

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)			
BID NUMBER:	PPSA 008/2023	CLOSING DATE: 12 DECEMBER 2023	CLOSING TIME: 11H00
DESCRIPTION	Appointment of the service provider for the provision, customisation, and implementation of an Enterprise Resource Planning (ERP) system that will assist Finance, Human Resource Management (HRM), Payroll, Supply Chain Management (SCM) and Assets Management with a single view to manage all the daily function, give out accurate real time tracking and reporting for Public Protector South Africa (PPSA) with three (3) years support and maintenance plan		
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)			
Public Protector South Africa			
175 Lunnon Street			
Hillcrest Office Park			
Pretoria			
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	Lesego Tlou	CONTACT PERSON	Thabang Maswi
TELEPHONE NUMBER	012 366 7178	TELEPHONE NUMBER	012 366 7079
FACSIMILE NUMBER	N/A	FACSIMILE NUMBER	N/A
E-MAIL ADDRESS	LesegoT@pprotect.org	E-MAIL ADDRESS	Thabangm@pprotect.org
SUPPLIER INFORMATION			
NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE	NUMBER	
CELLPHONE NUMBER			
FACSIMILE NUMBER	CODE	NUMBER	
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:	OR	CENTRAL SUPPLIER DATABASE No: MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]			
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS			

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? YES
 NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA? YES
 NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?
 YES NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?
YES NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? YES
 NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

**PART B
TERMS AND CONDITIONS FOR BIDDING**

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE PUBLIC PROTECTOR SOUTH AFRICA (PPSA) TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.”

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

(Proof of authority must be submitted e.g. company resolution)

DATE:

.....

SBD 3.1

**PRICING SCHEDULE – FIRM PRICES
(PURCHASES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....	Bid number PPSA 008/2023
Closing Time 11:00	Closing date 12 December 2023

OFFER TO BE VALID FOR **120 DAYS** FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY INCLUDED	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES)
-	Required by:	
-	At:	
.....			
-	Brand and model	
-	Country of origin	
-	Does the offer comply with the specification(s)?		*YES/NO
-	If not to specification, indicate deviation(s)	
-	Period required for delivery	*Delivery: Firm/not firm
-	Delivery basis	

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

** "all applicable taxes" includes value- added tax, pay as you earn, income tax,
unemployment insurance fund contributions and skills development levies.
*Delete if not applicable

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of institution	State

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, _____ the _____ undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 To be completed by the organ of state

(a) The applicable preference point system for this tender is the **80/20** preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Historically Disadvantaged individual (HDI)		
Enterprises with ownership of 51% or more by person/s who are black person/s.	10	
Enterprises with ownership of 51% or more by person/s who are women	5	
Enterprises with ownership of 51% or more by person/s who are youth	3	
Enterprise with ownership of 51% or more by person/s with disability	2	
Enterprises with ownership of less than 51% by person/s who are black or less than 51% by person/s who are women or less than 51% by person/s who are youth or less than 51% by person/s with disability	0	
Total	20	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.2. Name _____ of company/firm.....

4.3. Company _____ registration _____ number:

4.4. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited

- Non-Profit Company
 - State Owned Company
- [TICK APPLICABLE BOX]

4.5. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....



TERMS OF REFERENCE AND CONDITIONS OF BID

THE APPOINTMENT OF THE SERVICE PROVIDER FOR THE PROVISION, CUSTOMISATION, AND IMPLEMENTATION OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM THAT WILL ASSIST FINANCE, HUMAN RESOURCE MANAGEMENT, ASSETS MANAGEMENT AND SUPPLY CHAIN MANAGEMENT WITH A SINGLE VIEW TO MANAGE ALL THE DAILY FUNCTION, GIVE OUT ACCURATE REAL TIME TRACKING AND REPORTING FOR PUBLIC PROTECTOR SOUTH AFRICA (PPSA) WITH THREE YEARS SUPPORT AND MAINTENANCE PLAN

BID NUMBER: PPSA 008/2023

ISSUE DATE: 09 NOVEMBER 2023

COMPULSORY BRIEFING SESSION DATE: 17 NOVEMBER 2023 @ 09h00 – 11h00

https://teams.microsoft.com/l/meetup-join/19%3ameeting_NjxNWMwYmEtY2JiNS00NmEzLTg1ZDctNjM2YjUyNzczYTU0%40thread.v2/0?context=%7b%22Tid%22%3a%225794590e-ee6e-4a8b-86f5-8db96801b3b9%22%2c%22Oid%22%3a%221894f371-40b3-41c3-abd3-1bcd4eebf76b%22%7d

CLOSING DATE AND TIME OF BID: 12 DECEMBER 2023 AT 11:00 AM

BID VALIDITY PERIOD: 120 DAYS

PART A: TERMS OF REFERENCE

ABBREVIATIONS

B-BBEE – Broad Based Black Economic Empowerment

CSD – Central Supplier Database

CV – Curriculum Vitae

DTI – Department of Trade and Industry

FICA – Financial Intelligence Centre Act

NPA – National Prosecuting Authority

PIN – Personal Identification Number

PPR – Preferential Procurement Regulations, 2022

PPSA – Public Protector South Africa

RFP – Request For Proposal

SARS – South African Revenue Services

SBD – Standard Bidding Document

SLA – Service Level Agreement

SMME – Small Medium and Micro Enterprise

TCS – Tax Compliance Status

TOR – Terms of reference

1. BACKGROUND

- 1.1 Public Protector South Africa (PPSA) is a Chapter 9 institution constituted under Section 182 of the Constitution of the Republic of South Africa, in which the PPSA has the power to:
 - 1.1.1 Investigate any conduct in state affairs or in the public administration in any sphere of government that is alleged or suspected to be improper or that will result in impropriety or prejudice.
 - 1.1.2 Report on that conduct; and
 - 1.1.3 Take appropriate remedial action.
- 1.2 PPSA is independent and subject only to the Constitution and the law, always impartial and must exercise its powers and perform its functions without fear, favor or prejudice. PPSA is accountable to the National Assembly and must report on its activities and performance to the National Assembly at least once a year. PPSA has the power as regulated by the national legislation to investigate any conduct in state affairs, or in the public administration in any sphere of government that is alleged or suspected to be improper or to result in any impropriety or prejudice.

2. OBJECTIVE OF THE BID

- 2.1 The appointment of the service provider for the provision, customization, and implementation of an Enterprise Resource Planning (ERP) system that will assist Finance, Human Resource Management (HRM), Assets Management and Supply Chain Management (SCM) with a single view to manage all the daily function, give out accurate real time tracking and reporting for Public Protector South Africa (PPSA) with three (3) years support and maintenance plan.

3. PROBLEM DESCRIPTION

- 3.1 Currently PPSA uses multiple systems serving the same purpose or used by the same department.

- 3.2 There is lack of integration between systems.
- 3.3 Outdated function that has no support on some of the system.
- 3.4 Fairly manual reports since there is no business intelligence amongst the systems.
- 3.5 Difficult to reconcile at the end of the month.
- 3.6 Employee numbers are not created in real time.
- 3.7 Manual process of claiming of travel and subsistence (T and S).
- 3.8 Poor leave Management function on the system.
- 3.9 Poor employee records management

4. SCOPE OF WORK

- 4.1 The appointed service provider will be expected to provide an ERP system to PPSA that includes all necessary algorithms documentation (architecture framework, signed user acceptance testing document, project plan) and data to provide users with the modules to perform HRM, Finance, Payroll, Assets Management and SCM functions. The appointed service provider will be expected to do business analysis and business requirements, which will need to be signed off. The functionality for those users includes but not limited to:
 - 4.1.1 Create and manage user profiles.
 - 4.1.2 Upload relevant documents.
 - 4.1.3 Leave management.
 - 4.1.4 Manage events.
 - 4.1.5 Push notification to other department or units.
 - 4.1.6 Manage payroll functions including salary and benefits.
 - 4.1.7 Generates a payment file which is secured with a code.
 - 4.1.8 Manage internal claims.
 - 4.1.9 Workflow of approvals
 - 4.1.10 Manage Contracts.
 - 4.1.11 Manage Journals.
 - 4.1.12 Pay and reconcile supplier accounts.
 - 4.1.13 Assets Management.
 - 4.1.14 Migration of data from the current to the new system.
 - 4.1.15 Reporting (refer to Annexure A)

- 4.1.16 Recruitment record management.
- 4.1.17 Banking and cash management (Automated processes).
- 4.1.18 Create an online filling system.

5. EVALUATION PROCESS:

The bid will be evaluated in four (04) phases as outlined below:

5.1 Phase 1 evaluation: Bidders must **ensure that they** complete and sign documents as indicated below, and the documents must be submitted as part of the bid document by the closing date and time:

- 5.1.1 Signed SBD 1: Invitation to Bid
- 5.1.2 Fully completed SBD 3.1: Pricing Schedule Firm Price
- 5.1.3 Signed SBD 4: Bidders Disclosure
- 5.1.4 Signed SBD 6.1: Preference Points claim form in terms of the Preferential Procurement Regulations, 2022

5.2 Phase 2 evaluation: Below are mandatory required documents which must be submitted with the bid document and only bidders that have submitted all the documents will be evaluated for **Pricing and Specific Goals**. Non submission of all mandatory documents may disqualify the bidder.

5.2.1 The bidder must submit deployment certificate that serve as a proof that they have developed an Enterprise Resource Planning (ERP)/ Financial system.

5.2.2 The bidder must have a valid accreditation certificate / letter for the proposed ERP/Financial system and proof of accreditation by the developer / product owner must be attached in cases a bidder is a reseller.

All accreditations will be confirmed with the accreditation body and bidders who are not accredited to supply, customise and support the proposed system will be disqualified from the bidding process.

5.2.3 The bidder must be registered on Central Supplier Database (CSD): The bidder must ensure that their company is registered on CSD (attach the CSD report with the bid document or provide bidder CSD registration number).

5.2.4 Bidder/s must have the following resources (attach CV's of the below personnel):

- 5.2.4.1 2x developers with minimum of 4 years' experience
- 5.2.4.2 1x system analyst with minimum of 5 years' experience
- 5.2.4.3 2x functional support with minimum of 3 years' experience
- 5.2.4.4 1x database administrator with minimum of 5 years' experience
- 5.2.4.5 1x project manager with minimum of 5 years' experience

NB. If one of the resources provided resigned during the project implementation the bidder must ensure that resource is replaced with the same experience, and this will form part of the Service Level Agreement (SLA)

5.2.5 Attendance of compulsory briefing session (virtual register / manual)

5.3 Phase 3 evaluation: Only bidder that have submitted all required mandatory documents indicated in phase 2 of the evaluations will qualify for phase 3 **(Functionality A + Functionality B)**. Bidders will be assessed on their capability to provide the service. Only bidders that have scored 60 points under **functionality A** and above as per evaluation criteria outlined below will be further evaluated for **Functionality B (System Demo)**

Criteria	Weight 100/100	Sub-criteria
<p>Company experience in the development and implementation of Enterprise Resource Planning (ERP) system and provision of support and maintenance.</p> <p>NB: The bidder must submit signed reference letter/s from previous clients where the ERP system was successfully deployed with</p>	30/100	<ul style="list-style-type: none"> • Bidders with 5 projects and more successfully implemented. = 5 • Bidders with 4 projects successfully implemented. = 4 • Bidder with 3 projects successfully implemented. = 3 • Bidder with 2 projects successfully implemented. =2

<p>support and maintenance. All letters must be on the company letter head of the referee and signed by the referee. The referees must be contactable and the contact details provided must include:</p> <ul style="list-style-type: none"> ✓ Contact Person; ✓ Organisation/ Company name; ✓ Cell number/Office number ✓ Period of service rendered <p>Years of experience will be verified against the reference letters</p>		<ul style="list-style-type: none"> • Bidder with 1 project successfully implemented. =1 • Bidder with no project. =0
<p>Submission of signed reference letter/s where the implementation of ERP system was successfully deployed over the past 10 years.</p> <p>Bidders with the score of 60 points and above on functionality will be expected to conduct system demo during the evaluation process</p>	30/100	<ul style="list-style-type: none"> • If the bidder has successfully implemented the ERP system which includes the following five modules namely: Finance, HRM, Payroll, SCM and Asset Management in one package over the past 10 years = 5 • If the bidder has successfully implemented the ERP system which includes any four (4) modules in one package over the past ten years = 3 • If the bidder has successfully implemented the ERP system which includes any three (3) modules in one package in the past ten years = 1 • If the bidder has successfully implemented the ERP system with less than any three

		modules in one package over the past ten years =0
Bidders to submit detailed project plan with proper timelines, milestones and the methodology on how the system will be customized, implemented and maintained. The bidder must demonstrate thorough understanding of the objectives and deliverables of this project. The bidder must provide a comprehensive action plan for the implementation including turnaround times on how this will be achieved. NB: The bidder needs to take into consideration that PPSA uses waterfall methodology . The project plan will form part of the service level agreement (SLA) and none performance will lead to penalties	20/100	<ul style="list-style-type: none"> • If the bidder is in a position to migrate the current data, integration, customize and deployment of the system in less than two years from the date of receipt of an authorized order = 5 • If the bidder is in a position to migrate the current data, integration, customize and deployment of the system in two years from the date of receipt of an authorized order = 3 • If the bidder is in a position to migrate the current data, integration, customize and deployment of the system in more than two (2) years from the date of receipt of an authorized order = 1
FUNCTIONALITY B (SYSTEM DEMO)		
The evaluation team will visit one of the bidder's nearest client site to verify the system functionalities as outlined below. Only bidders with the total overall score of 70 points (Functionality A + Functionality B)		
Bid evaluation Committee (BEC) will visit one of the bidders nearest client where the ERP system / Financial System was successfully deployed over the past ten years to conduct system	20/100	Below is the ERP system functionality which will be verified but not limited to (refer to clause 4.1 under scope of work above): <ol style="list-style-type: none"> (1) Create and manage user profiles. (2) Upload relevant documents. (3) Leave management.

<p>demo. Only bidder's with the score of 60 points and above on functionality A will be visited.</p>		<ol style="list-style-type: none"> (4) Manage events. (5) Push notification to other department or units. (6) Manage payroll functions including salary and benefits. (7) Generates a payment file which is secured with a code. (8) Manage internal claims. (9) Workflow of approvals (10) Manage Contracts. (11) Manage Journals. (12) Pay and reconcile supplier accounts. (13) Assets Management. (14) Migration of data from the current to the new system. (15) Reporting (Reports as per attached annexure A) (16) Recruitment record management. (17) Banking and cash management (Automated processes) (18) Create an online filing system. <ul style="list-style-type: none"> • If the system is in a position to depicts all 18 features = 5 points • If the system is in a position to depicts only 14 features = 4 points • If the system is in a position to depicts only 6 features = 3 points • If the system is in a position to depicts only 4 features = 2 points • If the system is in a position to depicts less than 4 features = 1 point
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5.3.1 Phase 4 evaluation: Only bidders that qualified through phase 3 (**Functionality A + Functionality B**) with the overall score of 70 points and above will be further evaluated for **Pricing and Specific goals:** Price (80/100) and Specific goals (20/100)

5.4. Pricing = 80 points and Specific goals = 20 points

A Maximum of 20 points may be awarded to a tenderer for specific goals specified for the tender as follows:

Specific goals	Points
Historically Disadvantaged individual (HDI)	
Enterprises with ownership of 51% or more by person/s who are black person/s.	10
Enterprises with ownership of 51% or more by person/s who are women	5
Enterprises with ownership of 51% or more by person/s who are youth	3
Enterprise with ownership of 51% or more by person/s with disability	2
Enterprises with ownership of less than 51% by person/s who are black or less than 51% by person/s who are women or less than 51% by person/s who are youth or less than 51% by person/s with disability	0
Total	20

- 5.4.1.1 The points scored for the specific goal will be added to the points scored for price and the total will be rounded off to the nearest two decimal places.
- 5.4.1.2 The contract will be awarded to the tenderer scoring the highest points.
- 5.4.1.3 A contract may be awarded to a tenderer that did not score the highest number of points, only in accordance with section 2(1) (f) of the Act.
- 5.4.1.4 If two or more tenders score an equal total number of points, the contract will be awarded to the tenderer that scored the highest points for specific goals, and if two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.

5.5 Pricing: Bidders must ensure that they provide quotation inclusive of all taxes which included the information as outlined below:

Item description	Total inclusive of 15% VAT
Provision of the ERP /Financial system with all five modules namely: (1) Finance, (2) HRM, (3) Payroll, (4) SCM and (5) Asset Management	R
Migration of current data	R
Customisation	R
Implementation / deployment of the system	R

Training of the users	R
Support and maintenance over a period of three (3) years	R
Any other cost (bidder to specify)	R
Total project cost including three (3) years support and maintenance plan	R

PART B: ADDITIONAL REQUIREMENTS AND CONDITIONS OF BID

6. ADDITIONAL REQUIRED INFORMATION

6.1. Company profile

Bidders must furnish the following information clearly indicated per annexure regarding their company as part of the bid. Where not applicable, it must clearly be indicated as such:

6.1.1 Personnel complement, divided into -

6.1.1.1 Management personnel;

6.1.1.2 Supervisors; and

6.1.1.3 Workers. Full time: Part time:

6.1.2 Composition in terms of shareholding

6.1.3 Address of Head Office.

6.1.4 Addresses of regional offices/branches

6.1.5 Bidders to indicate date from when the company commenced its operations.

6.1.6 Bidders to provide the details of completed contracts where the provision, customisation and implementation of an Enterprise Resource Management (ERP) / Financial system which will assist Finance, HR, Payroll, SCM and Asset Management with a single view to manage all the daily function, give out accurate real time tracking and reporting for Public Protector South Africa (PPSA) with three (3) years support and maintenance plan. Submit the signed reference letters / contracts where the implementation of ERP system was successfully completed within the past ten (10) Years, e.g. names of clients, contract period and value, and the names and telephone numbers of the persons with who contact can be made for reference purposes.

6.1.7 Bidders to indicate their company financial position i.e. annual turnover.

6.1.8 Bidders to submit the names, postal address and telephone number(s) of banker(s) and the name of the contact person where financial enquiries may be answered.

6.1.9 Bidders to submit the name, address and telephone number of auditor(s) and the name of the contact person where financial enquiries may be answered.

6.1.10 Bidders to indicate the name, identity numbers and street addresses of all partners must be indicated where persons, who are a partnership or a company / Joint Ventures / Consortium comprising a partnership, tender.

7. Previous experience

- 7.1 Bidders must submit written and signed reference letter/s from previous clients where the provision, customisation and implementation of an Enterprise Resource Management (ERP) system that supported Finance, HR, Payroll, SCM and Asset Management with support and maintenance plan was successfully deployed. Provide signed reference letters that indicates the following:
 - 7.1.1 Value of the project,
 - 7.1.2 Contract period and
 - 7.1.3 The industry/sector where the contract was carried out.
- 7.2 Due diligence will be conducted to verify all information that has been provided on the qualified bidders.

8. CONDITIONS OF BIDS

8.1 PPSA reserve the rights:

- 8.1.1 The PPSA reserves the right to disqualify any bidder which does not comply with any one or more of the required information as indicated below:
- 8.1.2 If the bidder/s submit their bids without all the data and information requested.
- 8.1.3 Proposal that did not submit mandatory documents stipulated in the RFP document;
- 8.1.4 Proposal that fails to comply with the specification.
- 8.1.5 Proposal that contains any information that is found to be incorrect or misleading in anyway or Bidders who submit information that is fraudulent, factually untrue or inaccurate information.
- 8.1.6 Bidders who submit incomplete information and documentation according to the requirements of this RFP document;
- 8.1.7 Bidders who receive information not available to other potential bidders through fraudulent means;
- 8.1.8 Bidder local content requirement does not comply with National Treasury designated sectors as updated from time to time.
- 8.1.9 PPSA further reserve the right to:
 - 8.1.9.1 Not to award or cancel this bid at any time.
 - 8.1.9.2 To negotiate with one or more Preferred or Reserved Bidders identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other Bidder who has not been awarded the status of the Preferred or Reserved Bidder.
 - 8.1.9.3 To award in part or in full.
 - 8.1.9.4 To award this bid to one or more bidders.

- 8.1.9.5 To negotiate prices of items that are contracted and should these items be available at a competitive price than the contracted price, PPSA will request the current bidder to reduce their price to be inline failing which; these will be purchase out of contract.
- 8.1.9.6 To cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the Preferred Bidders have been notified of their status as such.
- 8.1.9.7 To carry out explanatory meetings in order to verify the nature and quality of the services bided for, whether before or after adjudication of the bid at bidder's corporate offices and / or at client sites if so required.
- 8.1.9.8 To award the contract to a Bidder whose bid was not the lowest in price.
- 8.1.9.9 To award the bid to a Bidder who is not the highest scoring Bidder.
- 8.1.9.9 To correct any mistakes at any stage of the bid that may have been in the bid documents or occurred at any stage of the bid process.
- 8.1.9.10 To amend any bid conditions, bid validity period, RFP specifications, or extend the bid closing date, all before the bid closing date. All bidders, to whom the RFP documents have been issued and where the PPSA have record of such bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the PPSA's website under the relevant tender information. All prospective bidders should therefore ensure that they visit the website regularly and before they submit their bid response to ensure that they are kept updated on any amendments in this regard.
- 8.1.9.11 Not to accept the lowest priced bid or any bid in part or in whole. It normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is functionally acceptable and/or financially advantageous to the PPSA.
- 8.1.9.12 To request all relevant information, agreements and other documents to verify information supplied in the bid response.
- 8.1.9.13 To conduct background checks, including FICA verification, on the bidding entity and any of its directors / trustees / shareholders / members.

9. Undertakings by the Bidder

- 9.1 By submitting a bid in response to the RFP, the bidder will be taken to offer to render all or any of the services described in the bid response submitted by it to the PPSA on the terms and conditions and in accordance with the specifications stipulated in this RFP document.
- 9.2 The bidder shall prepare for a possible presentation should PPSA require such and the bidder shall be notified before the actual presentation date. Such presentation may include a practical demonstration of services as called for in this RFP.

- 9.3 The bidder agrees that the offer contained in its bid shall remain binding upon him/her and receptive for acceptance by the PPSA during the bid validity period indicated in the RFP and calculated from the bid closing hour and date such offer and its acceptance shall be subject to the terms and conditions contained in this RFP document read with the bid.
- 9.4 The bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all his/her obligations under a resulting contract for the services contemplated in this RFP; and that he/she accepts that any mistakes regarding price(s) and calculations will be at his/her risk.
- 9.5 The successful bidder accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under the supply agreement and SLA to be concluded with PPSA, as the principal(s) liable for the due fulfilment of such contract.
- 9.6 The bidder accepts that all costs incurred in the preparation, presentation and demonstration of the solution offered by it shall be for the account of the bidder. All supporting documentation and manuals submitted with its bid will become PPSA property unless otherwise stated by the bidder/s at the time of submission.
- 9.7 No attempt may be made, whether directly or indirectly, to canvass any member of PPSA employees before the award of the contract.
- 9.8 Any enquiries must be referred, in writing, to the specified persons.

10. Contract requirements

10.1 Contract period

- 10.1.1 The start date of the project implementation will be confirmed with the successful bidder upon contract negotiations. The initiative is based on deliverables.

10.2 General terms and conditions of contract

- 10.2.1 Bidders must complete the attached the General Terms and Conditions of the contract.

11. Price basis

- 11.1 Bidders shall take into account that PPSA's total requirements will be allocated to one bidder.
- 11.2 Bidders shall quote prices in South African Rand and Value Added Tax shall be included:
- 11.2.1 For PPSA to be in a position to facilitate the evaluation of bids and the administration of the contract it is required that bidders must provide all inclusive pricing.
- 11.3 Bidders shall quote on the basis indicated in the Pricing Schedule.

- 11.4 Prices tendered for must be inclusive of all required deliverables as per specification.
- 11.5 PPSA requires an all-inclusive and fully transparent cost structure.
- 11.6 Where figures are referred to in numerals and in words and there is a conflict between the two, the words will prevail.
- 11.7 The successful bidder shall commit to the programme of continuous improvement, which will result in cost-efficiencies during the duration of the contract.
- 11.8 Bidders must warrant to PPSA and indicate that the pricing quoted is free of any errors or omissions and that the Bidder is able to deliver the contract on the prices quoted.

12. Payment terms

- 12.1 The standard 30-day payment period will apply on the payment of all invoices from receipt of valid invoice.

12. Tax clearance certificate

- 12.1 Government is committed to reducing supply chain related fraud and ensuring that persons conducting business with the State are not afforded any scope to abuse the supply chain management system.
- 12.2 It is therefore essential to ensure that persons conducting business with the State are tax compliant when participating in tenders or other bidding processes. On 18 April 2016, the South African Revenue Service (SARS) introduced an enhanced TCS system aimed at improving compliance and making it easier for taxpayers to manage their tax affairs.
- 12.3 Implementation of the tax compliance status system:
 - 12.3.1 In order to comply with the new TCS system and the condition of bids that a successful bidder's tax matters must be in order, Accounting Officers and accounting authorities of all PFMA complaint institutions must:
 - 12.3.1.1 Designated officials, preferably from Supply Chain Management Unit, whose function will be to verify the tax compliance status of a bidder on the South African Revenue Services' Tax compliance status system housed on eFiling.
 - 12.3.1.2 Utilise the SBD1 issued by National Treasury when inviting bids,
 - 12.3.1.3 As a bid condition, accounting officer or accounting authorities must request bidders to register on Government's Central Supplier Database and to include in their bid their Master Registration Number (Supplier Number) in order to enable the institution to verify the supplier's tax status on the Central Supplier Database.

- 12.4 The CSD and tax compliance status PIN are the approved methods to be used to prove tax compliance as the South African Revenue Services (SARS) no longer issues Tax Clearance Certificates but has made provision online, via e-Filing, for bidders to print their own Tax Clearance Certificates which they can submit with their bids or price quotations.
- 12.5 Accounting Officers are therefore required to accept printed or copies of Tax Clearance Certificates submitted by bidders and verify their authenticity on e-Filing. The verification result will be filed for audit purposes.
- 12.6 Where a bidder does not submit a tax compliance status PIN but provides a Central Supplier Database (CSD) number, the accounting officer and accounting authority must utilise the CSD number via its website www.csd.gov.za to access the supplier records and to verify the bidder's tax compliance status. A printed screen view at the time of verification should then be attached to the supplier's records for audit purposes.

13. Counter Conditions

- 13.1 Bidder's attention is drawn to the fact that amendments to any of this condition of bid by bidders may result in the invalidation of the bids.

14. Fronting

- 14.1 The PPSA support the Broad Black Based Economic Empowerment and recognises that the real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Based on the above (PPSA) condemns any form of fronting.
- 14.2 The PPSA, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct, or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in the bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry /investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid/contract and may also result in the restriction of the bidder /contractor to conduct business with the public sector for a period not exceeding ten years. The matter may be reported to the National Prosecuting Authority (NPA) for criminal investigation and charges in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

15. Promotion of Emerging Black owned bidders

15.1 It is the PPSA's objective to promote transformation across all industries and/ or sectors of the South African economy and as such, bidders are encouraged to partner with a black owned entity (being 50%+1 black owned and controlled). Such partnership may include the formation of a Joint Venture and/ or subcontracting agreement etc., where a portion of the work under this tender would be undertaken by black owned entities. To give effect to this requirement, bidders are required to submit a partnership / subcontracting proposal detailing the portion of work to be outsourced, level of involvement of the black owned partner and where relevant, submit a consolidated B-BBEE scorecard in-line with the provisions of the PPPFA Regulations which will be considered as part of the B-BBEE scoring.

16. Supplier Performance Management

16.1 Supplier Performance Management is viewed by the PPSA as a critical component in ensuring value for money acquisition and good supplier relations between the PPSA and all its suppliers.

16.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the PPSA, which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor and assess the supplier's performance and ensure effective delivery of service, quality and value-add to PPSA's business.

16.3 Successful bidders will be required to comply with the above-mentioned conditions, and also provide a scorecard on how their product / service offering is being measured to achieve the objectives of these conditions.

17 Supplier Development

17.1 The PPSA promotes enterprise development. In this regard, successful bidders may be required to mentor SMMEs and/ or designated group which are at least 51% owned by:

17.1.1 Black people

17.1.2 Black people who are youth

17.1.3 Black people who are women

17.1.4 Black people that formed a cooperative (primary, secondary or tertiary cooperative) or

17.1.5 Black people living in rural areas or underdeveloped area or township.

18. Screening

- 18.1 Acceptance of this bid may be subject to the condition that the successful bidder must be cleared by the appropriate authorities to render the service within the organ of the state.

19. PPSA requires bidder(s) to declare

In the Bidder's Technical response, Bidder(s) are required to declare the following:

- 19.1 Confirm that the bidder(s) is to: –
- 19.1.1 Act honestly, fairly, and with due skill, care and diligence, in the interests of PPSA;
 - 19.1.2 Have and employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
 - 19.1.3 Act with circumspection and treat PPSA fairly in a situation of conflicting interests;
 - 19.1.4 Comply with all applicable statutory or common law requirements applicable to the conduct of business;
 - 19.1.5 Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with PPSA;
 - 19.1.6 Avoidance of fraudulent and misleading advertising, canvassing and marketing;
 - 19.1.7 To conduct their business activities with transparency and consistently uphold the interests and needs of PPSA as a client before any other consideration; and
 - 19.1.8 To ensure that any information acquired by the bidder(s) from PPSA will not be used or disclosed unless the written consent of the client has been obtained to do so.

20. Conflict of interest, corruption, and fraud

- 20.1 PPSA reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of PPSA or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")
- 20.1.1 Engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid;

- 20.1.2 Seeks any assistance, other than assistance officially provided by PPSA, from any employee, advisor or other representative of PPSA in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to PPSA;
- 20.1.3 Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of PPSA's officers, directors, employees, advisors or other representatives;
- 20.1.4 Makes or offers any gift, gratuity, anything of any value or other inducement, to any PPSA's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to PPSA;
- 20.1.5 Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to PPSA;
- 20.1.6 Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to PPSA;
- 20.1.7 Has in the past engaged in any matter referred to above; or
- 20.1.8 Has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

21. Misrepresentation

- 21.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that PPSA relies upon the bidder's Tender as a material

representation in making an award to a successful bidder and in concluding an agreement with the bidder.

21.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by PPSA against the bidder notwithstanding the conclusion of the Service Level Agreement between PPSA and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

22. Preparation costs

22.1 The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing PPSA, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

23. Indemnity

23.1 If a bidder breaches the conditions of this bid and, as a result of that breach, PPSA incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds PPSA harmless from any and all such costs which PPSA may incur and for any damages or losses PPSA may suffer.

24. Precedence

24.1 This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

25. Limitation of liability

25.1 A bidder participates in this bid process entirely at its own risk and cost. PPSA shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

26. Tender defaulters and restricted suppliers

26.1 No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. PPSA reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been listed as defaulted with National Treasury by another government institution.

27. Governing Law

27.1 South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

28. Responsibility for sub-contractors and bidder's personnel

28.1 A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that PPSA allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and PPSA will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

29. Confidentiality

29.1 Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with PPSA's examination and evaluation of a Tender.

29.2 No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents

supplied by PPSA remain proprietary to PPSA and must be promptly returned to PPSA upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

29.3 Throughout this bid process and thereafter, bidder(s) must secure PPSA's written approval prior to the release of any information that pertains to (a) the potential work or activities to which this bid relates; or (b) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

30. Proposal documents

30.1 No bids submitted by Facsimile, telegram, email will be considered. It is the bidder's sole responsibility to ensure that the complete bid has been received by the Closing Date and Time. Giving the bid to a courier prior to the Closing Date without actual receipt by PPSA before the Closing Date and Time will not excuse the late delivery of a bid.

30.2 If a courier service company is being used for delivery of the bid response, the bid description must be endorsed on the delivery note/courier packaging and the courier must ensure that documents are placed / deposited into the bid box. **The PPSA will not be held responsible for any delays where bid documents are handed to the PPSA Receptionist, switchboard operator, security personnel etc.**

30.3 Where a bid response is not in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **It is the PPSA's policy not to consider late bids for tender evaluation.**

30.4 All documents and correspondence must be in English, failure to comply, the bid proposal will not be evaluated.

30.4.1 Proposals must be compiled in the following manner:

30.4.1.2 One (1) original proposal (marked 'original') must be submitted and should not be retyped and One (1) electronic copy **(on memory stick / USB)**

30.4.1.3 All Annexures, company profiles, CV's, etc., shall form part of the '**ORIGINAL**' as well as the '**electronic copy**' in memory stick proposals.

30.4.1.4 All proposals must be delivered **sealed**. The following information shall appear on the outside of the sealed proposal be placed in the bid box at the Main Reception area at, 175 Lunnon Street, Hillcrest Office Park, Hillcrest, Pretoria:

30.4.1.4.1 Name of bidder;

30.4.1.4.2 Description of proposal;

30.4.1.4.3 Bid / tender number;

- 30.4.1.4.4 Closing date and time;
- 30.4.1.4.5 The name and address of the Bidder must be written on the front or back side of the proposal/envelope.
- 30.6 Bids submitted by bidders which are, or are comprised companies must be signed by a person or persons duly authorised thereto by a resolution of the applicable Board of Directors, a copy of which Resolution, duly certified, must be submitted with the bid.
- 30.7 The bidder should check the numbers of the pages of its bid to satisfy itself that none are missing or duplicated. No liability will be accepted by PPSA in regard to anything arising from the fact that pages of a bid are missing or duplicated.

31. Consultation prior to submission of the bid documents

Bidders shall consult, **in writing**, with the PPSA’s officials indicated below should there appear to be any discrepancy, ambiguity or uncertainty pertaining to the meaning or effect of any description, dimension, quality, quantity or any other information contained in this bid. PPSA undertakes to provide clarification in writing to all Bidders, provided that the request is received prior to the closing date and time for clarifications.

Officials	Location	Contact Details
Lesego Tlou/ Thabang Maswi	Public Protector South Africa 175 Lunnon Street Hillcrest Office Park Pretoria	Tel: 012 366 7178/ 7079 Email: Lesegot@pprotect.org Thabangm@pprotect.org

32. Clarifications and communication

- 32.1 Bidders are encouraged to submit clarification questions in writing to Public Protector South Africa (PPSA) officials mentioned above not later than on **01 December 2023 at 11H00** No further questions will be entertained after this period.
- 32.2 The PPSA will respond in writing to queries and distribute to all bidders who attended the briefing session after receipt of questions.

- 32.3 The PPSA may respond to any enquiry in its absolute discretion and the bidder acknowledges that it will have no claim against the PPSA on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.
- 32.4 Oral communication or instruction by PPSA or its representative shall have no standing in this bid unless and until they have been confirmed in writing.
- 32.5 PPSA accepts no responsibility for the failure of any bidder not receiving notifications or correspondence relating to this bid.
- 32.6 Whilst all due care has been taken in connection with the preparation of this bid, PPSA makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. PPSA, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.
- 32.7 If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by PPSA (other than minor clerical matters), the Bidder(s) must promptly notify PPSA in writing of such discrepancy, ambiguity, error or inconsistency in order to afford PPSA an opportunity to consider what corrective action is necessary (if any).
- 32.8 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by PPSA will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 32.9 All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

33. BIDDER DECLARATION

The bidder hereby declares the following:

We confirm that _____ (Bidder's Name) will:

- a. The provision, customisation and implementation of an Enterprise Resource Management (ERP) / Financial system that will assist Finance, HR, Payroll, SCM and Assets Management with a

single view to manage all the daily function, give out accurate real time tracking and reporting for Public Protector South Africa (PPSA) with three (3) years support and maintenance plan.

- b. Act honestly, fairly, and with due skill, care and diligence, in the interests of the PPSA;
- c. Employ effectively the resources, procedures and appropriate technological systems for the proper performance of the services;
- d. Act with circumspection and treat PPSA fairly in a situation of conflicting interests;
- e. Comply with all applicable statutory or common law requirements applicable to the conduct of business;
- f. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with PPSA;
- g. Avoid fraudulent and misleading advertising, canvassing and marketing;
- h. Conduct business activities with transparency and consistently uphold the interests and needs of PPSA as a client before any other consideration; and
- i. Ensure that any information acquired by the bidder(s) from PPSA will not be used or disclosed unless the written consent of the client has been obtained to do so.

Signature:

_____ Date: _____

Print Name of Signatory: _____ Designation _____

FOR AND ON BEHALF OF

CONTENTS OF THIS DOCUMENT IS NOTED:

SERVICE PROVIDERS INITIALS / SIGNATURE Important: Failure to complete/sign/initial this document in original ink will invalidate your tender!! Failure to sign/initial any alterations or corrections made may also invalidate your tender!! The use of any correction fluid, tape or similar products

VERIFICATION DOCUMENT

Required documentation to be attached to the cover pages as indicated below.

To assist bidders to check that all required documents are included in the file.

ID	RETURNABLE DOCUMENTS	YES
1.	Invitation to bid (SBD1)	
2.	Special Bid Conditions	
3.	Specification	
4.	General Conditions of Contract	
5.	Pricing Schedule Firm Price (SBD 3.1)	
6.	Detailed Pricing Schedule	
7.	Bidders Disclosure (SBD 4)	
8	Preference Points Claim Form In Terms Of The Preferential Procurement Regulations 2022 (SBD 6.1)	
9.	Declaration Certificate for Local Production Content (SBD 6.2)	Not applicable
10.	Copy of Board Resolutions, duly certified	
11.	Company Registration Documents	
12.	Signed JV / Consortium Agreement	If applicable
13.	Company Profile (Not more than 3 pages)	
14.	Complex Group Structure (if applicable)	
15.	Employment Equity Approved Plan	
16.	List of shareholders on company letterhead	
17.	Share Certificates	
18.	List of directors on company letterhead	
19.	List of beneficiaries in the case of a Trust (full names, not initials)	
20.	Latest audited Financial Statements	
21.	Mandatory documents	
21.1	The bidder must submit deployment certificate that serve as a proof that they have developed an Enterprise Resource Planning (ERP)/ Financial system.	
21.2	The bidder must have a valid accreditation certificate / letter for the proposed ERP/Financial system and proof of accreditation by the developer / product owner must be attached in cases a bidder is a reseller. All accreditations will be confirmed with the accreditation body and bidders who are not accredited to supply, customise and support the proposed	

	system will be disqualified from the bidding process.	
21.3	The bidder must be registered on Central Supplier Database (CSD): The bidder must ensure that their company is registered on CSD (attach the CSD report with the bid document or provide bidder CSD registration number).	
21.4	<p>Bidder/s must have the following resources (attach CV's of the below personnel):</p> <ul style="list-style-type: none"> • 2x developers with minimum of 4 years' experience • 1x system analyst with minimum of 5 years' experience • 2x functional support with minimum of 3 years' experience • 1x database administrator with minimum of 5 years' experience • 1x project manager with minimum of 5 years' experience <p>NB. If one of the resources provided resigned during the project implementation the bidder must ensure that resource is replaced with the same experience, and this will form part of the Service Level Agreement (SLA)</p>	
21.5	Attendance of virtual compulsory briefing session (virtual register / manual)	



ANNEXURE A

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE, CUSTOMISE AND IMPLEMENT AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM THAT WILL ASSIST FINANCE, HUMAN RESOURCE MANAGEMENT (HRM), PAYROLL, SUPPLY CHAIN MANAGEMENT (SCM) AND ASSETS MANAGEMENT TO MANAGE ALL THE DAILY FUNCTIONS, GIVE OUT ACCURATE REAL TIME TRACKING AND REPORTING FOR PUBLIC PROTECTOR SOUTH AFRICA (PPSA) WITH THREE (3) YEARS SUPPORT AND MAINTENANCE PLAN

BUSINESS REQUIREMENTS DOCUMENT

Existing System of PPSA:

HR

- Tag/biometric access control system. Currently standalone systems for all +-350 employees.
- VIP Employee self-service portal with +- 350 current users (total number of employees)
- VIP HR Premium (employee, job, skills development and performance and employment equity management module) with 12 current users
- Rest of the functions are manual using MS word or Excel

Finance

- SAP Business One finance module with 10 current users (excluding SCM)
- VIP HR Premium (payroll module) with 4 current users
- Caseware with 3 current users

Asset Management

- SAP Business One fixed assets module with 2 current users (excluding Finance)

SCM

- SAP Business One with 10 current users (excluding Finance and asset management)
- Purchase requisitions generation and approval portal with +-60 current users.

N/B : Due to its budgetary constraints the PPSA, while requiring firm quotations (prices) bidders are urged to pay attention to minimising the annual licencing costs while at the same time considering the needs of the users of the system.

1. Expected Deliverables and Timeline:

The potential vendor shall deliver:

- A complete integrated ERP platform with all the modules and their required functionalities.
- Both an ERP user guideline and technical support guideline.
- A complete set of required documentation including flowchart, and process of the system.
- Necessary training to be provided to all relevant PPSA staff.
- Support, maintenance, and licensing of ERP for a period no less than 12 months from the date of hand-over to PPSA (inclusive of on-site debugging/correction, when necessary).

Deliverables and estimated duration/timelines

Deliverables Duration

Submit technical and financial proposal	December 2023
Presentation and demonstration of model to evaluation committee	January 2024
Contract award	February 2024
Deployment of ERP	September 2024
Guideline/reference documents on the implemented or deployed ERP	November 2024
Training of users	January 2025 - March 2024
Data migration cleaning and reconciliation	January 2025 - March 2024
System sign off report	March 2025

These timelines are indicative, and bidder should include a more detailed delivery timeline in their proposal.

2. Duration and Location

2.1 The service provider will install the ERP system and provide ongoing technical support and maintenance for minimum of three (3) year and renewable thereafter.

3. Methodology

- 3.1 The PPSA has adopted the waterfall methodology or approach.
- 3.2 Bidders are also required to demonstrate knowledge and skills that indicate the software team will have the ability to implement this project successfully and in accordance with the stated scope of work, and timeline.

Thus, services on the methodology include:

- 3.2.1 Information/system demand capturing
- 3.2.2 System installation
- 3.2.3 System integration
- 3.2.4 Reporting (user guide/reference)
- 3.2.5 System training and user introduction
- 3.2.6 Data quality assurance
- 3.2.7 Technical quality assurance

4. ERP – ENTERPRISE RESOURCE PLANNING SYSTEM

BUSINESS REQUIREMENTS DOCUMENT

4.1 EXECUTIVE SUMMARY

The PPSA has embarked on the process of acquiring the Enterprise Resource Planning (ERP) system to streamline the business support processes that will promote the organisational collaboration and undoubtedly increase efficiency, which is the ultimate strategic goal.

The PPSA has conducted Enterprise Architecture and Operating Model assessments; both reports recommended the ERP implementation to close the identified capability gaps. Below are the expected benefits for implementation of the ERP:

- 4.1.1 Eliminate repetitive manual processes
- 4.1.2 Eliminate data silos
- 4.1.3 Enhance data integrity
- 4.1.4 Improve the data collection and access
- 4.1.5 Increase data security
- 4.1.6 Enforce regulation compliance

4.2 BUSINESS OBJECTIVES

- 4.2.1 Integration of support business processes
- 4.2.2 Data centralisation and management
- 4.2.3 Improve overall business processes efficiency
- 4.2.4 Ensure compliance and best business practice
- 4.2.5 Enterprise Intelligence Reporting - Informed decision

5 BUSINESS PROBLEMS AND NEED

Identified capability gaps that the project aims to resolve include:

5.1 Channels

Ensure compliance and best business practice is external facing for various stakeholders and internal facing.

These channels are required to facilitate the ease of:

- 5.1.1 Accessing external database that are critical to the institutions internal processes, including the Central Supplier Database for the South African Government to source quotations therefrom on a rotational basis.
- 5.1.2 Making it easy for information and reports to be submitted for amongst other purposes:
 - a) Submission to the relevant authorities, including data, information, and reports for submission to:
 - (i) SARS (including EMP 201 and EMP 501),
 - (ii) National Treasury (MTEC, ENE, Procurement Plan and reports thereon.
 - (iii) Auditor General (Annual financial Statements, lead schedules, reconciliations, and listings).
 - (iv) the BEE Commission.
 - (v) Statistics South Africa, etc.
- 5.1.3 Getting information and reports on the fly for internal business decision making including:
 - a) Budget monitoring at commitments (order) and liability (invoice) level by the SCM unit and end users;
 - b) Cash forecasting,
 - c) Internal employee self-service portals in respect of leave management, performance management, etc.

5.2 Integration and process automation

Key processes have too much human intervention, which poses a risk to the efficiency and the integrity of the data transmitted between various systems. There is a need to drive the integration of the systems to ensure process automation and tracking of the required audit data by the institution.

5.3 Business intelligence

The PPSA does not have an integrated reporting platform while it is important to ensure that reports are produced in the operational systems where scope of such reports relies only on data in those systems.

Furthermore, it is a need to build a data warehousing and reporting environment that runs on its own environment outside the operational systems. This would ensure that reports required by the business can be produced in real-time with all the required data and cut-off periods without manually creating them every time they are required.

5.4 Financial management and reconciliation

Financial reconciliation is largely manual and cumbersome. This poses a risk to the business as detail can be missed if these processes are not automated specifically:

- 5.4.1 Strategic and operational plans and updates thereto are prepared using Ms Word.
- 5.4.2 Budgets are prepared using Ms excel.
- 5.4.3 Supply chain management, including requisitioning, sourcing of suppliers from the CSD, placing of orders with suppliers, goods receipting and processing of invoices and payments is a manual process that occurs on different platforms with documents spread across various departments/sections of the institution.
- 5.4.4 There is no real time monitoring of budget utilisation by the cost centres and the management accounting unit.
- 5.4.5 Monthly management accounts are prepared using MS excel.
- 5.4.6 Annual Financial Statements are prepared using the Caseware financial reporting software where the preparation of the cash flow statement and some notes to the AFS is a manual process that is prone to errors.

5.5 Document management

5.5.1 The PPSA has SharePoint in place to drive document management. There is a need to move away from making use of shared drives to store documents as it is impossible to link these documents to transactions.

5.5.2 SharePoint can be used to link documents to various transactions and systems as well as workflows.

5.5.3 The human capital management documents and records are currently stored within the current payroll system, some on the shared drive and physical files.

5.6 Business need

The institution needs a Morden Enterprise Resource Planning system that will support the business functions that are in scope.

6 SCOPE

6.1 TERMS OF REFERENCE

6.1.1 Time

The PPSA aims to go live with the first phase implementation/deployment by no later than September 2024.

6.1.2 Cost

Total cost specified - Acceptable proposals shall be evaluated on the system and price offering.

The PPSA would like the bidders to consider cost of annual licence fees and factor proposals to minimise them.

6.1.3 Solution:

Not specified. This process seeks to identify the solution that is fit for the PPSA business purpose and requirements that follow:

6.2 BUSINESS AREA SCOPE

All PPSA employees will use the ERP system. However, below are the business functions that are in scope and directly affected by the change.

6.3 SOLUTION SCOPE

6.3.1 Data Migration from current systems without disruption of the PPSA's operation.

- a) SAP Business One
- b) Sage Premier Payroll & HR

6.3.2 Integrate with and not limited to below systems:

- a) Active Directory (AD)
- b) Configuration System
- c) Bank
- d) Central Supplier Database (CSD)
- e) Integrated Data Warehouse
- f) Biometrics system (Time and Attendance)
- g) Case Management System – litigation schedule (contingent assets and liabilities module)

6.3.3 Perform offline and live testing of the solution with the relevant PPSA officials.

6.3.4 Develop user guidelines on how to use the ERP, and the ERP technical support guideline.

6.3.5 Provide a complete documentation of flowchart and process of the ERP platform.

6.3.6 Provide training to all relevant PPSA officials on the ERP for daily operations and system training to IT staff on supporting and administrating the ERP systems.

6.3.7 Provide user guidance/support on issues faced using the solution.

6.3.8 Key Features

- a) Must have User Rights Management and Access Control for the authorized staff to administer and set the proper user roles/permissions to allow specific users to access specific ERP operations, data, request approval and user profiles.
- b) Must have an automated workflow for basic and complex approval processes, the business process lifecycle, allowing specified/respective users for review, editing, and approval of requests.

- c) Must be able to track the process flow to respective users, log their activities and their authorization including Access, Operations and Approval Logs to enable better control and monitoring of audit trail of activities performed in the system.
- d) Mobility – secure access ERP data and tools anywhere, anytime via internet
- e) System must support workflow for basic and complex approval processes
- f) Integration and interface between different modules i.e relevant finance modules with relevant HR modules, relevant finance with relevant SCM modules.
- g) Synchronised changes made on the system should be automatically updated on all areas, especially in finance.
- h) Business Intelligence Reporting Capability System must have built-in standard reports that are customisable.
- i) Machine Learning.
- j) Agility for future Application Programme Interface – easy interface with PPSA website.
- k) Agility for future extranet capability – access to external parties (recruitment candidates, suppliers, external interns, bursary beneficiaries).
- l) Best Industry practice for modules in scope.

6.4 EXCLUSIONS

The units that are not mentioned on the business area scope are out of scope but all +- 360 employees may need access to some modules or self-service portals

7 BUSINESS REQUIREMENTS (BRQs)

Bidders may propose several variant options that are aligned with the PPSA requirements and advise on the effective solution to implement.

BR#	Requirements
FINANCIAL MANAGEMENT REQUIREMENTS	
BRQ	Strategic and Operational Planning
1	1.1. Strategic plan in text with capabilities for tables
	1.2. Budget sections integrate and update with approved budget only when prompted.
	1.3. Allows for extraction of audit trail for changes made including the changes and user that changed
BRQ	Budgeting and control (Budget financial year ends 31 March)
2	2.1 Accessibility by 20 cost centre managers (depending on licencing costs) budget inputs and submission.
	2.2 System consolidation of 20 cost centre budget inputs in the MTEC excel workbook format.
	2.3 Two (2) finance official have overriding rights to adjust inputs.
	2.4 Budget certified as final Approval of final consolidated by CFO thereafter budget is un-editable and printable as PDF exportable to different Ms excel sheets.
	2.5 Posting of selected sections of the approved budgets to selected sections of the Strategic Plan and Annual Performance Plans only when prompted.
	2.6 Allows for 5 budget reviews in a financial year by two finance officials and repeat of FRQ 2.4.
	2.7 Audit trails for BR 2.1 to 2.6 above.
	2.8 System must integrate with data warehouse /reporting tools to generate budget usage report, reduce available funds per cost centre and at institution level from: 2.8.1 orders issued in SCM module = committed) – Zeroed when order is closed in the SCM system. 2.8.2 posted to the general ledger account through the payable's module or general journal = utilised. 2.8.3 Should not duplicate 2.8.1 and 2.8.2.
	2.9 System to generate a budget variance report: 2.9.1 Original budget 2.9.2 Revised budget 2.9.3 Committed budget 2.9.4 Utilised budget 2.9.5 Remaining budget (Original or latest revised budget less committed less utilised)

BR#	Requirements
FINANCIAL MANAGEMENT REQUIREMENTS	
	2.9.10 System to forecast or project future expenditure
	<p>2.10 The report should report on the following perspectives</p> <p>2.10.1 Per economic classification:</p> <ul style="list-style-type: none"> - At organisational level - At divisional or branch level - At cost centre (budgeting unit level)
BRQ	Revenue and debtor's module
3	3.1 Access to the module is linked to user profiles and access limited to specific users.
	<p>3.2 System allows for creation of a database (master data) of debtors, assigns or allows the assignment of a code for each debtor created and each debtor must be:</p> <p>3.2.1 Mandatory for each debtor to be assigned a category/class to be assigned/linked to a specific debtor's control account in the General Ledger. The following are typical existing classes of debtors</p> <ul style="list-style-type: none"> (a) Staff debtors (e.g Bursary recoupment, overpayments and recoupment of fruitless and wasteful expenditure incurred. (b) Legal debtors – recovery of costs orders made by courts in favour of PPSA. (c) Prepayments and deposits
	<p>3.3 System allows selection of an existing debtor and can generate an invoice per debtor in the debtor's module and creates accounting entries (Debit a selected General Ledger (GL) or (prompt selection of) revenue account & Credit a specific Debtor's control account) and automatically generate an invoice number and a transaction number.</p> <p>3.3.1 Mandatory input fields</p> <ul style="list-style-type: none"> (a) Invoice amount inclusive or exclusive of VAT in ZAR (PPSA is exempt from VAT). (b) Transaction description (text of no less than 40 characters). (c) Relevant GL revenue account (overridable suggested from a list of GL accounts or manual input)
	<p>3.4 System generates credit note per debtor in the debtor's module and creates accounting entries (Credit a specific Debtor's control account revenue & Debit a selected GL revenue account) and automatically generate a credit note number and a transaction number.</p> <p>3.4.1 Mandatory input fields</p>

BR#	Requirements
FINANCIAL MANAGEMENT REQUIREMENTS	
	<p>(a) Credit note amount exclusive of VAT in ZAR Currency (PPSA is VAT exempt)</p> <p>(b) Transaction details (narrative text)</p> <p>(c) Relevant GL revenue account (overridable suggested from a list of GL accounts or manual input).</p>
	<p>3.5 The debtor's module integrates with the cash book module to allow the allocation of receipts generated therein to be fully and or partly allocated against an invoice raised in the debtor's module and automatically creates accounting entries (Credit a specific Debtor and its control account & Debit a specific bank/cashbook account) and automatically generate a transaction number.</p> <p>3.6 The system should default to income general ledger accounts and prompt errors where an expense account has been selected.</p> <p>Mandatory input fields: All fields shall be as per the cash book module.</p>
	<p>3.7 System must not allow a document generator (invoice, credit note and, or receipt) to post the transaction, a different system user should post the transaction to the general ledger.</p>
	<p>3.8 Once posted to the general ledger, system must not allow any data on the invoice and, or credit note to be altered / changed or amended.</p>
	<p>3.9 System to calculate monthly interest on overdue debtors based on PFMA rates.</p>
	<p>3.10 System must not allow general journal entries to be posted to the debtor's control accounts from the general ledger module or through general journals.</p>
	<p>3.11 The system keeps and when prompted generate an audit trail of in respect of each transaction, including:</p> <p>3.11.1 User who created a debtor.</p> <p>3.11.2 User who generated an invoice.</p> <p>3.11.3 User who generated a credit note.</p> <p>3.11.4 User who posted an invoice and, or a credit note.</p> <p>3.11.5 The system date and the transaction date and general ledger posting date for all activities or transactions referred to in 3.9.1 to 3.9.5.</p>
	<p>3.12 When prompted generate the following reports for a particular selected point in time (cut off very important):</p> <p>3.12.1 A complete listing and age analysis of all debtors for each control account that have not been posted to the GL account.</p>

BR#	Requirements
FINANCIAL MANAGEMENT REQUIREMENTS	
	<p>3.12.2 A complete listing and age analysis of all debtors for each control account that have been posted to the GL account.</p> <p>3.12.3 A reconciliation between a debtor's and a debtor's control account and its GL balance.</p> <p>3.12.4 An exception report where the invoice and, or credit note date differs from the system date.</p> <p>3.12.5 An exception report where the invoice and, or credit note general posting date differs from the invoice date.</p>
BRQ	4.Accounts payable and creditor's module
4	<p>4.1 Access to the module is linked to user profiles and access limited to specific users.</p> <p>4.2 Creation of a database (master data) of creditors, assigns or allows the assignment of a code for each creditor created and each creditor must be assigned to a specific creditor class control account in the GL (currently only trade payables).</p> <p>4.3.1 The master data fields cannot be edited without a three-step change process, a change disables the changed field, allows manual input but such changes must be subjected to validation by a different user and a third user to approve any change before a change is successful. - Most important for banking details fields to prevent fraud and corruption.</p> <p>4.3 Enable selection of an existing creditor for a user to capture invoice in the payables module and the system creates accounting entries (Dr a selected General Ledger (GL) expense or GL asset control account & Credit a specific Creditor's control account) and automatically generate a transaction number. The user must manually input or select from a creditors list in the creditors database:</p> <p>4.3.1 Mandatory input fields</p> <ul style="list-style-type: none"> (a) Invoice number (Numeric or Alpha Numeric) (b) Invoice date (date) (c) Invoice amount exclusive of VAT in ZAR and system to calculate VAT to validate VAT in claimed in the invoice. (d) Cash flow statement element schedule (Code) (e) Transaction details (narrative text) (f) Relevant GL expense account (overridable suggested from a list of GL accounts or manual input). <p>4.4 Only selection from existing creditor for a user to capture a supplier credit note per creditor in the payables module and creates accounting entries (Dr a specific</p>

BR#	Requirements
FINANCIAL MANAGEMENT REQUIREMENTS	
	<p>Creditor's control account & Cr a selected GL expense account) and automatically generate a transaction number.</p> <p>The user must manually input a creditor code or select from a creditors list in the creditors database, input the document details and narration and the relevant general ledger expense account.</p> <p>4.4.1 Mandatory input fields</p> <ul style="list-style-type: none"> (a) Credit note number (Numeric or Alpha Numeric) (b) Credit note date (date) (c) Credit note amount inclusive or exclusive of VAT (Currency) (d) Transaction details (narrative text) (e) Relevant GL expense account (overridable suggested from a list of GL accounts or manual input). <p>4.5 Fully integrated with the cash book module to allow the allocation of payment generated therein to be fully allocated against an invoice processed as well as credit note where applicable and automatically creates accounting entries (Credit a specific bank/cash book account & Debit a specific Creditor and Creditors control account) and automatically generate a transaction number.</p> <p>Mandatory input fields: All fields shall be as per the cash book module.</p> <p>4.6 Must not allow a document capturer (invoice, credit note and, or payment) to post the transaction, a different system user should post the transaction to the GL.</p> <p>4.7 Once posted to the GL, must not allow any data on the invoice and, or credit note to be altered / changed or amended.</p> <p>4.8 Must not allow general journal entries to be posted to the Creditors control accounts from the GL module or through general journals.</p> <p>4.9 Must allow for reconciliation of supplier invoices and supplier statements received and generate reports of such reconciliation.</p> <p>4.10 System must enable selection of invoice for payment and building of a payment batch comprising of several suppliers.</p> <p>4.11 Payment batch export to our banker's online payment system without human intervention (may be file encryption) to ensure that the supplier details, including banking details are not tampered with during the export/import process.</p> <p>4.12 System must enable the management of prepayments including</p> <ul style="list-style-type: none"> 4.12.1 Capturing thereof. 4.12.2 Amortisation of each prepayment according to specified months.

BR#	Requirements
FINANCIAL MANAGEMENT REQUIREMENTS	
	<p>4.12.3 Generating journal entries for expensing thereof according to specified expense GL accounts</p> <p>4.12.4 Require review and approval of the journals prior to posting to the general ledger.</p> <p>4.12.5 Drawing of periodic reports showing details about each prepayment, including:</p> <ul style="list-style-type: none"> (a) Supplier name (b) Description of the prepayment (c) Original prepayment amount (d) Prepayment date (e) Total number of months selected for amortisation (f) Number of months already amortised. (g) Carrying amount (original amount less amortised amounts) (h) Number of months remaining to be amortised <p>4.14 Optional but scalability to have a web-based supplier portal for suppliers to submit or deposit invoices and supplier statements and track progress on payment of their invoices and extract our creditors statements therefrom.</p> <p>4.13 Keep and when prompted generate an audit trail of in respect of each transaction, including:</p> <ul style="list-style-type: none"> 4.12.1 User who created a creditor. 4.12.2 User who captured an invoice/credit note. 4.12.3 User who posted an invoice and, or a credit note to the GL. 4.12.4 The system date and the transaction dates and GL posting date for all activities or transactions referred to in 4.9.1 to 4.9.3. <p>4.13 When prompted generate the following reports for a particular selected point in time:</p> <ul style="list-style-type: none"> 4.13.1 A complete listing of all creditors and age analysis for each control account that have not been posted to the GL account. 4.13.2 A complete listing of all creditors and age analysis for each and all control accounts that have been posted to the GL account. 4.13.3 A reconciliation between a category of a creditor's list and creditor's control account and totals and the GL balance ledger balance for a specified period. 4.13.4 An exception report where the invoice and, or credit note GL posting date differs from the invoice, credit note captured or paid date.

BR#	Requirements
FINANCIAL MANAGEMENT REQUIREMENTS	
	<p>4.13.5 Accruals listing report where GRNs have been completed but invoices not yet captured.</p> <p>4.13.5 Open orders/ GRNs with delivery dates that are due or past due as per issued orders.</p>
BRQ	Cashbook module
5	<p>5.1 The module should enable the creation of cash books in respect of each bank account and or petty cash float and corresponding GL account.</p> <p>5.2 Integrated with both the debtors and the payables modules and enable:</p> <p>5.2.1 Uploading of bank statement debit and credit from our banker's system and allocating them to the receipts and payment sections (including bank generated transactions, credit interest and bank charges).</p> <p>5.2.2 Selection from a list in a database of a debtor and debtors invoice as well as automatic or manual allocation of each receipt to specific debtors and debtors control accounts in the GL.</p> <p>5.2.3 Selection from a list in the database, a creditor and an invoice or invoices and automatic or manual allocation of specific payments to specific creditors and creditors control accounts in the GL.</p> <p>5.2.3 Capturing allocation of sundry receipts and payments (bank generated transactions) in the module and allocating to revenue and expense GL accounts.</p> <p>5.3 Enable the performance of periodic bank reconciliation/s and report thereof for each bank and each petty cash float account, including:</p> <p>5.3.1 The capturing of opening balance per bank statement and calculating the closing balance.</p> <p>5.3.2 The printing of bank reconciliation reports indicating opening balance, receipts, payments and closing balance and comparing it to the relevant GL account.</p> <p>5.4 Prompt mandatory coding of each transaction capture to the specific line item of the cash flow statement to enable extraction and generation of a cash flow statement for the purposes of preparation of financial statement.</p> <p>5.5 Perform receipts and payment trend analyses and provide monthly cash forecasts (from the SCM, payables and debtors module)</p> <p>5.6 Petty cash management portal supporting</p>

BR#	Requirements
FINANCIAL MANAGEMENT REQUIREMENTS	
	<p>5.6.1 Requesting petty cash replenishments by provincial and regional offices and online approval thereof.</p> <p>5.2.3 Loading of supporting documents for petty cash requisitions</p> <p>5.2.3 Ability by requestors to view progress and final approval of requests.</p>
BRQ	Fixed assets module
6	<p>6.1 The system must ensure the asset procurement transactions are directly linked to asset register and contracts.</p> <p>6.2 Creation of GL control accounts for each asset class.</p> <p>6.3 Unlimited number of standard and user-defined depreciation methods and periods for full statutory compliance</p> <p>6.4 Transaction types must support:</p> <p>6.4.1 Addition of different categories (classes) of assets.</p> <p>6.4.2 Addition of enhancements as separate components to main asset.</p> <p>6.4.3 Periodic depreciation of assets and automatic allocation to pre-defined depreciation and accumulated depreciation GL accounts.</p> <p>6.4.4 Transfer of assets between the different asset categories (classes).</p> <p>6.4.5 Full and, or partial disposals.</p> <p>6.4.6 Adjustment of useful lives and residual values with automated recalculation of depreciation and accumulated depreciation amounts for the current, previous (comparative) and prior years. Must automatically select the requisite accounting entries to pre-defined (but editable) GL accounts.</p> <p>6.4.7 Revaluation of assets and automated recalculation of depreciation and accumulated depreciation amounts for the current, previous (comparative) and prior years. Must automatically select the requisite accounting entries to pre-defined (but editable) GL accounts.</p> <p>6.5 Transactions processed in the module must require approval by a separate person from the user who processed the transactions before posting to the GL.</p> <p>6.6 Complete and single view of all information about each asset, its status, history, and location for audit trail purposes, PDF printing and export to Ms Excel.</p> <p>6.7 Automated alerts for key events such as warranty expiry or replacement date and useful life.</p> <p>6.8 Workflow for movements of assets between different locations.</p> <p>6.9 Ability to interface with asset scanners used in physical counts/verification of assets.</p>

BR#	Requirements
FINANCIAL MANAGEMENT REQUIREMENTS	
	6.10 Reconciliation of the balances in the module to the different control accounts in the GL.
	6.11 Generate schedules for each asset class indicating <ul style="list-style-type: none"> 6.11.1 Opening balance from the previous financial year for both cost and accumulated depreciation. 6.11.2 Year to date itemised listing of cost of additions. 6.11.3 Year to date itemised listing of cost and accumulated depreciation of disposals or retirements.
BRQ	Journals module
7	7.1 The system should be able to generate and process journals: <ul style="list-style-type: none"> 7.1.1 System generated from the payroll module and fixed asset module. 7.1.2 Manual journals but manual journals may not be posted to creditors, debtors, fixed assets and bank/cashbook control accounts. 7.1.2 Auto reversing journals. 7.2 The system should be able to import journals from the payroll module and posting only allowed after review and approval by another user. 7.3 Journal backdating capabilities for manual journals to current year, previous or comparative year and a prior year. 7.4 General journal transaction numbers automatically generated and distinguishable from transactions processed in another module. 7.5 System restrictions for an independent preparer and reviewer prior to posting of any journal.
BRQ	Management and regulatory reporting
8	8.1 Produce a trial balance report viewable and exportable to PDF and Ms Excel for at least the following dimensions: <ul style="list-style-type: none"> 8.1.1 A single selected specified period (a month, 2 months etc) 8.1.2 A cumulative period from the beginning of the year (including opening balances where applicable) to the end of a selected specified period with comparatives for the same period in the previous financial year. 8.1.3 For a full year with comparatives for the previous year. 8.1.4 The trial balance must contain the following columns and totals for all amount columns:

BR#	Requirements							
FINANCIAL MANAGEMENT REQUIREMENTS								
	GL account code	GL account name	Opening balance	Debit amount	Credit amount	Closing balance		
	<p>8.1.5 Enable drill down from an account balance or cumulative total to the module in which the transaction originated and view of any attachments imported or contained in other databases within the system in support of the transactions.</p> <p>8.1.6 The report should enable proper cut off using either document date, GL positing date, inclusion or exclusion of accounts with zero balance or accounts without transactions etc.</p> <p>8.1.7 Only GL posted transaction shall be reported and the system must prompt or alert the user if any of the modules have unposted transactions.</p>							
	8.2 Produce GL report in PDF and exportable to Ms Excel:							
	8.2.1 For only GL posted transactions, the system must prompt or alert the user extracting the report if any of the modules have unposted transactions.							
	GL account code	GL account name	Transaction date	Transaction number	Transaction description	Debit Amt	Credit Amt	Closing balance-cumulative
	00-000-0000-00000	Gvt Grants debtors	X/X/20X	GLTRNZZ	Opening balance			10000
			X/X/20X	GLTRNXX	Invoice for April Bank	28000		38000
			X/X/20XX	GLTRNXY	deposit		28000	10000
	Total					28000	28000	10000
	<p>8.2.2 The accumulated surplus account should show details of all income statement account totals closed in each financial year.</p> <p>8.2.3 The report should enable proper cut off using either document date, GL positing date, include or exclude accounts with zero balance or without transactions etc.</p> <p>8.2.4 Enable drill down from a transaction, account balance, or cumulative total to the module in which the transaction originated and view of any attachments imported in support of the transactions.</p>							
	8.3 Produce PDF printable and MS Excel downloadable management accounts in a prescribed format comprising of:							
	8.3.1 Income and expenditure reports for each cost centre							

BR#	Requirements
FINANCIAL MANAGEMENT REQUIREMENTS	
	<p>8.3.2 The income and expenditure reports for each cost centre must as well as a consolidated report that includes:</p> <ul style="list-style-type: none"> (a) comparison of actual year to date actual amounts to year-to-date budgets (original and revised) for each income and expenditure line item. (b) Variances between the actual amounts and budget per line item. (c) An editable text column for inputting of comments. <p>8.3.3 Statement of financial position</p> <p>8.3.4 Cash flow statement</p> <p>8.3.5 Ability to drill down on cumulative or total amount in the management accounts to extract an Ms Excel downloadable schedule or list of transactions making up a total amount or balance in the:</p> <ul style="list-style-type: none"> (a) Income and expenditure report. (b) Statement of financial position. (c) Cash flow statement <p>8.3.5 The schedule or list should as a minimum contain details of the transaction dates, document date, GL posting date, transaction description from the source module, transaction amount and a total:</p>
	<p>8.4 Produce PDF printable and MS Excel downloadable interim and annual financial statements in a prescribed format comprising of:</p> <p>8.4.1 Statement of financial position pulling amounts from the GL accounts.</p> <p>8.4.2 Statement of financial performance pulling amounts from the GL accounts.</p> <p>8.4.3 Cash flow statement pulling amounts from the cash flow statements codes that have been input into cash book from receipting in the debtors module or processing payments in the payables module.</p> <p>8.4.4 Statement of changes in net assets.</p> <p>8.4.5 Statement of comparison of budgets to actual amounts fully integrated and pulling amounts from the budget module.</p> <p>8.4.6 Accounting policies (input and editable)</p> <p>8.4.7 Notes to the annual financial statements pulling amounts from the GL accounts and calculations from GL accounts where necessary.</p> <p>8.4.8 Ability to drill down on cumulative or total amount in the management accounts to extract an Ms Excel downloadable schedule or list of transactions making up a total amount or balance in the:</p> <ul style="list-style-type: none"> (a) Income and expenditure report.

BR#	Requirements
FINANCIAL MANAGEMENT REQUIREMENTS	
	<p>(b) Statement of financial position.</p> <p>(c) Cash flow statement.</p> <p>8.4.9 The schedule or list should as a minimum contain details of the transaction dates, document date, GL posting date, transaction description from the source module, transaction amount and totals.</p> <p>8.4.10 The financial reporting module should also produce a data integrity report that will detect if the Trial Balance is out of balance and or the transactions so drawn agree to the trial balance report for that period.</p>

The following requirements relate to the SCM module

BRQ#	REQUIREMENTS
SUPPLY CHAIN MANAGEMENT	
SUPPLY CHAIN MANAGEMENT REQUIREMENTS	
BRQ 9	Integration with CSD
	9.1 The system must be able to integrate to National Treasury's (Central Supplier Database) CSD system to pull through supplier for specified commodities in specified geographic areas including towns, and, or cities, and, or provinces
	9.2 Capability to rotate a specified number of suppliers in specific commodities and specified geographic areas
BRQ 10	Procurement plan
	10.1 Enable the capturing of the procurement plan and or demand management plan.
	10.2 Update the status of each procurement or demand management plan line item for each acquisition completed in the Purchase Order (PO) and Tender Management module.
	10.3 Enable adjustments/revision of the Procurement Plan.
	10.4 Enable reporting of the progress on the plan.
BRQ 11	Internal purchase requisition module
	11.1 The system must support the generation of purchase requisition forms for both goods and services with minimal input from end users departments or units
	11.2 Logging and workflow approvals in user departments and subsequently to SCM unit
	11.3 Capability to add specifications, descriptions, and quantities.

BRQ#	REQUIREMENTS
SUPPLY CHAIN MANAGEMENT	
	11.4 Capability for end user to view and track the progress / status of the request until delivery.
BRQ 12	Purchase Order (PO) and Tender administration and management
	12.1 Capability to adopt suppliers from the CSD into a database.
	12.2 Capability to drop or deposit tenders or quotations by bidders or suppliers in response to tenders or request for quotations issued with adequate audit trails
	12.3 Capability to select suppliers from the CSD/adopted database on rotation basis and send emails to a specified number of suppliers on email addresses registered on CSD.
	12.4 System must be able to generate the Purchase Order by the SCM unit and provincial users for decentralisation of procurement and generate audit trail of actions by users.
	12.5 Enable the RFP/RFQ scorecard or scoresheet creation.
	12.6 Enable online appointment, including acceptance/rejection of Bid Committee members (specification, evaluation, and adjudication committees)
	12.7 Enable online technical evaluation by an SCM official or a committee and in the case of the latter consolidate the scoresheets.
	12.8 Enable capturing of B-BBEE level for each supplier from whom quotations were emailed and calculate preference points.
	12.9 Enable capturing of total price for each supplier from whom quotations were emailed and calculate price points.
	12.10 Calculate the total of preference and price points from 12.7 and 12.8 and round to two decimal places.
	12.11 The system must support generation of goods received notes for goods and evaluation of supplier performance for services.
	12.12 The system must support a 4-way match: Requisition, Quote, Purchase Order generated and contract from quote with an uploaded Invoice from the supplier.
	12.13 Online approvals and audit trails of who created order, who approved.
	12.14 Two-way email other notification to approvers to approve and to requestors to provide feedback once approved.
	12.15 BSC, BEC and BAC submissions template with minimum input.
BRQ 13	Deviations
	13.1 Must be triggered by exception from RFP/RFQ process

BRQ#	REQUIREMENTS
SUPPLY CHAIN MANAGEMENT	
	<p>13.2 Enable custom deviation request template creation (for different deviation requests), eg. Emergency, single source, three quotations not received, etc.</p> <p>13.3 Allow attachments uploading</p> <p>13.4 Deviations workflow management</p>
BRQ 14	<p>Contract Management</p> <p>14.1 The system must support the creation of standard contract templates with changes to selected areas such as scope of work, deliverables etc.</p> <p>14.2 Enable the upload of electronic copy of signed contract</p> <p>14.3 Enable the digital signing of contract</p> <p>14.4 The system must support the creation of supplier performance evaluation Extraction of the scope of work (deliverables and milestones) from specific contracts. Input of a checklist, signing of performance reports by end users (linked to SCM end user portal) Linking or attachment of the report to a supplier (payment pack)</p> <p>14.5 Enable a creation of contracts register and automatic numbering thereof and maintenance of at least the following contract details: Supplier name Contract details/conditions Contract durations including expiry warnings from at least 4 months before contract end dates Enable adjustments to costs (approval) Enable contract extension/cancellation. Payments and show balances per contract (real time updates for payments made to the contract register). 15% allowance on extension (triggers on deviation)</p>
	<p>14.6 The system must automatically create a reconciliation report for each contract: Supplier name Original contract amount Revised contract amount Goods received notes (GRNs) generated against the contract/invoiced/paid. The updates to this field must be live with real time updates and monitor and prevent overspending.</p>

BRQ#	REQUIREMENTS
SUPPLY CHAIN MANAGEMENT	
	Closing balance
	14.7 The system must prompt and refuse GRNs to be issued for more than the latest balance on the contract
	14.8 Capability to track total order/contract amounts and deduct amounts spent once GRN is issued and prevent over-payment to service providers.
BRQ 15	PROCUREMENT SPEND REPORTS
	15.1 Custom procurement spend reports By supplier Spend statistics per supplier Spend statistics per commodity Spend statistics per B-BBEE level Spend statistics per province etc.
BRQ 16	Supplier self-service portal (optional, quote separately)
	The system must support a web-based supplier self-service portal for suppliers to: Update profile Submit quote/proposal Upload documents View quote/proposal status View existing contracts

HUMAN RESOURCE MANAGEMENT

BRQ#	REQUIREMENTS
HUMAN RESOURCES MANAGEMENT	
BRQ 17	New employee on-boarding module
	17.1 Creation of a database (master data) of employees allowing for capturing of biographic data and date of employment.
	17.2 Capability to upload documents including all documents related to recruitment process, appointment, changes in conditions of service and capture; NEW EMPLOYEE <ul style="list-style-type: none"> Capture new employee with ID Number and Income Tax Number as mandatory fields Update new employee details.

BRQ#	REQUIREMENTS
HUMAN RESOURCES MANAGEMENT	
	<ul style="list-style-type: none"> • Update employee information • Update employee career paths (Promotions, demotions, and terminations) • Execute staff movements. • Reporting per requests • Upload personal documents. • Mandatory categorisation as per Annual report categories/levels (see annual report). <p>Workflow management with approval function for all the above transactions</p>
	17.3 Integrate with the payroll management module.
BRQ 18	<p>Payroll Management</p> <p>18.1 Compensation management for both permanent, contractors and interns from the employee master data from the initial salary agreements and adapting to adjustments throughout employment including:</p> <ul style="list-style-type: none"> 18.1.1 Overtime calculations and reporting 18.1.2 Court order management (garnishment and court orders) 18.1.3 Bonus and other incentive global implementation aligned to relevant PPSA policies (to be provided) 18.1.4 Salary increases global implementation aligned to relevant PPSA policies (to be provided) 18.1.5 Statutory and third-party (including home loans) dues calculations and deductions aligned the relevant legislation (PAYE, UIF, SDL), employment contracts and any changes thereto that may arise from time to time. 18.1.6 Generate automated letters for employees when salary changes (including notch changes or any other change) are effected with email notification from the portal. <p>18.2 Capability to re-run selected steps of the compensation management process - Including processing of back-pay.</p> <p>18.3 Compatible with SARS Easyfile system for completion and filling of both monthly and annual Tax Returns either automatically, digitally or with the help of little support. Provide prompts for upcoming deadlines.</p>

BRQ#	REQUIREMENTS
HUMAN RESOURCES MANAGEMENT	
	<p>18.4 Compatible with Compensation Fund online submission portal for completion and filling of annual Return of Earnings, either automatically, digitally or with the help of little support. Provide prompts for upcoming deadlines.</p> <p>18.5 Generate payroll monthly payroll journals debiting the appropriate expense accounts in the GL and crediting different payroll control accounts in the GL</p> <ul style="list-style-type: none"> - Monthly leave provisions for leave - Monthly service bonus - Key management personnel remuneration report - List of bursars and outstanding amounts <p>18.6 The above requirements must be fully integrated in the module and the on-boarding and termination modules.</p> <p>18.7 Record keeping capabilities for audit purposes including capability of a drill down from the general ledger reports to the module and generation of listings or schedules in support of amounts disclosed in the management accounts and financial statements printable to PDF file, and, or Ms Excel.</p> <ul style="list-style-type: none"> - System to have audit trial Workflow to see who did the transaction and transactions to be sent for approval and authorisation. - System that support cut off in reports generate- date tracking where we are able to also put the end dates <p>18.8 Has a self-service portal for employees to view and PDF print, amongst others:</p> <ul style="list-style-type: none"> Payslips IRP5 certificates <p>The system to allow the HR Officials to view, print the payslips and the notches of the employees</p>
BRQ 19	<p>Termination</p> <p>19.1 The system must support automated workflow (with approvals) for employee termination.</p> <p>19.2 On initiation of a termination, notifications to asset management, template (specimen to be provided).</p> <p>19.3 Ability to manage the exit interview process through a defined questionnaire (online).</p> <p>19.4 Ability to process post termination payments to former employees (e.g, leave payout).</p>
BRQ 20	Leave Management

BRQ#	REQUIREMENTS
HUMAN RESOURCES MANAGEMENT	
	<p>20.1 System to support the leave management in accordance with PPSA leave policies for, amongst others:</p> <ul style="list-style-type: none"> 20.1.1 Annual leave 20.1.2 Sick leave 20.1.3 Study leave 20.1.4 Family responsibility leave 20.1.5 Maternity leave 20.1.6 Paternity leave 20.1.7 Special leave 20.1.8 Accumulation of leave days (financial year vs calendar year, immediate accumulation vs monthly accumulation) – Requirement for the system to link leave days to financial year end to avoid manual interventions and calculations currently required. 20.1.9 Effect leave forfeiture (Policies will be shared at a later stage)
BRQ 21	Digitise Statutory reporting
	21.1 Digitise EE process to report to Department of Labour as follows;
	21.1 Digitise personnel reporting process to report to National Treasury and the relevant sections of the annual report. (see annual report).
	<p>21.2 Digitise EE process to report to Department of Labour as follows;</p> <ul style="list-style-type: none"> 21.2.1 The Economically Active Population (EAP) analysis is done in real-time and can be accessed for every quarterly meeting 21.2.2 EE Plans are available at the push of a button. 21.2.3 Functions of the EE Committee (nominations, appointments, agendas) are automated 21.2.4 There is a need for integration with the payroll module to access employee profiles, demographics
	21.3 Digitise the Skills Development preparation with little human input
	<ul style="list-style-type: none"> 21.3.1 Preparation Workplace Skills Plans (WSPs) 21.3.2 Generating Annual Training Reports aligned to the WSPs 21.3.3 Learnerships & Internships uptake & monitoring 21.3.4 Financial management of Skills Development grants 21.3.5 Capture; <ul style="list-style-type: none"> • Training needs • Costs

BRQ#	REQUIREMENTS
HUMAN RESOURCES MANAGEMENT	
	<ul style="list-style-type: none"> • Training events • Employee individual and group training • Produce reports on training and development
	<p>Recruitment Management (Optional – quote separately)</p> <p>System to fully support the recruitment process, including:</p> <ul style="list-style-type: none"> Position activation Applicants Resume collection (via email/eRecruit) Automatic shortlisting (survey on minimum requirements) Applicants score card consolidation. Required documents management including uploading. Recording of qualifications validations, ID, criminal and credit check results Recruitment letters (acceptance/regret letters) Reporting <p>Also</p> <ul style="list-style-type: none"> • Report on Number of applicants per gender and other demographics • Report on Sifted applications in three qualifying categories • Questionnaire Summary • Upload applicants ID copy qualifications and Certificates • Upload recruitment documents (E.g. memos) • Send regret letters.
	<p>EMPLOYEE SELF SERVICE</p> <p>System to fully support</p> <ul style="list-style-type: none"> • Leave management. • Access payslips and IRP5 • Performance management (On line contracting and Assessments) • Claims management (Travel, petty cash) from submission of travel claims, input of kilometres and automatic calculation of amounts due and input of nights away from home for system to calculate subsistence allowance amount due. • Employee detail amendments <p>ESS Leave Reporting on: trends, balances, transactions and all related reports on weekly, quarterly and monthly</p>
DIGITISE THE PERFORMANCE MANAGEMENT PROCESS	

BRQ#	REQUIREMENTS
HUMAN RESOURCES MANAGEMENT	
	<p>Be able to support Performance Management system</p> <ul style="list-style-type: none"> • Online preparation performance Agreements. • Online performance assessments with capability to upload evidence and calculate final scores in line with the policy. • Produce performance management reports. • Analysis of performance results for each cycle (bell curve) • Report on submission statistics • Automated generation and distribution of letters for the performance assessment outcomes
DIGITISE THE LABOUR RELATIONS MANAGEMENT	
	<p>Able to support Labour Relations on;</p> <ul style="list-style-type: none"> • Capture Grievances • Record Disciplinary actions. • Have alerts on disciplinary action taken (warnings) • Produce statistical reports on labour relations.
DIGITISE THE ORGANISATIONAL STRUCTURE	
	<p>Support the organisational structure;</p> <ul style="list-style-type: none"> • Upload and update the organisational structure • Produce reports on position turnover and statistics. • Manage vacancies. • Create new positions. • Amend positions. • Produce staff compliment reports. • Have approver function on all inputs

NBRQ#	NON-FUNCTIONAL REQUIREMENTS
OPERATIONAL, SECURITY AND PRIVACY, AUDIT TRAILS, RELIABILITY	
NBRQ1	Accessibility
	1.1 System should be accessible using Desktop and Mobile devices using network cable, WIFI and/or 3G/4G
NFBRQ2	Response time ranges
	2.1 Front-end / host / back end: max 15 seconds.
NFBRQ3	Identification and authentication

NBRQ#	NON-FUNCTIONAL REQUIREMENTS
OPERATIONAL, SECURITY AND PRIVACY, AUDIT TRAILS, RELIABILITY	
	3.1 Users must be assigned unique identities within the system, which clearly identifies who they are.
	3.2 The system must only be accessed by legitimate and authorised users including users from external entities.
	3.3 The system must utilise username and password to authenticate users and support two-factor authentication to strengthen access control when necessary.
NFBRQ4	Single sign on
	4.1 System user identities must automatically be linked to Active Directory to allow single sign on to the ERP system.
NFBRQ5	User Group Definitions
	5.1 Role-based access control shall be used to define content and functionality applicable to users. 5.5.1 This must be in line with the user's job function or role. 5.5.1 Branches/cost centres will define access rights and the ERP system administrator with permission from respective cost centres can only edit these access rights.
	5.2 Segregation of duties rules must be enforced on a system level.
NFBRQ6	Database Security
	6.1 The database (and master data) must be secured by allowing only authenticated and authorised users access to data.
	6.2 The database must be secured by only allowing the Web applications to access data through a service account, which forms part of Windows authentication.
NFBRQ7	Confidentiality
	7.1 Data must only be accessed by authenticated and authorised users in line with their job function or role.
	7.2 Data and Passwords must never be viewable at the point of entry or at any other time during the ERP processes lifecycle.
NFBRQ8	Data Loss (Disclosure of information about individuals or entities)
	8.1 Security policies must be enabled to prevent leakage/disclosure of sensitive information to unauthorised users.
	8.2 Users must be trained on the functionality of the system to understand their responsibilities to safeguard sensitive information.

NBRQ#	NON-FUNCTIONAL REQUIREMENTS
OPERATIONAL, SECURITY AND PRIVACY, AUDIT TRAILS, RELIABILITY	
NFBRQ9	Data Encryption
	9.1 All data flowing within internal and external ERP modules must be encrypted with the latest industry standard encryption technology.
	9.2 All data utilised within the ERP system must be encrypted when in storage, or in transit.
NFBRQ10	Data Integrity (Data Corruption)
	10.1 All the information flowing within and across the ERP modules should be the same and not be altered throughout its lifecycle.
	10.2 The information must not be compromised during changes and must still be intact after the changes or updates to the ERP system.
	10.3 Only authorised users must be able to edit or make changes to data.
NFBRQ11	Implementation and development lifecycle
	11.1 Development of the ERP applications must comply with Open Web Application Security Project guidelines and ISO 27001 standard.
NFRQ12	Access Reports
	12.1 Reports on user access and activities must be available to monitor policy violations.
NFRQ13	Audit trails
	13.1 Enable transparent audit trail in the system, audit trails must be created for all user actions that are performed. The following information will be recorded in the audit log:
	13.1.1 Username
	13.1.2 Date and time of action Field name
13.1.3 Before value	
13.1.4 After value	
13.1.5 Effective date	
13.1.6 Source (Direct/Web/Mobile App)	
13.2 The audit logs must be stored in a separate database	
NFRQ14	Availability (Percentage of time available)
	14.1 Upon deployment in full or partially and after going live the system must be available 100% during the required hours of use (see below)
NFRQ15	Hours of Use
	15.1 The hours of use shall be between 00h00 – 23h59 every day, including weekends and public holidays

NBRQ#	NON-FUNCTIONAL REQUIREMENTS
OPERATIONAL, SECURITY AND PRIVACY, AUDIT TRAILS, RELIABILITY	
NFRQ16	Maintenance Hours
	16.1 Sundays: 10h00 –23h59
NFRQ17	Mean Time to Repair (MTTR)
	17.1 Critical: 1 hour 17.2 High: 1 hour 17.3 Medium: 1 hour 17.4 Low: 1 hour
NFRQ18	Mean time to failure (MTTF)
	18.1 ERP time out due to user inactivity shall be after 5min (with warning) 18.2 Upon timeout, System must cancel the transaction, and must allow the user to start over 18.3 The above exempts payment transactions while in progress.
NFRQ19	Audit Trail Failure
	19.1 If the audit trail function fails before the user saves updates to the transaction, the system must be able to recover all changes made in up to one minute prior to the failure.
NFRQ20	Update failure
	20.1 When an update failure is detected all updates performed during the failed session shall be rolled back to restore the data to pre-session condition
NFRQ21	Roll-back
	21.1 All data recovered in a roll-back condition shall be recorded for use in forward recovery under user control.
NFRQ22	Safe mode
	22.1 When operating after a failure the user must be informed that the application is operating in a “safe mode” and all data is available for review without update.
NFRQ23	Module/Function Failure
	23.1 The system shall prevent access to failed module/s while providing access to all currently operational modules
NFRQ24	Hardware failure
	24.1 All hardware components of the assembly operation shall be replicated, such that failure of any one hardware component shall not render the assembly operation unavailable to end-users.

NBRQ#	NON-FUNCTIONAL REQUIREMENTS
OPERATIONAL, SECURITY AND PRIVACY, AUDIT TRAILS, RELIABILITY	
	24.2 It is acceptable for system performance to be poorer than normal for up to 3 business days following the failure and replacement of a piece of hardware.
NFRQ25	Information retention requirements
	25.1 All stored data must be backed up and archived to be available within 24 hours.
NFRQ26	Capacity/ Scalability
	26.1. The number of users as set out in the beginning of the document under Existing System of PPSA must be taken into account in proposing licencing needs.
	26.2 System should cater for future enhancements and increase in volume (users/data) without affecting the system performance.
NFRQ27	Integration
	27.1 Must be able to integrate with other PPSA existing systems and new (to be systems)