



THE NATIONAL CREDIT REGULATOR

MARCH 2016

**TERMS OF REFERENCE FOR A
SERVICE PROVIDER TO PROVIDE
MAINTENANCE & SUPPORT**

**FOR THE NCR
HUMAN RESOURCES INFORMATION
SYSTEM (HRIS)**

RFQ NUMBER: NCR352/03/16

**DUE DATE: 08 APRIL 2016 @
11H00**

**TERMS OF REFERENCE TO PROVIDE
MAINTENANCE & SUPPORT FOR THE NCR
HUMAN RESOURCES INFORMATION SYTEM (HRIS)**

1. INTRODUCTION

The National Credit Regulator (NCR) was established in terms of the National Credit Act, No. 34 of 2005 and came into being on 1 June 2006. The NCR is seeking to appoint a service provide maintenance and support for the NCR Human Resources Information System (HRIS) for a period of 3 months.

The NCR's current HRIS is run on the Systems, Applications and Products System (SAP)

2. OVERVIEW OF CURRENT SAP USER AND INFRASTRUCTURE ENVIRONMENT

The NCR operates from a single office currently located in 127, 15th Road, Randjiespark, Midrand.

The current SAP infrastructure supports about 190 staff across the following departments:

- Executive
- Human Resources
- Finance
- Debt Counselling
- Statistics
- Compliance
- Education and communication
- Registration
- Investigations
- Complaints

All of the staff members are Employee Self Service (ESS) Users and there are 12 Manager Self Service (MSS) Users and 5 internal administrators/ super users.

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.
Sap router	HP computer configured as a SAP router	Windows 7	Physical

3. SERVICES REQUIRED

3.1. Scope of work.

The NCR requires the services of a SAP solutions provider to provide day to day maintenance and support of the NCR's HRIS for a period of three month on a monthly retainer basis. The support services shall include but not be limited to;

3.1.1. Maintain Personnel Basic Information (Data Integrity)

- a. Maintain the SAP system in which the NCR stores basic personnel information e.g. ID numbers, contact details, bank details, length of service, employee profiles, qualification history.
- b. Assist with running reports from SAP on personnel data e.g. birthday lists, bank details, ID numbers.

3.1.2. Payroll Processing

- a. On-going support of payroll data and third party payments.
- b. Assist with payroll queries.
- c. Generate payslips.
- d. Wage type reports e.g. PAYE, UIF, SDL, Medical Aid, Provident Fund, Garnishee orders.
- e. Electronic transfer of salaries to employees' bank accounts.
- f. Annual IRP5 for each employee.
- g. Assist with EM501 reconciliations and submissions to SARS twice a year.
- h. Ensuring legal compliance of all payroll and information handling processes.

3.1.3. Leave Administration

- a. Leave administration and maintenance of balances for all leave types.
- b. Assist with reports on all leave types.
- c. Monthly leave provision reports.
- d. Provide reports and trend analysis in support of the NCR's absenteeism and incapacity management programme.

3.1.4. Employees Self Services (ESS) System

- a. Ensure that NCR employees are able to view payslips, leave balances and IRP5's on Employee Self Service.
- b. Ensure that NCR employees are able to apply for leave on Employee Self Service.
- c. Ensure that NCR management are able to process leave applications on Employee Self Service, as well as view.

3.1.5. System Maintenance and Security

- a. System Patches.
- b. Ensure that the SAP system is secure.
- c. Ensure daily, weekly and monthly backups.
- d. Assist with Audits - As per the NCR audit plan, as well as conduct monthly system audits based on internal and external audit requirement.
- e. Ensure that the SAP system is at all times aligned to the SAP security policy.
- f. The NCR expect all the above services to be provided on a fixed cost retainer basis except for item 3.2.5. (b) Where quotes will have to be forwarded on a need basis.
- g. The supplier may also be required to implement further development of the system should a need arise. This will be cost on a time and material basis.
- h. Provide Basis functions.
- i. Provide Authorisations functions.
- j. Provide monthly performance reports.

3.1.6. Skills Transfer

- a. Facilitate a well-structured skills transfer programme for the Super Users as well as internal ICT support staff.
- b. Provide relevant ad-hoc accredited training on SAP.

All support to be provided via VPN and on-site upon request.

4. THE FUNCTIONALITY CRITERIA

COMPANY PROFILE/ EXPERTISE AND FUNCTIONALITY	WEIGHT
<ul style="list-style-type: none"> • Is the bidder in the industry relevant to the NCR 's requirements (Human Resources Information System) • Does the bidder provide references, previous report for the same service provided? • Does the bidder have relevant experience in providing similar service? <ol style="list-style-type: none"> a. References b. Experience and Skills c. Previous report for the assignment or consultancy which 	30

was carried out d. Company Structure, Leading/management Staff CV's and Qualifications	
ADMINISTRATION AND CONSULTATION	WEIGHT
<ul style="list-style-type: none"> • Does the Draft Work Plan describe the plan for administration/ consultant/ inspection/ training facilitator/ telephone assistance or advice and annual assessment? • Is the plan acceptable? • Does the Draft Work Plan describe a record keeping and reporting system, and is the system acceptable? <ul style="list-style-type: none"> a. Description of Personnel (consultant/inspection/ training facilitator/ telephone assistance/ annual assessment) b. Training Plan c. Administration and Consultation d. Record Keeping and Reporting System 	40
CAPACITY TO DELIVER	WEIGHT
<p>Does the draft Work proposal contain information on the capacity and delivery?</p> <ul style="list-style-type: none"> a. Tender's Methodology and Approach Proposal for project implementation b. Tender's Project Management Plan submitted c. Proposed reporting / communication with the NCR 	30

Bidders are required to score a minimum of 65% points on functionality to qualify to be evaluated in the next level (BBBEE and price). Bidders who do not score the minimum of 65% points on functionality will be disqualified and not be evaluated on price and BBBEE.

5. ADDITIONAL INFORMATION

- a. Brief company profile, as relevant to the above mentioned terms of reference.
- b. Experience in the relevant areas.
- c. Clientele.
- d. A proposal including methodology.
- e. Certification of all team members, highlighting experience relevant to this exercise.
Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.
- f. The proposal should contain a work plan, showing tasks, timelines etc.
- g. Contact details of at least two references from amongst recent clients with whom similar work has been conducted in the past 6 Months.
- h. Certificate of incorporation / legal status.
- i. Financial proposal.