



**Supply and Implementation of an Integrated
Enterprise Resource Planning System**

**ERP Implementation Project
Western Cape Provincial Parliament**

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2 GENERAL INFORMATION

2.1 Introduction

The Western Cape Provincial Parliament ("WCPP") is one of the nine provincial legislatures in South Africa. Based in Cape Town, the WCPP is constitutionally mandated to pass legislation, provide a forum for public debate, involve the public in the law-making process and oversee the activities of the provincial executive.

The WCPP consists of 42 Members, elected every five years on a proportional representation system. The Premier and members of the provincial Cabinet are appointed from these Members.

The primary functions of the Provincial Parliament are set out in the Constitution and include law-making, holding the Executive to account and facilitating public involvement in its processes and work. The key focus of the administration of the WCPP is to support Members, the House and committees to fulfil their constitutional functions. The Support functions consist of **Corporate Services** (Finance, Supply Chain, Information and Communications Technology, Human Resources, Communication and Information, and Security and Facilities) and **Parliamentary Services** (Plenary Support, Public Education and Outreach, Language and Committees). The administration employs just over 100 staff members to provide these support functions.

2.2 Background

The Financial Management of Parliament ("FMPA") Amendment Bill [B1B - 2014] to incorporate Provincial Legislatures to the principal national legislation was passed by the National Assembly, and thus Parliament, on Tuesday, 29 July 2014. The FMPA Amendment Bill is the final adopted Bill that was passed by Parliament and has been signed by the President at the end of 2014. All Provincial Legislatures now have to comply with this Act.

What does this Act mean to the legislatures? Currently, WCPP and 3 other Legislatures, use the government transversal systems, BAS – Financial Accounting System including sundry payments, LOGIS – for orders and order payments and PERSAL – Personnel payroll administration, which are archaic and not compliant in terms of the Generally Recognised Accounting Practice ("GRAP"). In addition, HR Manage, which is a third party Personnel Performance Management and Leave Management System, is also used.

WCPP has to comply in view of the fact that the Financial Management of Parliament and Provincial Legislatures Act ("FMPPLA") (Act no 10 of 2009) is passed and needs to be implemented. The transversal systems have been geared towards a Modified Cash basis of accounting and GRAP requires accrual accounting. Furthermore, due to separation of powers and the legislature's independence, a standalone system separate from Western Cape Government is also required. The WCPP has decided that the SITA Systems, BAS, LOGIS and PERSAL as well as the HR Manage system (a third party application) need to be replaced with an integrated Enterprise Resource Planning ("ERP") system. To this end, WCPP is now embarking on a project to find an appropriate ERP system to replace the non-compliant Financial, Supply Chain and HR systems.

2.3 Purpose

WCPP requests the services of an ERP vendor to implement an ERP solution for the WCPP covering its core components of financial management, human resource management and supply chain management.

Implementation of an ERP application suite at WCPP is to commence on 1 April 2016 to support its strategic objectives of:

- being compliant to FMPPLA;
- drive operational efficiency; and
- create an institution that is client centric.

The purpose of this Request for Proposal (“RFP”) document is to set out the terms of reference for an ERP solution and seeks to establish, to the greatest possible extent, complete clarity regarding the requirements of both parties to the agreement.

2.4 Principles

WCPP has identified the following 16 principles that will serve as the basis for the supply and Implementation of an ERP system:

<p>Capture at source: <i>Capturing data electronically when a transaction occurs; for example, at the time of sale.</i></p>	<p>Efficiency: <i>Completing a task in the shortest time possible.</i></p>
<p>Workflow: <i>Progression of steps (tasks, events, interactions) that comprise a work process, through automated messages.</i></p>	<p>Segregation of Duties: <i>Concept of having more than one person required to complete a task.</i></p>
<p>Mobility: <i>Relating to wireless communication devices, such as cell phones. Workflow messages and access can be obtained with these workflow messages.</i></p>	<p>Self-Service: <i>Employee self-service is web-based applications that provide employees with access to their personal records and payroll details.</i></p>
<p>Paperless: <i>Relating to or involving the storage or communication of information in electronic form, rather than on paper.</i></p>	<p>Customisation vs Configuration: <i>A customisation is a feature or extension or modification of a software feature that requires custom coding and or some form of implementation. A configuration is where you use native tools in the system to change it's behaviour or features.</i></p>

<p style="text-align: center;">Simplicity:</p> <p><i>The quality or condition of being easy to understand or do</i></p> <p><i>Synonyms - clarity, plain, simple, comprehensible, understandable</i></p>	<p style="text-align: center;">Flexible reporting /Business Intelligence:</p> <p><i>By allowing flexible reporting and analysis, a business intelligence system can unlock the value of the data in ERP reports. Business intelligence system provide on-line analytical processing (OLAP) and data mining tools that managers can use from the desktops to answer questions and to discover significant trends and patterns.</i></p>
<p style="text-align: center;">Interface vs Integrate:</p> <p><i>An interface is where two or more separate software products communicate under limited capacity. Data is maintained in multiple locations; thus, requiring more administration.</i></p> <p><i>A fully integrated system means that the products are one. This happens when two or more products work closely together to combine different functionalities into one product. The data is maintained in one location.</i></p>	<p style="text-align: center;">One set of Master data:</p> <p><i>Single source of basic business data used across all systems, applications, and processes for an entire institution.</i></p>
<p style="text-align: center;">User friendly GUI:</p> <p><i>A program interface that takes advantage of the computer's graphics capabilities to make the program easier to use. Well-designed graphical user interfaces can free the user from learning complex command languages.</i></p>	<p style="text-align: center;">Auditability:</p> <p><i>To enable and simplify the official examination and verification of accounts and records, especially of financial accounts.</i></p>
<p style="text-align: center;">Garbage-In-Garbage-Out (GIGO):</p> <p><i>The quality of output is determined by the quality of the input.</i></p>	<p style="text-align: center;">Single sign-on:</p> <p><i>Is a session/user authentication process that permits a user to enter one name and password in order to access multiple applications.</i></p>

2.5 Parts of this document

This Request for Proposal document consist of the following parts:

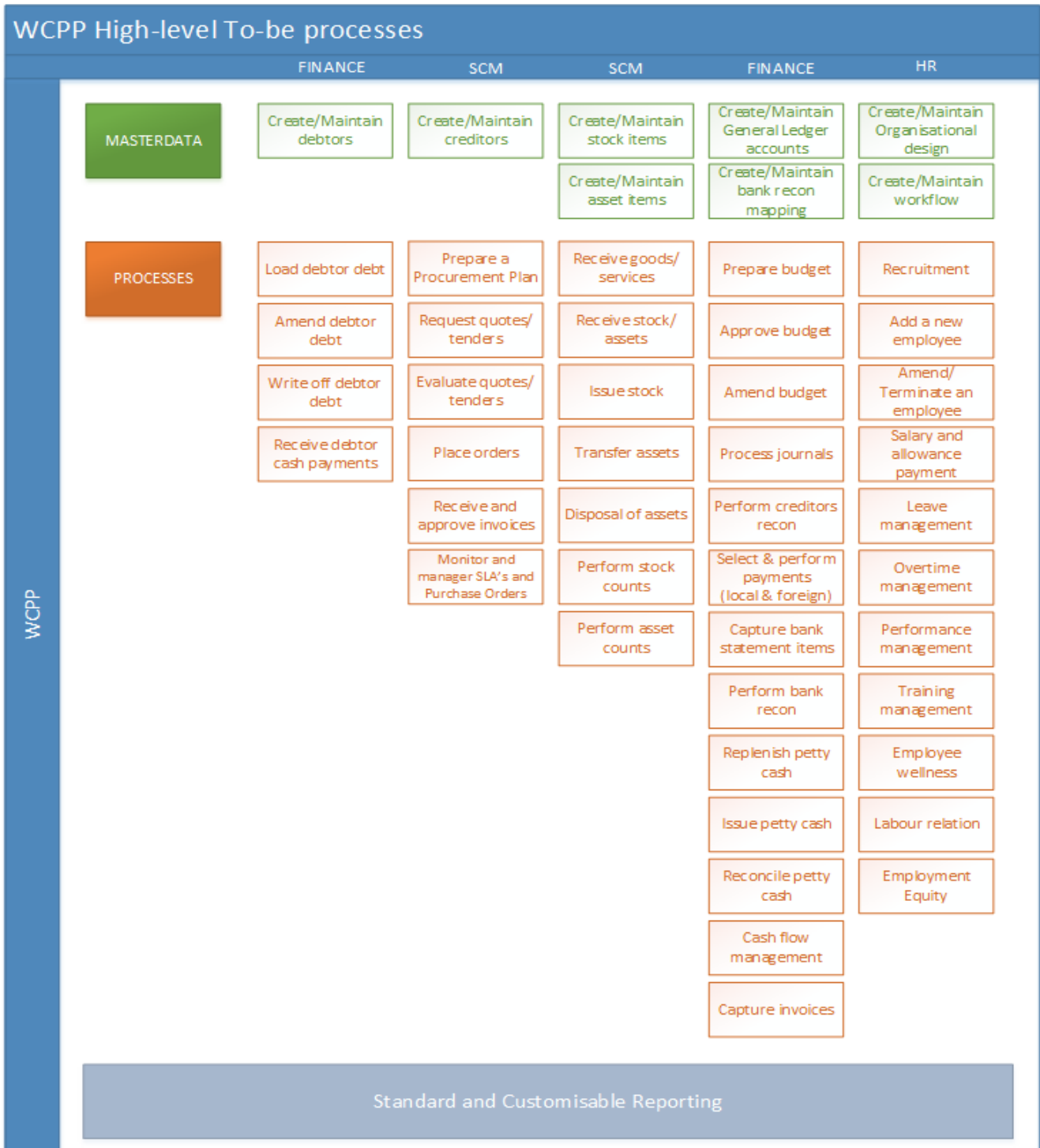
- RFP Specifications overview document
- **Addendum A** – Technical Proposal Response document
- **Addendum B** – Price Proposal Response document
- **Addendum C** – ERP Software and Implementation Services: Functional system requirements
- **Addendum D** – ERP Software and Implementation Services: Pricing Schedule
- **Addendum E** – Current hardware and technical environment
- **Addendum F** – As-is processes
- **Addendum G** – To-be processes

3 SCOPE OF SERVICES FOR THE ERP SOLUTION

The scope of the services required for the ERP solution includes:

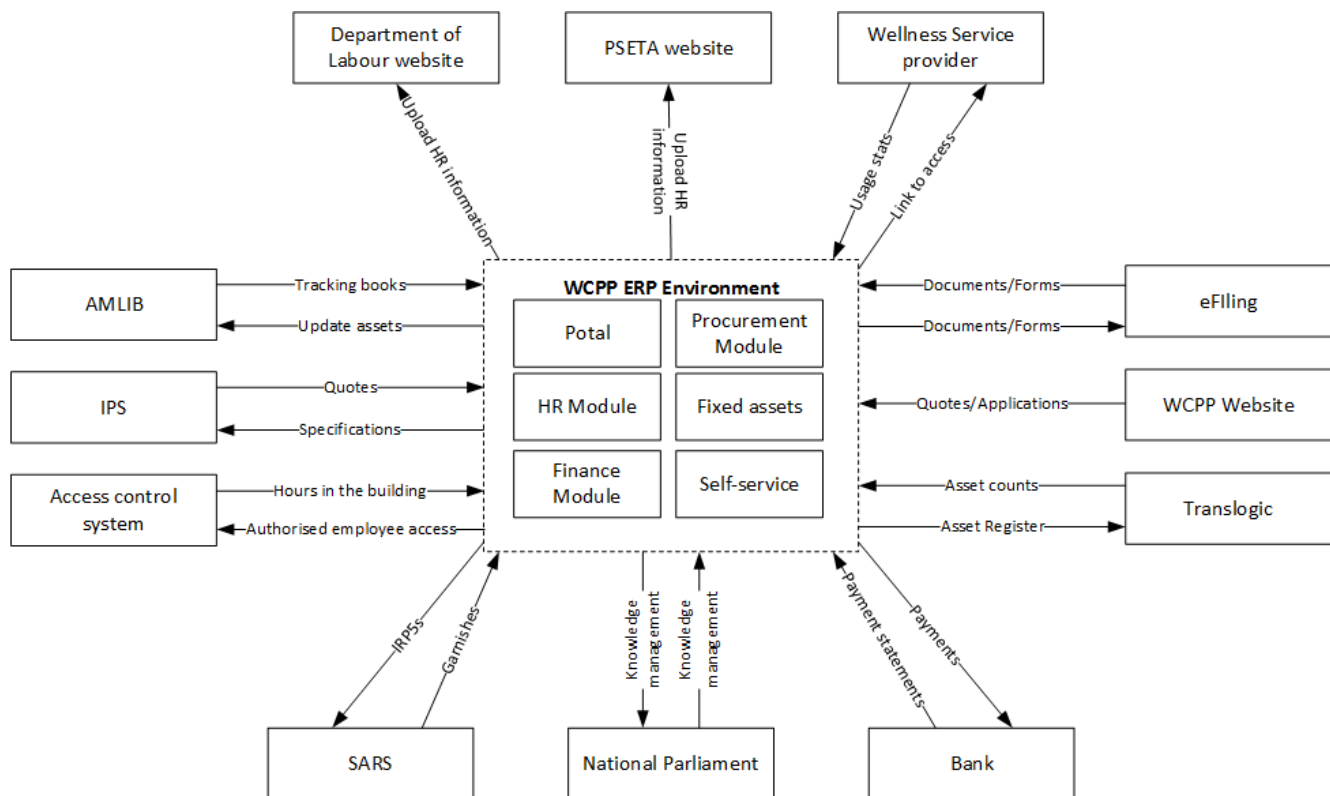
3.1 Supply and implementation of an ERP system

The following high-level activities are performed at WCPP and require the supply and implementation of relevant ERP modules to facilitate these processes:



3.2 Future state context diagram

The following high-level diagram indicates all the interfaces that ERP solution needs to handle:



3.3 Professional Services

The following professional services are required:

- Definition of hardware specifications and advice on installations
- Project management
- Transactional data conversion and migration
- Master data setup, cleansing and migration
- Manage the transition from the current system(s) to the proposed solution
- Report development using standard and customisable reporting
- Configuration of workflow across all functionality
- Installation and configuration of the ERP system
- The development of Business Requirement Specifications ("BRS")
- Integrate solution into other required systems
- Training services
- Change management
- System documentation and Testing
- Knowledge transfer to WCPP staff
- Knowledge transfer to WCPP technical user to configure, maintain and support the solution
- Ongoing support and maintenance of the ERP system for a period of 3 and 5 years (bidders are required to provide pricing for both 3 and 5 years)

4 SUBMISSION OF TENDERS AND CLOSING DATE

4.1 Mandatory information

A mandatory information session will be held on Monday, 9 November 2015 at 9:00 at the following address:

**Western Cape Provincial Parliament offices
7 Wale Street
Cape Town
8001**

Bidders who do not attend this session will not be considered during the evaluation process. It is thus critical that attendees sign the attendance register at the information session. The attendance register may not be signed on behalf of non-attending Bidders.

4.2 Contacts for further information

Bidders wishing to clarify items within this RFP should contact the WCPP Senior Supply Chain Officer mentioned below by email. WCPP reserves the right to distribute copies of all communications to all recipients of the RFP.

**Nadeem Diedericks
SCM Senior Officer
ndiedericks@wcpp.gov.za
021 487 1736**

The Closing date for questions is 12h00 on Tuesday, 17 November 2015.

4.3 Tender submission place and closing date

Tender proposals must be received by WCPP no later than 11H00 on 30 November 2015.

Bids must be submitted by hand and deposited in the onsite tender box:

**Western Cape Provincial Parliament offices
7 Wale Street
Cape Town
8001**

Bidders that choose to submit their bid documents before the closing date and time may do so during working hours only (08:00-16:30).

It is the Bidder's responsibility to ensure that their bid submissions reach the WCPP before the bid closing time as no late submissions will be accepted.

Telegraphic, telephonic, telex, facsimile, e-mail and late tenders will not be accepted. Bidders will be advised of the bid outcome by letter, facsimile or e-mail.

4.4 Tender Submission Instructions (2 Envelope System)

Bidders must submit their proposal and all supporting documentation in sealed envelopes, clearly marked as follows:

4.4.1 ENVELOPE ONE – Technical Proposal

Bidders must submit one (1) signed, completed original of the **Technical Proposal**, together with one (1) electronic copy on a USB flash-drive (unencrypted). The envelope must contain all information and documentation relating to the tender. (Refer to list of returnable documents). **No pricing information must be included in Envelope One (Non-compliance will result in automatic disqualification).**

4.4.2 ENVELOPE TWO – Price Proposal

Bidders must submit one (1) signed, completed original **Price Proposal** (pricing schedule/schedule of rates as applicable), together

with one (1) electronic copy on a USB flash-drive (unencrypted). **No technical information must be included in Envelope Two (Non-compliance will result in automatic disqualification).**

Bidders are required to place the sealed **ENVELOPE ONE** together with the sealed **ENVELOPE TWO** into one sealed envelope or container. The sealed envelope or container must be marked for the **attention of the Manager: Supply Chain** together with the following information:

BID REFERENCE NO: _____

ERP TECHNICAL and PRICE PROPOSALS

BIDDER'S NAME AND ADDRESS

NAME OF BIDDER'S PROPOSED SYSTEM

The **Price Proposal** will only be opened and evaluated when the Bidder has successfully met the minimum Technical Evaluation Criteria of the Technical Proposal as set out in paragraph 8 below.

Bidders shall organise their response document and insert a table of contents as specified in paragraph 6 below and bind (ring bind or similar method) the proposal documents. Bidders shall verify page numbers of their proposal, as WCPP will not accept any liability with regards to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Bidders are required to complete and sign all the Bid Response Documents (refer to the Bid Response Document Checklist at the back of Addendum A – section 14) and initial all pages, drawings and brochures which are included in the reply as WCPP will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

4.5 Anticipated schedule of events

Event	Date
Release of RFP	31 October 2015
Mandatory Information session	9 November 2015
Closing of clarifying questions	17 November 2015
Circulation of responses to clarifying questions	20 November 2015
Close of submission of RFP by Bidders	30 November 2015
Commencement of response evaluation	4 December 2015
Communication of Proof of Concept agenda	To be confirmed
Commencement of Proof of Concept	To be confirmed
Evaluation of Proof of Concept	To be confirmed
Identification of successful bidder	To be confirmed

Event	Date
Negotiation between WCPP and successful bidder	To commence after the selection of the Bidder is complete
Commencement of implementation project	1 April 2016
Anticipated Go-Live date	1 April 2017

WCPP reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

5 SPECIAL CONDITIONS OF RESPONSE/CONTRACT

The requirements for the services and supporting infrastructure are set out in this RFP. The following requirements relate to all Responses submitted.

5.1 Definitions

The following definitions are used within this RFP:

- **'Response'** means a formal submission by a Bidder in response to the RFP document
- **'Bidder'** means an entity or entities submitting a Bid as above in response to the RFP, and includes a Bidder Consortium.
- **'Broad-Based Black Economic Empowerment Act ("BBBEE")'** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003), as amended;
- **'Bid Evaluation Committee ("BEC")'** means members of the WCPP management who constitute a panel for the purposes of selecting a Preferred Bidder;
- **'ICT service'** means Information and Communications Technology;
- **'Preferred Bidder'** means the Bidder selected by the BEC to enter into negotiations with WCPP for the provision of services;
- **'Service Level Agreement ("SLA")'** means the agreement entered into between WCPP and the Preferred Bidder setting out the terms and conditions for the services to be provided by the Preferred Bidder. Once a Bidder has been selected using WCPP defined selection criteria they will be required to enter into a formal contract with WCPP. The details of this contract will be finalised once the Bidder has been selected and all service negotiations are complete;
- **'Technical Team'** means the members designated by WCPP for the purposes of assessing the capability and capacity of Bidders against the pre-determined criteria, which are co-opted onto the BEC.
- **'PPPFA'** means Preferential Procurement Policy Framework Act , 2000 (Act No. 5 of 2000);
- **'ERP'** means an integrated Enterprise Resource Planning system.

Words importing the singular include the plural and vice versa and words importing one gender shall include all other genders. Headings are for ease of reference only and shall not affect the interpretation of this agreement.

5.2 Preparation of Responses

Bidders shall bear all costs associated with the preparation and submission of the proposal as well as presentations (as and when deemed necessary by the BEC) and the development of a proof of concept. WCPP shall not be responsible or liable for any costs incurred during the bidding process.

5.3 Inclusion of RFP

The Response to this RFP by the successful Bidder will form an integral part of the eventual SLA between WCPP and the successful bidder. There shall be an introduction to the response in which the following matters are addressed:

- the Bidder's understanding of the general requirements of the RFP, and in summary the general solution proposed;
- any proposed special business arrangements (including marketing) between the Bidder and WCPP.

5.4 Bidder's expectations of WCPP

In the event that the Bidders' proposal assumes involvement by WCPP resources in the implementation, the Bidders should detail any resource requirements considered necessary from WCPP to be able to successfully complete any or all remaining phases of the project.

5.5 Details required

Where a Bidder proposes alternatives to a stated requirement (albeit they are able to meet the requirement), they must clearly explain each of the alternatives and set out the advantages and disadvantages, nominating their preferred alternative. They must also set out the circumstances in which each alternative is recommended.

Where Bidders are responding to sections of the RFP relating to software they must supply details of the current version of software (i.e. that version actually released for general use by customers at the date of the Response).

Bidders must provide the version number and release date of all software components proposed.

5.6 Addenda to response

Information not specifically required for the RFP but deemed by the Bidder to be of value to the evaluation shall be included as an addendum to the Response. Addenda should not include advertising brochures or similar material.

Where there is reference to published manuals, the relevant extracts from the manuals and those alone, shall be placed in the addenda.

5.7 Information to be presented in English

All information supplied in the Response shall be in English.

5.8 Discounts

The Bidder shall set out any discounts and allowances where appropriate, including discounts for prompt payment.

5.9 Disclosure of information

No Bidder shall furnish information, make any statement or issue any document or other written or printed material concerning the acceptance of

the response to this RFP for publication in any form of media without prior written approval of WCPP.

5.10 Guarantee of due performance

Bidders are required to provide, prior to entering into a SLA, a corporate guarantee or such guarantee from a financial institution in a form acceptable to WCPP as an assurance that a prospective Bidder has or will have access to the unencumbered financial resources necessary to undertake the work of the SLA according to its tenure.

5.11 Implementation time frame

WCPP has committed itself to have implemented the target solution by 1 April 2017. Accordingly, WCPP requires Bidders to confirm their capability of providing the proposed services, implementation and training assistance in order to meet the prescribed deadlines.

5.12 Rights reserved

At its own discretion, WCPP reserves the right:

- to extend the time for lodging of responses;
- to accept a response in part or in total;
- to not accept any Tender resulting from responses to this RFP, in part or in total;
- to vary any of the requirements of the system to be delivered during the course of negotiations with the preferred Bidder;
- to terminate the evaluation of responses;
- to invite new responses;
- to determine whether or not a response will be considered in the event of a material change in a Bidder, such as the legal/financial/status of the Bidder; and
- to negotiate with the closest conforming Bidder in the event that no one Response satisfies all critical requirements.

5.13 Enquiries to be submitted prior to closing date

No enquiries, whether in writing or otherwise, shall be made by Bidders following the closing date for clarifying question of 17 November 2015. Breach of this condition may prejudice consideration of the Bidder's response.

A Bidder shall not solicit support from, or in any form canvass any:

- employee or agent of WCPP;
- committee of WCPP; and
- any consultant or contractor currently engaged by WCPP

with regard to any matter pertaining to this RFP (unless specifically authorised by WCPP to do so). Breach of this condition may prejudice consideration of the Bidder's Response.

5.14 Mandatory contract

The successful Bidder will be required to enter into a contractual relationship with WCPP. Willingness to enter into such a relationship is mandatory. Should it be deemed necessary by WCPP, once the most promising Bidders have been short-listed in the evaluation process, they may be given the opportunity to finalise their responses in the light of:

- the outcome of negotiations;
- any clarification of WCPP requirements; and
- proposals to enhance the bid by substitution of recently released products.

5.15 Compliance with conditions

Bidders are required to comply with all terms and conditions set out in this RFP.

5.16 Disclaimer

- a) Neither WCPP nor any of its advisors accepts any responsibility to any Bidder or other third parties under the law of contract, Delict or otherwise, for any loss or damage which may arise from this RFP, any matter deemed to form part of this RFP, the supporting information or documents referred to in this RFP or any information supplied by, or on behalf of, WCPP.
- b) No unsuccessful Bidder will be entitled to any redress against WCPP or its advisors in the event that WCPP enters into any agreement in relation to the RFP with any other Bidder or person.
- c) No warranty or representation is made about the accuracy or completeness of the information contained in this RFP.
- d) In respect of this RFP and in addition to other contractual conditions and principles contained herein:
 - WCPP may elect not to proceed to contract;
 - bidders will be liable for payment of their own legal costs, if any, whether or not a contract is entered into; and
 - no claims for compensation will lie against WCPP if, following the evaluation of Responses, WCPP elects not to conclude a contract with any Bidder.

5.17 Confidentiality of responses and security of intellectual property

All information detailed in and accompanying the RFP is confidential. By the same token, information contained in any response to WCPP RFP will be considered proprietary in nature and WCPP will only divulge such information with the express consent of the Bidder.

The signing of a separate Non-disclosure Agreement ("NDA") is mandatory. All Bidders will have to sign a NDA prior to receipt of the functional details of this RFP which will be made available at the mandatory information session. Bidders must please ensure that the representative signing the NDA are duly authorised to do so.

Should the Bidder wish to contract a third party, this may only be allowed with the prior written approval of WCPP and the Bidder must ensure that the

third party similarly signs the non-disclosure agreement and forwards a copy to WCPP.

The information obtained in the RFP process is to be used solely for the "Approved" purposes as defined in the Non-disclosure Agreement.

The standard NDA document is obtainable from the WCPP website or alternatively from the following email address:

- ndiedericks@wcpp.gov.za

5.18 Ownership of documents

All documents forming the response to this RFP (including electronic and printed copies) shall become the property of WCPP. Intellectual property contained in the response shall remain vested in the Bidder.

5.19 Discrepancies

Bidders are advised that should a discrepancy exist between information contained in this RFP and any subsequent contract documents then the contract documents will prevail.

5.20 Collusive practices

Bidders will be required to provide a declaration confirming that they have not engaged in any untoward, non-competitive or collusive business practices in relation to this RFP.

This declaration can be found in Addendum A – section 1.4. The Bidder is required to complete the addendum and include it with the Bid that is submitted to WCPP.

Except to form a consortium to respond to this RFP, a Bidder shall not enter into any agreement with any other Bidder or industry association concerning the preparation of a response to this RFP. In particular, but without limiting the foregoing, a Bidder shall agree not to pay any amount to any unsuccessful Bidder.

Evidence of such business practices may lead to the rejection of all offers pursuant to this RFP and Bidders involved in such practices may be barred from tendering for further contracts with WCPP and Government.

5.21 Security regulations

The successful Bidder agrees to ensure that its staff shall comply with the security regulations applicable to the institution. The successful Bidder shall provide proof of security clearance.

6 FORMAT OF THE BID

6.1 Introduction

This section sets out the details of the response to be submitted. It is very important that this section is carefully studied as the responses should be submitted in this exact format.

The Bid must provide a complete and detailed response to each and all of the issues raised in this RFP document, and must be submitted in the prescribed format.

To facilitate the analysis of responses to this RFP, Bidders are required to prepare their proposals in accordance with the instructions outlined in this section. **Bidders must respond in full to all RFP sections and follow the RFP format (section numbering, etc.) in their response. Failure to follow these instructions will result in disqualification.**

For each question asked in the RFP, the Bidders shall provide in their response, the question asked and their answer using the section numbering of the RFP.

THE PROPOSAL BID RESPONSE DOCUMENTS ARE PROVIDED IN MS WORD AND MS EXCEL FORMATS. IT IS STRONGLY ADVISED THAT RESPONSES ARE TYPED DIRECTLY IN THESE DOCUMENTS.

Supporting information (e.g. CV's of team members, Tax Clearance certificates, etc.) added to the Proposal Bid Response documents should be inserted in the correct sequence and the entire Proposal Bid Response documents must be scanned in, saved as a PDF and submitted as the electronic version of the response.

Proposals shall be prepared to satisfy the requirements of the RFP. **THE ACCURACY, COMPLETENESS AND CLARITY OF CONTENT SHOULD BE EMPHASISED.** All parts, pages, figures, and tables should be numbered and labelled clearly. The proposal should be organised as follows:

ENVELOPE ONE - TECHNICAL PROPOSAL (Refer to Addendum A)	
Section Number	Title
1	Standard Bidding Documents & Forms
2	Executive Summary
3	Company Background
4	References
5	Application and Database Software
6	Technical and Hardware Requirements
7	Proposed Implementation Plan
8	Draft Service Level Agreement including standard terms and conditions
9	Ongoing Support Services
10	Personnel Plan, Experience and Qualifications
11	Functional System Requirements – (complete Addendum C: ERP Software and Implementation Services – Functional system requirements.xlsx)
12	License structure

ENVELOPE ONE - TECHNICAL PROPOSAL (Refer to Addendum A)	
Section Number	Title
13	Exceptions and Deviations
14	Document Checklist

ENVELOPE TWO - PRICE PROPOSAL (Refer to Addendum B)	
Section Number	Title
1	Pricing Schedule – (complete Addendum D: ERP Software and Implementation Services – Pricing Schedule.xlsx)
2	Standard Bidding Documents
3	Other Information
4	Document Checklist

Instructions relative to each part of the response to this RFP are defined below in paragraph 6.2 for Technical Proposal and paragraph 6.3 for Price Proposal.

Alternative hosting solutions

A WCPP-hosted solution is the main focus of this RFP. However, the WCPP would also like to establish the possibility and implications of alternative hosted solution. The two alternatives that have been identified are a vendor-hosted solution and cloud based solution.

Each response section of Addendum A provides a dedicated section where Bidders are requested to provide information relating to these alternatives if it differs in any way from the main WCPP-hosted solution. In addition, Addendum B (Price Proposal), provides a pricing summary for each option.

Note: response to this section is optional. Bidders will not be penalised for lack of response to this section.

6.2 Technical Proposal Response Format (Addendum A)

6.2.1 Standard Bidding Documents and Forms

6.2.1.1 Invitation to Bid Form

Bidders should complete and sign this form. If the Bidder uses the services of subcontractors or partners for the performance of services required, each such subcontractor/partner will be required to also complete and sign an 'Invitation to Bid Form'.

6.2.1.2 Tax Clearance Certificate

Bidders should submit a valid and original Tax Clearance Certificate.

6.2.1.3 Declaration of Interest Form

Bidders should complete and sign this form. This form consists of the following sections:

- SECTION A – Details of the Entity
- SECTION B – Declaration of the Bidder’s interest
- SECTION C – Performance Management and Bidder’s past Supply Chain Management Practices

- SECTION D – Duly Authorised Representative to depose to Affidavit

6.2.2 Executive Summary

This part of the response to the RFP should be limited to a brief narrative and not to exceed two (2) pages describing the proposed solution. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The executive summary should not include cost quotations.

6.2.3 Company Background

In addition to providing responses to the following items, the Bidder must complete section 3 of the Technical Proposal in the Bid Response Document. Bidders must provide information about their company so that the WCPP can evaluate the Bidder's stability and ability to support the commitments set forth in response to the RFP. Information that Bidders should provide in this section is as follows:

- The company's background including a brief description (e.g. past history, present status, future plans, company size, etc.) and organisation charts.
- Financial information for the past two (2) completed financial years that includes income statements, balance sheets, and statement of cash flows.
- If the Bidder is proposing to use subcontractors on this project, please provide background information on each subcontractor, Bidder relationship with that firm and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The WCPP may approve or reject any sub-contractors of the Bidder.

6.2.4 References

The Bidder must provide at least four (4) references from clients that are similar in size and complexity to WCPP ***in South Africa*** (it would be preferable if at least one of these references is a public sector organisation). The format for completing the client references is provided in section 4 of the Technical Proposal in the Bid Response Document.

For potential site visit purposes, at least one of the contactable references should be located within 2 hours' travel by car from the Cape Town Central Business District.

6.2.5 Application and Database Software

The Bidder is required to provide a general description of the application program product and how it will meet requirements of this RFP. This section must address, at a minimum, the following items:

- Describe your overall proposed technology solution.
- Describe the medium term software development roadmap as determined by the software developer (i.e. major releases and upgrades, frequency of releases, significant planned functionality enhancements, planned mergers/acquisitions with other software companies, commitment of the software developer to maintain and support the software for the foreseeable future).

- Describe unique aspects of the Bidder's solution in the marketplace.
- Describe components of the solution that are industry standards versus being proprietary to the Bidder.
- For third party products proposed that are integrated with the Bidder's solution provide the following for each product:
 - Reason that this product is a third-party product versus being part of the software Bidder's solution,
 - Extent to which this third-party product is integrated with the Bidder's solution.

Bidders must complete Section 5 of the Technical Proposal in the Bid Response Document.

6.2.6 Technical and Hardware Requirements

The Bidder shall provide the information described in this section and complete Section 6 of the technical Proposal in the Bid Response Document. This information will be used in the evaluation process.

Hardware and Storage Environment

- Describe the proposed computer hardware and storage environment to support the system. In the event that there are multiple computer systems available, list all options. Indicate which is the preferred hardware platform and why. List the conditions in which the preferred hardware platform would change. A hardware configuration, which takes into account the size of the WCPP, application modules, database size, and anticipated growth, must be provided.
- What system architecture do you propose? Describe the number and type of: application servers, database server(s), and production, development, test and staging environments. Describe your proposal's technical architecture (preferably using a PowerPoint or Visio diagram). This should show components such as the database server, applications server, reporting server, firewall(s), web server(s), web browser, minimum workstation requirements, storage requirements, minimum mobile requirements, remote access, wireless connectivity, network connectivity to LAN and WAN, etc. Describe any potential use of virtual server technologies (e.g. Microsoft Virtual Server, Hyper-V) and application accelerators and note what Vendors you partner with or recommend and/or support.
- Describe your proposed information architecture/model (preferably using a PowerPoint or Visio diagram). This should depict data models, taxonomy, data elements, coding structures, a process for standardising on a particular coding structure, data definitions (employees, Vendors, invoices, etc.)

6.2.7 Proposed Implementation Plan

The Bidder is to provide an implementation plan in narrative format supported by an activity-level project plan using Microsoft Project that details how the proposed solution is to be implemented. This implementation plan should include the following elements:

Item No.	Title
7.1	General Implementation approach
7.2	Non-functional requirements
7.3	Project management approach and methodology
7.4	Hardware, Software and Storage design and Installation consulting
7.5	Data conversion and migration (both transactional and master data)
7.6	Report development using standard and customisable reporting
7.7	Training services
7.8	Change management
7.9	System documentation, manuals and Testing
7.10	Process re-engineering assistance
7.11	Knowledge transfer to WCPP staff
7.12	Other activities proposed by the Bidder and the Microsoft Project plan

The Bidder should not be constrained to only include the above items in the Bidder's proposal response if the Bidder feels that additional elements may add value to the overall implementation. The WCPP requests that the Bidder provide their work plan in a Microsoft Project format as part of the proposal response to be included in the Electronic Copy of the Technical Proposal.

It is expected that the Bidder will lead the efforts in each of the implementation areas described below unless stated otherwise. Further details on what is to be provided as part of the Bidder's proposed implementation plan are included in the following subsections.

6.2.7.1 General Implementation Approach

Provide a general overview of the implementation approach you plan to use for the WCPP that includes addressing the following items:

- Describe how you transition from the sales cycle to the implementation phase of the project.
- Describe key differentiators of the approach as it relates to implementing a solution on time, within budget and with the ability to meet the needs of a diverse client like WCPP.
- Describe how you conclude on a preferred implementation phasing of software modules. What is your recommended approach for this implementation?
- Describe your approach towards running parallel systems for a period of time.
- Describe your approach to System Development Life Cycle ("SDLC").

6.2.7.2 Project Management Approach and methodology

Provide an overall description of the Bidder's project management approach towards this type of engagement and projected timing for major phases. Provide a high-level work plan for achieving the successful deployment of your proposed system. The WCPP expects the Bidder to provide project management resources leading to the successful deployment of the system. This project manager will work as a team member with WCPP's project management team. This project manager can be an employee of the Bidder or a partner of the

Bidder. In either case, the costs for the project manager should be clearly denoted in the pricing section of the Price Proposal.

6.2.7.3 Hardware, Software and Storage Design and Installation Consulting

The WCPP usually installs the required hardware and communications equipment for applications. We are open to other proposals to accomplish a successful deployment. The Bidder is expected to specify, furnish, deliver, install and support all application and system software that may include pre-installing or equipment staging. What do you propose for the most effective deployment of hardware, communications and related equipment?

6.2.7.4 Data Conversion and Migration Plan

It is anticipated that data conversion (master data and transactional data) will occur when migrating to the new application. The Bidder is expected to assist the WCPP in the conversion of both electronic and manual data to the new system. It is expected that the WCPP will be responsible for data extraction from current systems and data scrubbing and data pre-processing and that the Bidder will be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new ERP. Please provide pricing for data conversions in the associated Microsoft Excel pricing spreadsheet to be submitted as part of the electronic copy of the **Price Proposal**.

- Describe your general approach towards data conversion and how you would work with the WCPP and its current system providers to conclude on what should be converted.
- Please describe your organisation's recommended approach toward retention of legacy data.

The Bidder is required to provide a costing estimate for converting and migrating 3 years' worth of historic transactions as well the take-on of only opening balances. Please differentiate this clearing in your Price Proposal.

6.2.7.5 Report Development using standard and customisable reporting

For specific reporting requirements, it is anticipated that the Bidder will take the lead on developing any reports required as part of the initial deployment of the system. The Bidder is expected to provide specialised knowledge and information to the WCPP staff during the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc.

Provide information on your reporting approach including:

- Description of various methods of reporting including Business Intelligence,
- Methods for the WCPP to identify, specify, and develop required custom reports during the implementation.

As the exact number of non-standard system reports is not known at present, the Bidder is required to provide the costing for 20 customised reports, in the Price Proposal.

6.2.7.6 Training Services

The WCPP intends to explore the advantages, disadvantages and related costs of two implementation training approaches:

- **End User Training Approach:** All end-user and technical training will be performed on-site through implementation and be performed by the Bidder.
 - End user implementation training will be provided by the Bidder and include joint participation by the relevant WCPP process owner team leads supporting the process area in the new software system.
 - Technical Implementation training will include the transfer of knowledge to WCPP technical users to configure, maintain and support the solution.
- **Train the Trainer Approach:** The Vendor will incorporate a “train the trainer” approach where only key WCPP team leaders will be trained through implementation on their modules and then they will train the remainder of the WCPP staff in their respective areas.
 - There would be roughly 1-2 subject matter experts (“SME”) for each module including one team leader. This training would be provided at the WCPP facility.
 - Training materials supplied by the Bidder would be used by SME’s and team leaders for training their staff.
 - Web conference or remote online tutorial sessions would be available to SME and team lead staff to participate in after initial training was completed in their module.
 - Technical implementation training will include training only key IT staff (3-5) to configure, maintain and support the solution

The Bidder should provide an overall description of **both** training methods, including the following:

- General timeframes in which both types of training will be conducted
- The Bidder must list the nature, level, and amount of training to be provided for both options in each of the following areas:
 - Technical training (e.g. configuration, scripting, operations, etc.)
 - User training
 - Other staff (e.g. executive level administrative staff)

6.2.7.7 Change Management Approach

The WCPP recognises that a movement from the current environment to a new solution will present change management challenges. The Bidder should clearly identify their approach towards Change Management including any unique approaches, processes, or tools that will be used.

6.2.7.8 System Documentation, manuals and Testing

The Bidder is expected to provide user manuals and online help for use by the WCPP as part of the initial training and on-going operational support. Additionally, the Bidder is expected to provide technical documentation.

- Describe what documentation (user guide, technical guide, training materials, etc.) is available on the system proposed and any related costs.
- Describe what types of documentation you anticipate developing during the course of the project.

It is WCPP’s expectation that the Bidder will develop test plans and test packs and provide it to WCPP. The Bidder should also describe their recommended approach to the following types of testing that are

anticipated to be performed on the project and the type of assistance they anticipate providing to the WCPP related to such testing:

- System testing
- Integration testing (in relation to the ERP modules)
- Penetration testing
- Stress/performance testing
- User acceptance testing (UAT)

6.2.7.9 Process Re-engineering Assistance

With the deployment of a new application, the WCPP wishes to take advantage of capabilities within the software that provide support for operational improvements. Bidders are requested to describe their approach towards process redesign including discussion on the optimal time in which to conduct redesign as it relates to implementation of the new software. In addition, please describe your organisation's capabilities to assist in a WCPP wide redesign of the chart of accounts to best leverage the capabilities of the system in order to meet the WCPP's overall financial tracking and reporting objectives considering the constraints in terms of standard chart of accounts that must be used by WCPP.

6.2.7.10 Knowledge Transfer

The Bidder should describe their process for ensuring that a transfer of knowledge occurs back to WCPP such that staff is capable of supporting and maintaining the application in the most proficient manner once the implementation engagement is complete.

6.2.7.11 Other activities proposed by the Bidder and the Microsoft Project Plan

Details of additional elements that the Bidder feels may add value to the overall implementation. Please elaborate on your proposed approach, specifically relating to Business Case Review, Business Benefits Realisation Plan and Communication Plan.

The WCPP requests that the Bidder provide their work plan in a Microsoft Project format as part of the proposal response to be included in the Electronic Copy of the Technical Proposal.

6.2.8 Draft Service Level Agreement including standard terms and conditions

Please attach the standard Service Level Agreement ("SLA") that you intend to use for both the implementation as well as the post-implementation support projects. This SLA should set out all the standard terms and conditions that will be applicable to these projects.

6.2.9 Ongoing Support Services

Please specify the nature and conditions of any post-implementation support options including:

- Post-go live support that is included in the proposal response
- Onsite support (e.g. system tuning, application configuration, interface issues, report development, network optimisation, user training and tips to optimise the user experience)
- Telephone support,
- Help Desk services (If there is a service level agreement for your help desk, please provide a copy with your RFP response.)
- Toll-free support line
- Users group (i.e. - information about it, where it is held and when. If no, are you planning one?)

- Online knowledge base (i.e. – how it accessed, who updates it, etc.)

Bidders are required to provide pricing relating to ongoing support services, for both 3 and 5 year in their Price Proposal.

6.2.10 Personnel Plan, Experience and Qualifications

The Bidder must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, etc.). Include CVs for all personnel that will be assigned to the project. If the Bidder is using a subcontractor, please include information on subcontracting staff being used and their specific role on the project.

Please provide an overall project organisational structure for both WCPP and Bidder's staff involvement during the project. Identify the roles and responsibilities of each component of this structure. This includes an appropriate governance structure in which to manage the project.

It is a requirement that the proposed project manager as well as at least 80% of the project team, as identified in this response, will be the actual team executing the project in the event that the bidder is successful.

It is implied that the organisation and team that is proposed for the implementation has passed security clearance and meets all the criteria.

6.2.11 Functional System Requirements (Addendum C)

The requirements defined in this section contain the overall general functions of the requested software solution. The primary objective of the WCPP in implementing a new system is to provide a more integrated information system environment that **will eliminate** the redundant entry of data, be compliant with the FMPPLA requirements, provide improved system capabilities, provide improved access to data and streamline overall operations.

Attached to this RFP is an Excel spreadsheet (version 2013) "**Addendum C: ERP Software and Implementation Services – Functional system requirements.xls**" which details a number of requirements that must be addressed by the bidder's proposal. The Bidder is expected to complete the excel spreadsheet having followed the instructions below. These requirements set out in the excel spreadsheet are required to implement the complete solution as defined in Addendum A - **section 5 – Application and Database Software. The purpose of this excel spreadsheet is to determine how closely your proposed solution meets the WCPP requirements.**

Together they define a system that will operate efficiently in the proposed computer environment while providing a high level of flexibility in meeting the WCPP's current and future process needs. Bidders must replace cells D3:D4 in the first excel sheet (Introduction) with the Bidder's Company Name and solution name.

The Priority column includes one of the following entries to indicate the importance of the specification/report to WCPP. Responses will be weighted accordingly:

"H" – High	An absolutely necessary feature to be gained from the implementation of a new system. This would be either a feature that WCPP already has and uses in its current software, is available and/or tracked in a shadow system (i.e., spreadsheet, document, etc.) or has identified as a future critical requirement.
"M" – Medium	This is a feature that the WCPP would like in the new system that is not currently being tracked or is not existing functionality.
"L" – Low	This would be a feature that, while of interest, is not applicable at this time or something that could be a future deployment.

Each Bidder should review the specifications and reports listed in each subsection and respond as to their availability within the Bidder's software system. The responses should be entered under the "Availability" column of each form as follows:

Flag	Description
Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the scope of work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
M	Functionality is provided through customisation to the application, including creation of a new workflow or development of a custom interface that may have an impact on future upgradability.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the Price Proposal .
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided

It is important that the costing is reflective of the functionality requirements as set out in this section. Please ensure that the costing of the Bidder's proposed solution includes all modules and resources to satisfy these functional and technical requirements.

6.2.12 License and Maintenance Agreements

Sample license and maintenance agreements must be provided in this part of the Bidder's response for all components of the recommended solution (i.e., hardware, software, operating system, database, etc.). Indicate the basis on how licenses are determined.

For reference purposes, please refer to Section 7 of this document for user numbers to be considered.

6.2.13 Exceptions and Deviations

If the Bidder finds it impossible or impractical to adhere to any portion of these specifications and all attachments, it shall be so stated in its proposal, with all deviations grouped together in a separate section entitled, "exceptions/deviations from proposal requirements." This section will be all -inclusive and will contain a definition statement of each and every objection or deviation with adherence to specific RFP sections. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the Bidder, in submitting a proposal, will accept this stipulation without recourse.

6.2.14 Electronic Copy of the Technical Proposal

The Bidder is required to submit a USB flash disk (unencrypted) which must contain:

- PDF copy of the Technical Proposal – Refer to Addendum A
- Electronic copies of all supporting documentation as requested in Addendum A; i.e. Audited financial statements, complete list of subcontractors, technical architecture diagram, etc.
- The completed copy of **Addendum C: ERP Software and Implementation Services - Functional system requirements.xlsx** file

6.3 Price Proposal Response Format (Addendum B)

6.3.1 Electronic Copy of the Price Schedule (Addendum D)

Costs for the Bidder's proposed solution should be submitted on the proposal pricing schedules provided in the associated Microsoft Excel pricing spreadsheet.

- The WCPP will not consider time and materials pricing. Bidders shall provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is once-off, annual, or other.
- The Bidder shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications necessary to fully comply with the RFP specifications.
- In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect.
- In the event the product or service is not being included in the Bidder's proposal, the item should be noted as "No Bid".
- Bidders shall provide all pricing alternatives in the excel cost sheets.
- Bidder shall provide prices in South African Rand.
- Bidder shall make clear the rationale and basis of calculation for all fees and disbursements.
- All prices shall include Value Added Tax ("VAT").
- Bidders shall show separate subtotals for the required elements of the proposed solution, and for any layers of optional elements.
- In presenting software license fees, the Bidders shall:
 - Explain all factors that could affect licensing fees;
 - Make clear what type of license is offered for each price (named user, concurrent user, installed copies, processor-based, etc.);
 - Indicate which product versions, operating platform(s), and

- machine classes are included for each price;
- Identify any third party software (i.e. database software, operating systems etc.);
 - Indicate whether a product is for "server" or "client," as applicable; and,
 - Make clear the extent of any implementation services that are included in the license fees (installation, configuration, training, etc.)
 - To the extent possible, Bidders shall show any applicable discounts separately from the prices for products and services.
 - The WCPP prefers that Bidders provide separate prices for each item in the proposed solution. However, the Bidder is also encouraged to present alternatives to itemised costs and discounts, such as bundled pricing, if such pricing would be advantageous to the WCPP.
 - The WCPP reserves the right to pursue direct purchase of all items and services proposed.
 - The WCPP is strongly considering both a vendor-hosted solution through a third party hosted solution or SaaS (cloud based) licensing model and a traditional on premise solution. As such, the WCPP is requesting proposals to include detailed information regarding the Bidder's hosting and licensing options. **If multiple solutions are proposed, please include a separate pricing schedule for each hosting/licensing model.**
 - Details of WCPP's current hardware configuration is set out in Section 7 of this document. For the hardware section of the Pricing Schedule, please consider WCPP's current hardware configuration and in the event that the Bidder considers the current hardware to be insufficient to host or to run the proposed solution, please provide an indicative costing of the hardware required to replace the current hardware. In the event that the Bidder is not a hardware vendor it is requested that the Bidder obtains a quotation from a hardware vendor. WCPP retains the right to source hardware from its own preferred hardware vendor.
 - **Payment milestones for both software and implementation services should be clearly indicated.**
 - Prices offered shall be considered firm, except for variations in rate of duty and foreign exchange, unless otherwise stated. **Please indicate any prices that may be subject to exchange rate fluctuations as this will impact on WCPP's budgeting process.**
 - Bidder pricing details shall remain valid for the period defined in section 4.5 of this document.
 - The payment policy of WCPP is within 30 days after receipt of invoice provided that there are no disputes.

6.3.2 Standard Bidding Documents

6.3.2.1 Software Pricing Schedule

The Bidder is required to complete software price schedule with the total bid price for the software excluding discounts.

6.3.2.2 Professional Services Pricing Schedule

The Bidder is required to complete professional services price schedule with the total bid price for the software excluding discounts.

6.3.2.3 Preference Points Claim Form

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution.

6.3.3 Electronic Copy of the Price Proposal

The Bidder is required to submit a USB flash-disk (unencrypted) which must contain:

- PDF copy of the Price Proposal – Refer to Addendum B
- The completed copy of **Addendum D: ERP Software and Implementation Services – Pricing Schedule.xlsx** file

7 OTHER INFORMATION RELEVANT TO THE BIDDER RESPONSE

7.1 Current Users

The used definitions used when populating the tables below, were as follow:

- **Developer:** Have access to customise the system.
- **Administrator:** Have access to change system configuration, perform trouble shooting and create new reports.
- **Operational:** Have access to capture master-data, transactional data and run reports.
- **Reporting:** Have view access only and can run already existing reports.
- **Self-Service:** Every employee/member must have this access to view payslips, apply for leave and overtime, do performance review and submit claims.

		USERS				
Section	Job Title/Role	Developer	Administrator	Operational	Reporting	Self-Service
SCM	Manager: SCM		✓			✓
SCM	Senior Officer		✓			✓
SCM	Officer			✓		✓
SCM	Officer			✓		✓
SCM	Officer			✓		✓
SCM	Clerk			✓		✓
SCM	Clerk			✓		✓
SCM	CFO			✓		✓
SCM	Manager: Finance			✓		✓
SCM	Deputy Secretary			✓		✓
SCM	Deputy Secretary			✓		✓
SCM	Secretary			✓		✓
SCM	Boutique			✓		✓
SCM	Boutique			✓		✓
SCM	Boutique			✓		✓
SCM	Boutique			✓		✓
SCM	Boutique			✓		✓
		0	2	15	0	

Finance	Accountant			✓		✓
Finance	Clerk			✓		✓
Finance	Clerk			✓		✓
Finance	Accountant			✓		✓
Finance	Clerk			✓		✓
Finance	CFO			✓		✓
Finance	Manager: Finance		✓			✓
Finance	Senior Accountant		✓			✓
Finance	Deputy Secretary			✓		✓
Finance	Deputy Secretary			✓		✓
Finance	Secretary			✓		✓

Finance	Boutique			✓		✓
Finance	Boutique			✓		✓
Finance	Boutique			✓		✓
Finance	Boutique			✓		✓
Finance	Boutique			✓		✓
		0	2	14	0	

HR	Manager: HR		✓			✓
HR	Senior Officer		✓			✓
HR	Service Officer				✓	✓
HR	Officer			✓		✓
HR	Officer			✓		✓
HR	Officer			✓		✓
HR	Clerk			✓		✓
HR	Officer			✓		✓
HR	CFO				✓	✓
HR	Manager: Finance				✓	✓
		0	2	5	3	
		0	6	34	3	150

7.2 Current hardware and technical environment

Addendum E of this RFP document contains information relating to WCPP's:

- Physical Server Environment;
- Virtual Server Environment;
- Storage Environment; and
- Infrastructure Network Diagram Overview.

Addendum E will be made available to the Bidder after the receipt of a signed Non-disclosure Agreement.

7.3 Master data and transactional data record counts

The master data count for the 2014/2015 year-end are as follow:

Function	Description	Count
Finance	Debtors	+/- 20
Finance	Creditors	+/- 50
Finance	General Ledger accounts (SCOA)	+/- 250
SCM	Major Assets (i.e. item classification numbers)	+/- 635
SCM	Minor Assets (i.e. item classification numbers)	+/- 6 590
HR	Employees (personal records/information)	+/- 500

The transactional data for the 2014/2015 year-end are as follow:

Function	Description	Count
Finance	Payments	+/- 1 250
SCM	Purchase Requisitions and Purchase Orders	+/- 3 000
HR	Claims	+/- 1 500
HR	Leave administration	+/- 2 583
HR	Performance Management	+/- 152
HR	Payroll	+/- 2 000

7.4 As-is and To-be processes

Attached to this RFP are the As-is processes (**Addendum F**) currently followed and supported by the SITA transversal systems as well as the HR Manager application. Bidders can use these As-is processes for reference purposes in order to understand the WCPP business activities.

Furthermore, To-be processes have also been designed and attached to this RFP for reference purposes. These To-be processes (**Addendum G**) were designed based on system-agnostic principles and reflects WCPP's vision of the business activities once an end-to-end ERP system have been implemented. It is strongly advised that Bidders review these processes and base the implementation effort costing hereon.

It is WCPP's wish that the winning Bidder implements a system that stays as close to the standard system functionality as possible; i.e. limited bespoke customisation that increases the cost of ownership and maintenance of the system.

Addendum F and **Addendum G** will be made available to the Bidder after the receipt of a signed Non-disclosure Agreement.

8 EVALUATION OF RESPONSES

8.1 Introduction

This Request for Proposal ("RFP") is an invitation to selected Bidders to provide detailed information about relevant solutions and services, which will enable WCPP to identify Bidders capable of adequately meeting its specific functional and technical requirements as set out in this RFP.

8.2 Evaluation

A formal evaluation process will be used to provide, to the greatest extent possible, an objective, repeatable and reliable process. This process and the evaluation criteria that will be used is set out below.

This Tender will be evaluated using a two stage process. The First stage will comprise the **Technical Evaluation** which will be based on the **Technical Proposal** whilst the second Stage will comprise the **Price Evaluation** which will be based on the **Price Proposal**. WCPP reserves the right to invite preferred bidders to conduct a Proof of Concept ("PoC") prior to awarding the contract.

It is the Bidder's responsibility to ensure that it responds to all evaluation criteria. Failure to meet the evaluation criteria will result in the Bidder being disqualified. Bidders must ensure that they have included all supporting documentation, especially the documentation that is required to support the response to the evaluation criteria.

Bidders will also be asked to identify current clients that closely matches WCPP in terms of industry and scale of operations where they have achieved demonstrable success with their solutions. The Bidder will need to gain approval for WCPP to contact these clients for discussions concerning their use of the product, services and relationship with the Bidder. At WCPP discretion, visits to one or more of these sites may be undertaken.

8.2.1 Technical Evaluation Criteria

The Technical Evaluation Criteria which will be based on the Technical Proposal and will comprise of three (3) parts.

8.2.1.1 *Part 1: Evaluation of Mandatory Documents Criteria*

All Technical Proposals will be evaluated against the Mandatory Documents Criteria. Bidders must COMPLY WITH ALL the Mandatory Documents Criteria in order to qualify for further evaluation.

Proposals not meeting these requirements will be disqualified.

Bidders should acknowledge acceptance of these terms and complete the checklist in their RFP response.

Mandatory Documents Criteria

- Completed reference form for at least four ERP software installation for companies of similar size and complexity ***in South Africa*** (Refer section 4 of the Technical Response). It is important that all four companies are contactable.
- Response to the RFP is submitted by the due date and time.

- An authorised company officer completes and signs all the Standard Bidding Documents for the Technical Proposal (**section 1 of the Technical Proposal**) and the Price Proposal (**section 2 of the Price Proposal**).
- The Bidder has completed all forms and questionnaires in the Bid Response Documents and complied with all instructions of the RFP. Where the Bidder has not complied with the instructions or has exceptions, such non-compliance or exception is noted in **section 13 Bid Response Document Checklist** of the Technical Proposal.

8.2.1.2 *Part 2: Functional Criteria*

Bidders complying with ALL the Mandatory Evaluation Criteria will be evaluated against the Functional Criteria as set out below. Bidders must score 80 points or more out of a total 100 points allocated for Functional Criteria. Bidders that score less than 80 points will not be evaluated further. Bidders who obtain the required threshold of 80 points or more will qualify for further evaluation.

The scoring criteria for purposes of awarding points for the functional criteria will be as follows:

Criteria No	Functionality Criteria	Points Allocated
1	Company Background (Section 3 of Technical Proposal)	5
2	Reference (Section 4 of Technical Proposal)	5
3	Application and Database Software (Section 5 of Technical Proposal)	5
4	Addendum C (Functional System Requirements) <i>Please refer to the table on the following page</i>	44
5	Technical and Hardware Requirements (Section 6 of Technical Proposal)	10
6	Proposed Implementation Plan (Section 7 of Technical Proposal)	15
7	Draft SLA including standard terms and conditions (Section 8 of Technical Proposal)	1
8	Ongoing Support Services (Section 9 of Technical Proposal)	5
9	Personnel Plan, Experience and Qualifications (Section 10 of Technical Proposal)	10
Total points allocated for Functional Criteria		100 Points

Functional System Requirements

The scoring criteria for purposes of awarding points for the ERP Specifications Criteria will be as follows:

Criteria No.	Functional system Requirements Criteria	Points Allocated
1	Financial management	30

Criteria No.	Functional system Requirements Criteria	Points Allocated
1.1	Accounts payable	5
1.2	Accounts receivable	5
1.3	Planning and budgeting	5
1.4	General Ledger	5
1.5	Bank reconciliation	5
1.6	Cash management	5
2	Supply Chain Management	20
2.1	Purchasing	5
2.2	Tender and Contract management	5
2.3	Fixed assets	10
3	Human Resources Management	30
3.1	Personnel management	10
3.2	Payroll management	10
3.3	Leave management	5
3.4	Overtime management	5
4	General and technical	10
5	Non-functional	5
6	Mobility	5
7	Portal	5
		105

The total score of 105 will be weighted to 44 points as indicated on the table on page 35 of this documents.

8.2.2 Price Evaluation Criteria

Bidders that successfully achieve minimum points for Technical Evaluation Criteria will qualify for evaluation of their Price Proposal. The Price Proposal will only be opened and evaluated once the Technical Evaluation is completed. Bidder's Price proposals and BEE certificates will be ranked according to price and preference points from the highest number of points to the lowest. The Bidder with the highest number of points will be recommended for the award of the tender.

The 90/10 evaluation criteria will be followed for the purpose of this RFP. The B-BBEE points will be awarded as per the rating certificate, the points for Joint ventures (JV) or consortiums will be awarded based on the certificate of the JV or the consortium. Please note that subcontracting must comply with the stipulated of PPPFA.

8.2.3 Proof of Concept (POC)

WCPP reserves the right to request preferred bidder(s) to conduct a PoC prior to the award of the contract. The PoC will be used to determine how the solution complies with the system requirements.

WCPP will agree with the preferred Bidder(s) the functionality that must be demonstrated. WCPP may opt to provide the bidder with sample master data and transactional data, in which case the Bidder must demonstrate how its proposed solution will handle this data.

A full agenda will be prepared and submitted to Bidders at least two weeks prior to the scheduled PoC presentation.