



an agency of the
Department of Arts and Culture

29 APRIL 2021

TERMS OF REFERENCE

Bid No: SAHRA/FIN/01/06/2021

THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY (SAHRA) INVITES SUITABLY QUALIFIED AND EXPERIENCED SERVICE PROVIDERS TO SUBMIT BID PROPOSALS FOR THE HOSTING, SUPPORT AND MAINTENANCE OF INTEGRATED ACCPAC ENTERPRISE RESOURCE PLANNING (ERP) SOLUTIONS FOR PERIOD OF THIRTY-SIX (36) MONTHS.

1. PURPOSE

1.1 The South African Heritage Resources Agency (SAHRA) hereby invites suitably qualified, experienced and accredited service providers to submit bid proposals for the hosting, support and maintenance of integrated ACCPAC Enterprise Resources Planning Solutions for a period of thirty-six (36) months. Note: SAHRA moving all its servers and services to a central cloud service provider. At an appropriate time SAHRA will migrate the Accpac instance to the appointed cloud provider to centralise its hosting services.

2. BACKGROUND

2.1 The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Sport, Arts and Culture and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources.

2.2 SAHRA is a statutory entity established under the National Heritage Resources Act, No. 25 of 1999 and, together with the provincial heritage resources authorities, is one of the bodies that replaced the National Monuments Council. The primary objective of SAHRA is to coordinate the identification and management of the national estate which is defined as heritage resources of cultural and other significance.



an agency of the
Department of Arts and Culture

3. SCOPE OF THE SERVICE

- 3.1 The ACCPAC must be provided for and owned by the service provider and securely hosted at their premises at no additional cost to SAHRA except for the monthly subscription fee, per account, to provide the following services for a period of 36 months:
- i. Supply and maintenance of a Virtual Private Server (VPS) with automated off-site backup and managed services
 - ii. Provide training on system administration to SAHRAs ICT staff in order to provide 1st line systems administration function on the server.
 - iii. VPS and backup storage to be hosted by an outside reputable internet hosting service provider and managed on behalf of SAHRA on a 4Mb line.
 - iv. VPS is supplied with a high-speed backbone 4Mb line, with an internet usage cap internet usage should be disabled for users except administrators of the server as they should only work with ACCPAC and not browse the internet on the server.
 - v. All servers must have Microsoft Windows Servers 2012 R2 Standard (or latest) with 64bit architecture. Anti-Virus, Firewall & Server Monitoring software must be included.
 - vi. Off-site backup services are supplied as mandatory with VPS hosting.
 - vii. Disaster Recovery plan in cases of strikes, natural disaster, virus, cyber hacking, etc with ability to restore servers and applications from off-site backups withing 24hours
 - viii. Services to recover lost data within 24hours
 - ix. Application software upgrade and updates
 - x. User management, including providing access to server and general administration services. SAHRA is migrating all its services to the cloud and at an appropriate time the company appointed to host the ACCPAC server and services will be required to assist migrate the VPS to the appointed cloud provider.
 - xi. Monthly Service Level Management Reports on the performance of the contract covering:
 - a. ICT Security
 - b. Status of Antivirus and Firewall
 - c. Backup and restore
 - d. Uptimes
 - e. Resource utilization
 - f. User account management
 - g. Project cost



an agency of the
Department of Arts and Culture

4. TRAINING

SAHRA system users will have to be trained to effectively utilise the new upgraded ACCPAC ERP solution on needs identified. Details regarding the training approach must be provided and should include at minimum the following information.

- Training programmes
- Role mapping
- Training deliverables and approach
- Training assessment
- Training programme to SAHRAs ICT staff of ACCPAC Systems administration function.

5. COSTS

Full transparency is expected and should include items such as any contingency factors applied for unknown variables to be incurred for 36months.

| Item | Cost |
|-------------------------------------------------------------------------------------------------------------------------------------|------|
| Virtual Private Server – 4vCPU, 16GB RAM, 1TB HDD, Windows SV 2012 R2 STD, 4mb internet line, synchronous, excl backups. | |
| ICT Security, firewall and anti-virus services** | |
| Managed services including data recovery as per 3.1 above | |
| Professional consulting fee structure or breakdown e.g. Technical support rate on a sliding scale based on complexity of the issue. | |
| After hour support services rate per hour | |

** When the service get migrated to SAHRAs cloud provider these services will be reviewed.

6. REQUIREMENTS FOR CONTENT OF THE PROJECT

The project proposal must contain the following mandatory elements:

- Company profile of the bidder, outlining experience, competence, qualified personnel, organogram of the company, methodology proposed on how the SAHRA portfolio is to be handled.
- Comprehensive CV's of the personnel team that will be responsible for this project and the support on an ongoing basis.
- Valid accreditation certificate for providing ACCPAC ERP solution
- All cost implications of the project that must include training, cost of the software maintenance, ongoing support, data migration etc. A fixed combined cost in SA Rand inclusive of vat must be specified.
- Draft Service Level Agreement



an agency of the
Department of Arts and Culture

7. TERMS AND CONDITIONS

- a) All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- b) SAHRA reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.
- c) SAHRA may require responsive bidders to present and discuss their proposals in person.
- d) SAHRA reserves the right not to make any appointment from the proposals submitted.
- e) Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- f) Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that bidders declare their conflict of interest through completion of relevant attached forms.
- g) SAHRA reserves the right not to consider further any bid where such a conflict of interest exists or where such potential conflict of interest may arise.
- h) Any and all project proposals shall become the property of SAHRA and shall not be returned.
- i) The bid offers and proposals should be valid and open for acceptance by SAHRA for a period of 120 days from the date of submission.
- j) Bidders are advised that submission of a proposal gives rise to no contractual obligations on the part of SAHRA.
- k) SAHRA reserves the right not to award the bid to the bidder that scores the highest points.
- l) Disputes that may arise between SAHRA and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- m) In addition to adherence to the specific terms and conditions of proposals, provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract attached hereto, an original signed copy of which must be submitted together with all other bid documentation.
- n) All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.



an agency of the
Department of Arts and Culture

- o) The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.
- p) The proposal must include a company profile/ organization profile, comprising a description of the organization of the bidder, its primary business activity, clients experience, management etc, including at least three references for companies, to whom the service provider has supplied the same service.
- q) After the successful service provider has received the purchase order, they must be able to deliver in full compliance with South African approved standards and in compliance to the specifications provided.

8. RETURNABLE DOCUMENTS

- a. SBD 1 Invitation to BID
- b. SBD 2 Tax Clearance Requirements
- c. SBD 3 Pricing Schedule (Breakdown of pricing)
- d. SBD 4 Declaration of Interests form.
- e. SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- f. SBD 7.2 Contract Form (Rendering Services)
- g. SBD 8 Declaration of Bidder's Past Supply Chain Management Practices.
- h. SBD 9 Certificate of Independent Bid Determination
- i. General Conditions of Contract

NB: Failure to submit completed returnable forms as mentioned above may disqualify your quotation.

6. ANTICIPATED TIME SCHEDULE AND PROCESS

| | | |
|--------------------------------------|--------------------------------------|---------------------|
| Request for Quotations Issued | Tender Bulletin/e-tender/ website | 04 June 2021 |
| Closing Date | BIDs submitted to SAHRA | 02 July 2021 |



an agency of the
Department of Arts and Culture

7. EVALUATION CRITERIA

a) All proposal offers received shall be evaluated based on the following phase out approach:

- **Phase one:** Compliance to the terms of reference and conditions of the tender. Failure to meet any of the conditions of the tender will automatically disqualify your tender on this phase.
- **Phase Two:** Obtaining the required 60 points minimum threshold for functionality as set out below. Failure to meet the minimum threshold as specified on this phase will render your offer non-responsive for the next phase.

Prequalification criteria: Functionality Criteria

| Functional Criteria | Weightings |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>1. Competence, qualifications and specialized experience and technical competence of the firm:</p> <p>10 or more years = 5 points 7 - 9 = 4 points 5 - 6 years = 3 points 3 - 4 years = 2 points 1 – 2 years = 1 points Less than 1 = 0 point</p> <p>The service provider to submit Company Registration documents and Company profile outlining number of years' experience and list completed or current projects.</p> | 40 |
| <p>2. Similar projects completed with written and contactable reference:</p> <p>5 similar projects = 5 4 similar projects = 4 3 similar projects = 3 2 similar projects = 2 1 similar projects = 1 No projects = 0</p> <p>Provide the references letters from existing/recent clients (within the past 3 years) which are of a similar size to SAHRA whom we may</p> | 20 |



an agency of the
Department of Arts and Culture

| Functional Criteria | Weightings |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>contact for references. The letter must include company name, contact name, address, phone number and duration of contact, a brief description of the services that you provided and the level of satisfaction.</p> | |
| <p>3. Project support approach (detail description success of the previous approach, resource allocation, estimated time frame)</p> <p>Clear project plan with Milestones/Phases – 1 Ability to deliver within 1 month = 1 Data migration plan = 2</p> | 20 |
| Presentations | |
| <p>4. Comprehensive technical demonstration and presentation of all modules required the functionality, capabilities, viability, easy to use, security features, reliability, previous successes of the system, compatibility, project management approach. (Refer to Ratings below)</p> <p>Rating for the presentation:</p> <p>4.1. Technical demonstration on all modules = 10 points 4.2. Functionality, capabilities, viability and easy to use, = 5 Points 4.3. Security Features and reliability = 5 points 4.4. Previous successes of the system and compatibility = 5 Points 4.5. Project Management approach = 5 points</p> <ul style="list-style-type: none"> • Excellent (Exceeds the requirement) = 5 • Good (Satisfies the requirement with minor additional benefits) = 4 • Acceptable (Satisfies the requirement) = 3 • Minor Reservations (Satisfies the requirement) = 2 • Serious Reservations (Satisfies the requirement with major reservations) = 1 • Unacceptable (Does not meet the requirement) = 0 <p>Presentation must not exceed 60 minutes.</p> | 20 |
| Total | 100 |



an agency of the
Department of Arts and Culture

A bidder must obtain a minimum of 50 points out of 80 points on the prequalification phase in order to be invited for presentation i.e. demonstration and presentation of all modules required the functionality, capabilities, viability, easy to use, security features, reliability, previous successes of the system, compatibility, project management approach.

A bidder must obtain a minimum of 12 points out of 20 points on presentation to progress to the next phase. Failure to obtain 12 points will render your proposal nonresponsive.

- **Phase three:** preference points for Broad-Based Black Economic Empowerment (BBBEE) Status Level of Contribution (80/20 preference points system), where 80 points are allocated to price, and 20 points are allocated to BBBEE status level as follows;

| B-BBEE Status Level of Contributor | Number of points (80/20 system) |
|------------------------------------|------------------------------------|
| 1 | 20 |
| 2 | 18 |
| 3 | 14 |
| 4 | 12 |
| 5 | 8 |
| 6 | 6 |
| 7 | 4 |
| 8 | 2 |
| Non-compliant contributor | 0 |

8. Price (VAT included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score the maximum 80 points.

Bidders are requested to provide a proposal with a clear break down of costs where applicable.



an agency of the
Department of Arts and Culture

9. SUBMISSION OF TENDERS

Bids must be submitted in a sealed envelope, marked as confidential and for the attention of **Supply Chain Management - Bid No: SAHRA/FIN/01/06/2021**
Project Name: HOSTING, SUPPORT AND MAINTENANCE OF ACCPAC ENTERPRISE RESOURCE PLANNING (ERP) SOLUTIONS

BIDS must be placed in the Tender Box located at:
SAHRA's Head Office
111 Harrington Street,
Cape Town

SAHRA takes no responsibility for mailed tender documents. It is the onus of the service provider to ensure that the document is placed in the Tender Box before closing date and time.

10. CLOSING DATE AND TIME

CLOSING DATE: FRIDAY, 02 JULY 2021 AT 11H00 – NO LATE TENDERS WILL BE ACCEPTED.

11. For Technical/SCM information, please contact:

Ms A. Mkhize
SCM Manager
South African Heritage Resources Agency
111 Harrington Street
Cape Town
8000
Tel: 021 462 4502
Email: amkhize@sahra.org.za