



TERMS OF REFERENCE

SAHRA/FIN/ACCPAC/03/2025

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





11 March 2025

1. PURPOSE

- 1.1 The South African Heritage Resources Agency (SAHRA) hereby invites suitably qualified, experienced and accredited service providers to submit quotations for the hosting, support and maintenance of integrated ACCPAC Enterprise Resources Planning Solutions for a period of thirty-six (36) months.

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.

3. SCOPE OF THE SERVICE REQUIRED

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, providing the following services for a period of 36 months:

- 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 commencing 01 May 2025.





- 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 10Mb line.
- iv) VPS is supplied with a high-speed backbone 10Mb 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 licensed Microsoft Windows Servers 2022 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 within 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 with a minimum of 20 CAL's – (Client Access Licenses).
- 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. Uptime
 - e. Resource utilization.
 - f. User account management and monthly user access reviews must be conducted
 - g. Project cost





4. COSTS

Full transparency is expected and should include items such as any contingency factors applied for unknown variables to be incurred for 36 months. A pricing Schedule **Annexure A** must be completed.

5. TERMS AND CONDITIONS

- a) All costs and expenses incurred by the potential service providers relating to their quotation 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 quotation 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 person associated with its quotation.
- c) SAHRA may require responsive bidders to present and discuss their quotations in person.
- d) SAHRA reserves the right not to make any appointment from the quotations submitted.
- e) Bidders shall not issue any press release or other public announcement pertaining to details of their project quotation 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) All project quotations shall become the property of SAHRA and shall not be returned.
- i) The quotations should be valid and open for acceptance by SAHRA for a period of 30 days from the date of submission.
- j) Bidders are advised that submission of a quotation 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. In addition to adherence to the specific terms and conditions of quotations, 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.
- m) All returnable bid documents must be completed in full and submitted together with the bidder's quotation. Should the returnable documents not be completed, the bid will not be considered any further.
- n) The successful bidder will be subject to the 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.
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- p) 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.

6. RETURNABLE DOCUMENTS

- a. SBD 1 Invitation to BID
- b. SBD 2 Tax Clearance requirements
- c. SBD 3.1 Pricing Schedule (Breakdown of pricing)
- d. SBD 4 Declaration of interest form
- e. SBD 6.1 Preference points claim form (valid BBBEE certificate / Sworn Affidavit must be submitted together with this completed document).
- f. SBD 7.2 Contract Form - Rendering of Services
- g. General Conditions of Contract





7. EVALUATION CRITERIA

- a) All quotation 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:** 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.

Preference Point System	Points
Price	80
Specific Goals	20
Black owned company	8
Women	4
Youth	5
Disability	3
Total points for Price and SPECIFIC GOALS	100





8. PRICE (VAT INCLUDED)

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

Bidders must submit the breakdown of their costs on the pricing schedule provided, referring to Annexure A (Summary Pricing Schedule).

9. SUBMISSION OF QUOTATIONS

9.1 Quotations must be submitted through email to tenderinfo@sahra.org.za

10. CLOSING DATE & TIME: 24 March 2025 at 11:00 am

No late quotations will be accepted after closing time.

For Supply Chain Management and Technical information, information, please contact in writing to:

Supply Chain Management
Ms. Yonela Somtsewu SCM Manager
The South African Heritage Resources
Agency 111 Harrington Street
Cape Town
8000
Tel: 021 462 4502 / 021 202 8664
Email: ysomtsewu@sahra.org.za

For Technical information, information, please contact in writing to:

Mr. Paul Tiyago
Finance Manager
The South African Heritage Resources
Agency 111 Harrington Street
Cape Town
8000
Tel: 021 462 4502 / 021 202 8661
[Enquiries: ptiyago@sahra.org.za](mailto:ptiyago@sahra.org.za)





Annexure A – Summary Pricing Schedule for Software and support of Sage 300c deployed on cloud server

Summary of cost

	2025	2026	2027	Total
A Sage 300 cloud (Premium) - Annual Software Assurance (20 Users)				
B Managed Cloud Services-Private dedicated server with full system backup - per year				
C Sage software upgrade				
D Ad hoc support @ 60 hours over 3 years				
VAT				
Total Cost				

