batch must be created on GP and that payment batch to be reviewed by FA prior automatic uploading on business online for approval and release by two appointed releasers.

**Adding of new suppliers on Great Plains**

* AP must be able to capture supplier information on GP (banking details, VAT number, contact number, physical address, company registration number and BBBEE level) and enable attachment of supporting documents on GP.
* Once all the new supplier details are captured on the GP, FA must be able to review the details captured and approval of details by Finance Manager (FM).
* Updated banking details should be automatically reflected on Standard bank Business online.

**5.14 Accounts Receivables (AR)**

* Customisation of invoices to include penalties on overdue renewal fees as prescribed in the NCA Amendments in the Government Gazette no. 39981 published on 11 May 2016; the National Credit Regulator is required to impose penalties on all renewal fees received after 31 July for a period of 30 days.
* Updating of registrants information (fee categories; loan book and number of branches) on Great Plains to enable automatic invoicing process;
* Sending of invoices and statements to registrants directly from Great Plains;
* Sending reminder letters to registrants on overdue accounts from Great Plains.
  1. **Bank management**
* Importation of bank statement transactions from Standard bank Business Online to GP and allocate to the general ledger accounts.
* Linking of IRAS and DCRS (in-house systems) to Great Plains for ease in allocation and matching of registrants receipts to registrants’ accounts using their NCR number.
* Automation of bank reconciliations
* Compatibility with online registration and payment systems as well as online banking facilities.

1. **Reports required from the system**

* Incomplete Requisitions or outstanding purchase requisitions (Started but not completed)
* Overdue Purchase Orders – Issued but not delivered over a period of (0-30 days), (30-60days) and (60-90days).
* Commitment report – Funds that have already been committed to a purchase requisition
* The report of verifications for tax compliant of bidders; CSD registrations; CIPC registrations; BBBEE status level and expiry date.
* A report of all invoices received in a day, with a status (e.g. awaiting approval, approved or declined).
* Exception reports for unallocated receipts.
* Amounts paid to date for all the suppliers on Great Plains
* Variance reports (actual vs budget) should include commitments column.

1. **Security on the system**

* Security roles must be defined in the system.
* The module should be available to procurement and approved personnel (Managers, Co-ordinators)
* Purchase orders must be voided and not deleted
* Keep track of changes into the requisition – new documents uploaded
* Users who approves cannot be initiators of purchase requisitions
* Each user must have a login-name and password
* Segregation of duties and levels of authority
* Managers cannot shift budget without approval from Finance

1. **Functionality will be evaluated in terms of section**

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| **Description** | **Weights** |
| **Understanding of the NCR requirements**  Does the proposal show bidder’s understanding of the NCR requirements in relation to the TOR in regard to the procurement PO and PR automation and testing that all current services function as they were | 20 |
| * The experience of the company in undertaking similar work or projects; and * Partner must be Microsoft Great Plains Certified Support Partner * Partner must be specialized in Microsoft Great Plain Finance and Supply Chain(PO and PR automation); Budgeting; Accounts Receivables and Budgeting Business Communication * Partner must have 24x7 Technical Support Service centre for reporting of faults and issues |  |
| Proposals must contain the details of the **proposed approach** to be adopted in order to deliver the service in accordance with the TOR.   * Proposed approach in relation to the scope of work and the outputs above; * Proven capacity and experience in Microsoft Great Plain services * Proven capacity, skill, technology and experience in Microsoft Great Plain Finance and Supply Chain; * Value additions for the NCR; * Creativity and innovation- bidder to provide evidence. | 40 |
| Proposals should clearly indicate whether or not bid participants have the **internal and technological capacity** to meet the requirements of the TOR. This will include but not limited:   * The relevant skills level of the entire project team (Brief CV’s of the team members), * Resources and personnel to be dedicated to the project. i.e. Project team leader, Microsoft Great Plain Finance and Supply Chain Engineers and technology to be used for the project * The percentage of the work if any that will be outsourced to third parties; * Detailed Purchase Order, Purchase Requisition and Budget Automation plan * Bidder to provide a capability statement relating all resources. | 30 |
| **References**  Contact details of at least three references from amongst recent clients with whom similar work has been conducted in the past 3 years.   * Past and Current Clients: Service, Feedback, Ratings and References * Portfolio of past work | 10 |

Bidders are required to score a minimum of 70% points on functionality to qualify to be evaluated in 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.

1. **Additional information:**

* Brief company profile, as relevant to the above mentioned terms of reference.
* Experience in the relevant areas.
* Clientele.
* A proposal including methodology
* 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 12 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 1 attached.

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