



**THE NATIONAL CREDIT REGULATOR**  
**JUNE 2016**

**TERMS OF REFERENCE (TOR)**  
**FOR THE MAINTENANCE & SUPPORT OF THE**  
**NCR HRIS - SAP**

**RFP NUMBER: NCR363/06/16**

**DUE DATE: 18 JULY 2016**

## **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 for the maintenance and support of the NCR Human Resource Information System (HRIS) - SAP.

#### **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.

#### **1.1 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 for, 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 ninety (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 **Four (4)** hard copies and **1 CD** 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.

## **1.2 Submission of proposals**

1.2.1 Proposals must reach the offices of the NCR before 11:00 on 18 July 2016, and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside:

**(a) RFP No: NCR363/06/16**

**(b) TERMS OF REFERENCE FOR THE MAINTENANCE & SUPPORT OF THE NCR HRIS -SAP**

**(c) CLOSING DATE: 18 JULY 2016**

1.2.2 Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15<sup>th</sup> 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).

1.2.3 Please note that this RFP closes punctually at 11h00 on 18 July 2016. No late submissions will be considered under any circumstances.

1.2.4 **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.

1.2.5 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.

- 1.2.6 The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 1.2.7 Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 1.2.8 The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 1.2.9 Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 1.2.10 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.

### 1.3 Timetable

Date	Activity
24.06.2016	Issue tender document
01.07.2016	<b>COMPULSORY</b> briefing session @ 11h00 Venue: 127 15 <sup>th</sup> Road, Randjespark, Midrand
18.07.2016	Closing date
19.07.2016	Evaluations – functionality criteria
20.07.2016	Consolidation of scores
21.07.2016	Verification of scores
27.07.2016	Presentations from the shortlisted candidates if clarity is required
28.07.2016	Consolidation of scores
29.07.2016	Verification of scores
03.08.2016	Adjudications by the Adjudication Committee
04.08.2016	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.

#### **1.4 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 – 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 3.1 (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 **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.

## **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.

***## Please note that the Tax Clearance Certificate submitted must be valid for at least one month after the closing date of the tender.***

#### **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.

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

### **1.5 Evaluation Criteria**

Proposals will be evaluated on the 90/10 preference points scoring system: that is, 90% of the points awarded will be based on price, as indicated in the table below; and 10% of the points awarded will be based on B-BBEE codes system, allocated as indicated in the table below.

<b>B-BBEE status level of contributor</b>	<b>Number of points</b>	<b>Price</b>
1	10	90
2	9	
3	8	
4	6	
5	4	
6	3	
7	2	
8	1	
Non-compliant contributor	0	
<b>Total maximum points</b>	<b>10</b>	

**Functionality will be evaluated in terms of section 4**

**Description**

- Proposals should make clear the relevant **skills, experience and capacity** of the participant, in respect of this particular TOR
- 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



## **1.6 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.

## **1.7 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.

## **1.8 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](mailto:procurement@ncr.org.za)

# **TERMS OF REFERENCE FOR THE MAINTENANCE AND SUPPORT OF THE NCR HUMAN RESOURCES INFORMATION SYSTEM (HRIS) - SAP**

## **2. 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 procure and outsource the functions and/responsibilities of the Human Resources Information System (HRIS) for a period of 4 years.

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

### **2.1. OVERVIEW OF CURRENT SAP USER AND INFRASTRUCTURE ENVIRONMENT**

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

- a) Executive
- b) Human Resources
- c) Finance
- d) Debt Counselling
- e) Statistics
- f) Compliance
- g) Education and communication
- h) Registration
- i) Investigations
- j) 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.

## 2.2. 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. 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.

The NCR expect all the above services to be provided on a fixed cost retainer basis except for item **3.1.6. (b)** Where quotes will have to be forwarded on a need basis.

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.

- f) Provide Basis functions.
- g) Provide Authorisations functions.
- h) 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.

#### **3.1.7. Support requirements**

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

#### 4. FUNCTIONALITY EVALUATION CRITERIA

DESCRIPTION	WEIGHT
<p>1. Bidders should be in an Information technology and application support industry and have the track record, expertise and <b>over five (5) years' experience in HRIS development, maintenance and functional support.</b></p>	<p><b>10</b></p>
<p>2. <b><u>Infrastructure support, maintenance, continual service improvement and further development</u></b></p> <p>a) Describe how you would ensure that the HRIS remains aligned to the SLA.</p> <p>b) Describe how you would endeavor to improve HRIS services over time to:</p> <ul style="list-style-type: none"> <li>i. Improve efficiencies</li> <li>ii. Reduce risks and improve compliance</li> <li>iii. Better support the organization's operations</li> <li>iv. Adequate disaster recovery plan</li> <li>v. Skills transfer</li> <li>vi. Implementation/development of further modules</li> <li>vii. Pre-audit system checks</li> </ul>	<p><b>15</b></p>
<p>3. <b><u>User, operation, application support</u></b></p> <p>a) Describe your operational processes and customer interface points in relation to SOLMAN, Portal uptime, SARS compliance and submissions, system back-ups.</p> <p>b) System patches and updates.</p>	<p><b>15</b></p>

<p>c) Describe your proactive maintenance activities.</p> <p>d) Describe your service level management process.</p> <p>e) QA Refresh</p>	
<p>4. Proposals should make clear the relevant <b>skills, experience</b>, 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 areas.</p> <p>b) Experience in the technical areas defined by the scope.</p> <p>c) Years of experience (brief cv's should be attached).</p> <p>d) Qualifications relevant to the required services</p>	<b>30</b>
<p>5. <b><u>Project plan</u></b></p> <p>a) The bidder must submit a work 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.</p>	<b>10</b>
<p>6. <b><u>References</u></b></p> <p>Bidders should submit copies of Client Satisfactory Certificates from at least three (3) clients each for the last three (3) years for similar contracts with contract details.</p>	<b>10</b>
<p>7. <b><u>Change management process</u></b></p> <p>Bidders are requested to outline the change management process that is required for this services</p>	<b>5</b>

<p><b>8. <u>Risk identification/register and mitigation process</u></b></p> <p>The bidder is required to outline all risks associated with these services and indicate how those risks will be mitigated for the duration of the contract.</p>	<p><b>5</b></p>
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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 must include the cost of disbursements, VAT etc.