Request for proposals (RFP)

The provision of Specialised on Demand Financial System Support Services to the CSIR

RFP No. 3540/30/09/2022

Date of issue	**Friday, 16 September 2022**
Compulsory Virtual Briefing session	**Date: Friday, 23 September 2022** **Time: 12h:30 to 13h:30** **Venue: MS Teams (Please see following link to access meeting-** https://teams.microsoft.com/l/meetup-join/19%3aGHdhHJo42VMJZ5ohNxcrHEeS1AT2YQfsTmvaf_-yMA81%40thread.tacv2/1663336653293?context=%7b%22Tid%22%3a%222fd3c5d5-ddb2-4ed3-9803-f89675928df4%22%2c%22Oid%22%3a%22385f82af-6c1a-4d92-95f7-939ceb601eee%22%7d
Closing Date and Time	**Friday, 30 September 2022 at 16h30– Late bids will not be considered**
Submission of responses	**All responses must be submitted to:** tender@csir.co.za **Submissions cannot be submitted to any other address, as this will lead to elimination.**
Contact details	Submission of enquiries: All enquiries must be submitted to tender@csir.co.za. *(Please use the RFP number as the subject reference)*
CSIR Business Hours	08:00 – 16:30

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SECTION A – TECHNICAL INFORMATION

1   INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, the CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR's main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

2   BACKGROUND

The CSIR requires the provision of specialised and on-demand financial system support services, which includes functional and technical support on the following systems/solutions:

- Oracle eBusiness Suite;
- PeopleSoft; and
- APEX reporting

to ensure that the CSIR continues to be compliant to relevant legislative changes and application solutions are up to date.

It is critical that the CSIR does not sacrifice any controls with developments or enhancements forced by changed legislation or system improvements. The CSIR has limited resources available and therefore requires a service provider with detailed financial, functional, and technical skills and with knowledge of the Oracle eBusiness Suite, PeopleSoft and Apex reporting business and systems environment, including the architecture and application stacks and integration between these. This is critical to ensure business continuity and system availability of the CSIR, to fulfil the CSIR's business objectives and to ensure that payment of all liabilities takes place as they fall due. The supplier should further assist the finance business application owner in the CSIR to become more efficient, effective and economical through functional and technical development to enhance the CSIR business processes and solutions.

3   INVITATION FOR PROPOSAL

Proposals are hereby invited from suitable service providers to provide the required support services to the CSIR for a period of 5 years, with an initial contract of three (3) years extendable to five (5) years based on performance, on an "As and When required Basis".

4   PROPOSAL SPECIFICATION

4.1   All proposals are to be submitted in a format specified in this RFP (if applicable). However, tenderers are welcome to submit additional / alternative proposals over and above the originally specified format.

4.2   The service provider will be required to provide functional and technical assistance to the CSIR for projects relating to financial business system solutions as and when required. Duties may include but are not limited to:
- Work with the CSIR (client) in finding and implementing innovative, intelligent, and relevant solutions to enhance the client's business within limited timeframes.
- Design integrated financial solutions involving the Oracle ERP applications as well as other applications which will contribute to the development of intelligent reporting tools.
- Obtain business process requirements from the CSIR business owner and interact with stakeholders, internal business support teams and development teams to provide system solutions to business requirements.
- Analyse and resolve functional system problems on financial business applications and reporting tools.
- Assist with integration optimisation.
- Compile functional requirement specifications for the client.
- Perform functionality testing to ensure that solutions are delivered as specified and agreed with the client and ensure pre-agreed success criteria have been achieved.
- Assist with the development and implementation of any business solution.
- Onsite support may be required on request.
- Design and create reports for management, functional specialists, compliance, and changes related to new legislation across the CSIR finance business applications (not only limited to Oracle EBS):
  - ➢ Building process flows;
  - ➢ Configure Oracle Apps (setup steps);

> ➢ Creating test scripts;
>
> ➢ Identify gaps in requirements and suggest solutions;
>
> ➢ Conduct tests and CRP (conference room pilot)
>
>> o End user training
>>
>> o Finalise configuration (setup)
>>
>> o Document configuration.

4.3   All work mentioned in section 4.2 shall be done is strict accordance with CSIR ICT Services governance requirements with include but is not limited to Change Control and the Software Development Lifecycle requirements.

4.4   Pricing requirements:

4.4.1   An average of 200-man hours per month should be utilised to compute the pricing.

4.4.2   The pricing must be showed as rates per hour for the resources to be utilised as well as the total per month, assuming a monthly man hours of 200.

4.4.3   The rates and total price per annum must be shown for the 5 years (Incl. VAT).

The suppler will be contracted for an initial period of three (3) years, with a extension to five (5) years depending on performance.

4.4.4   All costs including travelling and accommodation (Refer to Section 24 of this document for applicable rates) must be taken into account. No reimbursements will be provided by the CSIR.

5   FUNCTIONAL EVALUATION CRITERIA

The evaluation of the functional/technical detail of the proposal will be based on the following criteria

No	Evaluation criteria	Weighted score
1	Project Team	20
2	Relevant experience and skills of team members	60
3	Ability to provide a quality, expert and reliable service	20

Proposals with functionality / technical points of less than the pre-determined minimum overall percentage of 80% and no less than 70% on any of the individual criteria, bids that score less than the set percentages will be eliminated from further evaluation.

Refer to Annexure C for the scoring sheet that will be used to evaluate functionality.

6   ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Submission after the deadline;

- Submission at the incorrect email address- must be made to tender@csir.co.za

- Documents submitted via cloud solutions such as: WeTransfer, Google Drive, Drop-box, etc. will not be considered

- Inability to ensure and commit to on-demand availability of resources (small to me-dium enhancements) – A memo must be provided to substantiate such commitment;

- Failure to provide proof that the entity has in depth working knowledge of the financial systems environments of PeopleSoft, Oracle EBS and APEX (referred to as financial systems environment) where these systems are used simultaneously, and where financial data is integrated, consolidated and reported, as required within the accounting and legal frameworks (IFRS and PFMA). This working knowledge is to include detailed involvement in implementation, upgrades and support for this environment.

- Failure to attend Compulsory virtual briefing session

- Non-submission or incomplete SBD 1 form.
- Non-submission of Bidder Declaration Form
- Non- submission of completed and duly signed Bidder Disclosure Form- SBD 4
- Bidders that are listed on the National Treasury (NT) database of restricted suppliers will not be considered.
- Bidders that are registered on the NT Register of Tender Defaulters will not be considered.

7   NATIONAL TREASURY CENTRAL SUPPLIER DATABASE REGISTRATION

Before any negotiations will start with the winning bidder it will be required from the winning bidder to:

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- be registered on National Treasury's Central Supplier Database (CSD). Registrations can be completed online at: www.csd.gov.za;

- provide the CSIR of their CSD registration number; and

- provide the CSIR with a valid copy of their SANAS accredited B-BBEE certificate or sworn affidavit. If no certificate/affidavit can be provided, no points will be scored during the evaluation process. (RSA suppliers only)

SECTION B – TERMS AND CONDITIONS

8. PROCEDURE FOR SUBMISSION OF PROPOSALS

8.1 All proposals must be submitted electronically to tender@csir.co.za.

8.2 Respondents must use the RFP number as the subject reference number when submitting their bids.

8.3 The e-mail and file sizes should not exceed a total of 25MB per e-mail.

8.4 The naming/labelling syntax of files or documents must be short and simple (e.g., Product Catalogues).

8.5 All documents submitted electronically via e-mail must be clear and visible.

8.6 All proposals, documents, and late submissions after the due date will not be evaluated.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED

8 TENDER PROGRAMME

The tender programme, as currently envisaged, incorporates the following key dates:

- Issue of tender documents: 16 September 2022
- Compulsory briefing session 23 September 2022
- Closing / submission Date: 30 September 2022
- Estimate appointment date of successful tenderer: 07 October 2022

9. SUBMISSION OF PROPOSALS

9.1 All proposals are to be submitted electronically to tender@csir.co.za. No late proposals will be accepted.

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9.2   Responses submitted by companies must be signed by a person or persons duly authorised.

9.3   All e-mailed proposal submissions are to be clearly subject-referenced with the RFP number. Proposals must consist of two parts, each of which must be sent in two separate e-mails with the following subject:

> **PART 1:** Technical Proposal RFP No.: 3540/30/09/2022
> **PART 2:** Pricing Proposal RFP No.: 3450/30/09/2022

9.4   The CSIR will award the contract to qualified tenderer(s)' whose proposal is determined to be the most advantageous to the CSIR, taking into consideration the technical (functional) solution, price, and B-BBEE.

9.5   Proposals submitted must be in the following file formats:

- PDF

10. DEADLINE FOR SUBMISSION

Proposals shall be submitted at the e-mail address mentioned above no later than the closing date of ***Friday, 30 September 2022,*** during CSIR's business hours. The CSIR business hours are between 08h00 and 16h30.

Where a proposal is not received by the CSIR by the due date and stipulated e-mail address, it will be regarded as a late submission. Late submissions will not be considered.

11. AWARDING OF TENDERS

11.1 Awarding of tenders will be published on the National Treasury e-tender portal or the CSIR's tender website. No regret letters will be sent out.

'

12.   EVALUATION PROCESS

12.1 Evaluation of proposals

An evaluation team will evaluate all proposals for functionality, price, and B-BBEE. Based on the results of the evaluation process and upon successful negotiations, the CSIR will approve the awarding of the contract to successful tenderer/s.

A two-phase evaluation process will be followed:

12.1.1 The first phase includes the evaluation of elimination and functionality criteria.

12.1.2 The second phase includes the evaluation of price and B-BBEE status.

Pricing Proposals will only be considered after the functionality phase has been adjudicated and accepted. Only proposals that achieved the specified minimum qualification scores for functionality will be evaluated further using the preference points system.

12.2 Preference points system

The 80/20 preference point system will be used where 80 points will be dedicated to pricing and 20 points to B-BBEE status. If all tenders received are more than R50m, the proposal will be cancelled and re-issued.

13. PRICING PROPOSAL

13.1 Pricing proposal must be cross-referenced to the sections in the Technical Proposal. Any options offered must be clearly labelled. Separate pricing must be provided for each option offered to ensure that pricing comparisons are clear and unambiguous.

13.2 Price needs to be provided in South African Rand (excl. VAT), with details on price elements that are subject to escalation and exchange rate fluctuations indicated.

13.3 Price should include additional cost elements such as freight, insurance until acceptance, duty where applicable.

13.4 Only firm prices* will be accepted during the tender validity period. Non–firm prices** (including prices subject to rates of exchange variations) will not be considered.

13.5 Bidders must quote as per the pricing schedule.

13.6 Payment will be according to the CSIR Payment Terms and Conditions.

14. VALIDITY PERIOD OF PROPOSAL

Each **proposal** shall be valid for a minimum period of 90 calendar days calculated from the closing date.

15. APPOINTMENT OF SERVICE PROVIDER

15.1 The contract will be awarded to the tenderer who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

15.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement, CSIR reserves the right to appoint an alternative supplier.

15.3 Awarding of contracts will be announced on the National Treasury website, and no regret letters will be sent to unsuccessful bidders.

16. ENQUIRIES AND CONTACT WITH THE CSIR

Any enquiry regarding this RFP shall be submitted in writing to CSIR at tender@csir.co.za with *RFP No: 3540/30/09/2022 – "The provision of Specialised on Demand Financial System Support Services to the CSIR"* subject.

Any other contact with CSIR personnel involved in this tender is not permitted during the RFP process other than as required through existing service arrangements or as requested by the CSIR as part of the RFP process.

17. MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFP must be in English.

18. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFP before submitting proposals. Each bidder assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and

participation throughout the RFP process. The CSIR is not responsible directly or indirectly for any costs incurred by tenderers.

19. CORRECTNESS OF RESPONSES

19.1 The tenderer must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.

19.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

20. VERIFICATION OF DOCUMENTS

20.1 Tenderers should check the numbers of the pages to satisfy themselves that none are missing or duplicated. The CSIR will accept no liability concerning anything arising from the fact that pages are missing or duplicated.

20.2 Only one electronic copy of the proposal (Technical and Financial) must be submitted via e-mail to tender@csir.co.za. If the bidder sends more than one proposal, the first submission shall take precedence should it not have been recalled/withdrawn in writing by the bidder.

Pricing schedule and B-BBEE credentials should be submitted with the proposal, but as a separate e-mail and no such information should be available in the technical proposal.

21. SUB-CONTRACTING

21.1 A tenderer will not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub-contracting more than **25%** of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an exempted micro enterprise that has the capability and ability to execute the sub-contract.

21.2 A tenderer awarded a contract may not sub-contract more than **25%** of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an exempted micro enterprise that has the capability and ability to execute the sub-contract.

22. PERSONAL INFORMATION

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22.1 Each Party consents to the other Party holding and processing "personal information" (as defined in the POPI Act) relating to it for legal, personnel, administrative and management purposes (including, if applicable, any "special personal information" relating to him/her, as defined in the POPI Act). Notwithstanding the generality of the aforesaid, each Party hereby undertakes to comply with all relevant provisions of the POPI Act and any other applicable data protection laws. The Client further agrees to comply with all CSIR's reasonable internal governance requirements pertaining to data protection.

22.2 Each Party consents to the other Party making such information available to those who provide products or services to such parties (such as advisers, regulatory authorities, governmental or quasi-governmental organisations and potential purchasers of such Party or any part of their business).

22.3 The Client consents to the transfer of such information to CSIR's business contacts outside South Africa in order to further its business interests.

22.4 While performing any activity where a Party is handling personal information as a "responsible party" (as defined in the POPI Act), each Party undertakes that it will process the personal information strictly in accordance with the terms of the POPI Act, this Contract, and the other Party's instructions from time to time, and take appropriate operational measures to safeguard the data against any unauthorised access.

22.5 Each Party acknowledges that in the course of conducting business with each other, each Party intends to maintain and process personal information about the other Party in an internal database. By signing this Contract, each Party consents to the maintenance and processing of such personal information.

22.6 Where relevant, the Client shall procure that all of its personnel, agents, representatives, contractors, sub-contractors, and mandataries shall comply with the provisions of this clause 12 (Personal Information). The CSIR shall be entitled on reasonable notice to conduct an inspection or audit Client's compliance with the requisite POPI Act safeguards.

23. ADDITIONAL TERMS AND CONDITIONS

23.1 A tenderer shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.

23.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.

23.3 In case of proposal from a joint venture, the following must be submitted together with the proposal:

- Joint venture Agreement including split of work signed by both parties;

- The original or certified copy of the B-BBEE certificate of the joint venture;

23.4 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.

23.5 Failure to comply with any of the terms and conditions as set out in this document will invalidate the proposal.

24. CSIR RESERVES THE RIGHT TO

24.1 Extend the closing date;

24.2 Verify any information contained in a proposal;

24.3 Request documentary proof regarding any tendering issue;

24.4 Give preference to locally manufactured goods;

24.5 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);

24.6 Award this RFP as a whole or in part;

24.7 Cancel or withdraw this RFP as a whole or in part.

25. DISCLAIMER

This RFP is a request for proposals only and not an offer document. Answers to this RFP must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFP, whether with regard to its accuracy, completeness or otherwise and the CSIR shall have no liability towards the tenderer or any other party in connection therewith.

26. PRICING STRUCTURE ANNEXURE A

Resource / Professional Support Required	Rate per hour- Year 1	Rate per hour- Year 2	Rate per hour- Year 3	Rate per hour- Year 4	Rate per hour- Year 5	PRICE (Excl. VAT)
CSIR Oracle, PeopleSoft, and APEX Support- Senior Developer						
CSIR Oracle, PeopleSoft, and APEX Support- Junior Developer						
				TOTAL PRICE, exclusive of VAT:		
				VAT 15% (if applicable)		
				Unconditional Discount(s)		
				Total Inclusive of VAT (where applicable)		
				Total		

27. ANNEXURE B DECLARATION BY TENDERER

Only tenderers who completed the declaration below will be considered for evaluation.

RFP No: 3450-30-009-2022 Provision for EBS Support to the CSIR

I hereby undertake to render services described in the attached tendering documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in **RFP 3450-30-09-2022 Provision for EBS Support to the CSIR** at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the CSIR during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal.

I declare that I have no participation in any collusive practices with any tenderer or any other person regarding this or any other proposal.

I accept that the CSIR may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT) …………………………………

CAPACITY ……………………………………….

SIGNATURE ……………………………………….

NAME OF FIRM ………………………….……..

DATE   ………………………………

28. ANNEXURE C - SCORING SHEET

Functional Criteria	Criteria Description	Weighting %	0	7	10
Project Team (Evidence for any claims must be submitted)	Number of dedicated team members who will be actively involved in the project - minimum 2	5%	< 2 members will be dedicated to the project	2 members will be dedicated to the projected	> 2 members will be dedicated to the project
	Technical qualification of each team member - minimum of at least one team member to be an Oracle Certified developer and one qualified business analyst	5%	None of the team members is certified as an Oracle Certified developer and one qualified business analyst	One team member is an Oracle Certified developer and one a qualified business analyst	There is more than one team member who is an Oracle Certified developer and more than one qualified as a business analyst
	Proof that the dedicated team members remain up to date with technological development (e.g. attendance of conferences, conference papers presented, etc.) in the past 3 years - minimum of two relevant activities	10%	Members have not been involved in any relevant technical professional development activities in the past 3 years	Team members have been involved in at least 2 relevant technical professional development activities in the past 3 years	Team members involved in more than 2 relevant technical professional development activities in the past 3 years
Relevant experience and skills of team members	Each team member must have at least 10 years' experience, relevant to technical requirements of this RFP	10%	Individual members have less than 10 years' experience	Individual members have 10 to 15 years' experience	Individual members have more than 15 years' experience
	At least one team member with at least 5 years' experience providing some/all of the duties/responsibilities as required in this RFP in financial systems	25%	Member has less than 5 years' experience	At least 1 member has 5 – 8 years' experience	At least 1 member has more than 8 years' experience

			No information submit-ted / information is too shallow / information submitted is not relevant	Relevant and detailed in-formation has been sub-mitted	Information submitted exceeds the require-ments of this request
	environments of PeopleSoft, Or-acle EBS and APEX where these systems are used simultaneously, and where financial data is inte-grated, consolidated and re-ported				
	Provide an example of a complex business requirement (relevant to this RFP) for which you pro-vided and implemented a cost effective and relevant solution. Document the problem state-ment; the relevant financial sys-tems environments and the tech-nical business solution provided. Furthermore indicate the timeframes that were applicable and the various role-players in-volved	10%	No information submit-ted / information is too shallow / information submitted is not relevant	Relevant and detailed in-formation has been sub-mitted	Information submitted exceeds the require-ments of this request
Relevant experi-ence and skills of team members	Financial insight and background with a working understanding of financial accounting principles **(Complete attached Annexure D – with all supporting documents, where applicable)**: ▪ How will you report on balance sheet accounts ▪ How will you report on income statement accounts ▪ Explain the principles of a debit and credit	10%	No information submit-ted / information is too shallow / information submitted is not relevant	Relevant and detailed in-formation has been sub-mitted	Information submitted exceeds the require-ments of this request

	- Provide the accounting entry for an invoice being generated for a VAT vendor - Explain your approach to clear balances on debtors and creditors control accounts - Document the methodology you would apply to report on detailed expense accounts in an Oracle EBS solution - What is financial data integrity and how is this relevant in a systems environment - What is an audit trail and how is this relevant in a systems environment				
Relevant experience and skills of team members	Experience in financial business application integration between the financial system environment similar to the CSIR (as documented in this RFP) with a third party system - provide detail of a team member's involvement in providing such a solution in the past 3 years – minimum of at least one relevant example of such a solution	5%	No information submitted / information is too shallow / information submitted is not relevant	Relevant and detailed information has been submitted for work done in the past 3 years	Information submitted exceeds the requirements of this request

Ability to provide a quality, expert and reliable service	List of previous clients with the same financial systems environment for whom similar work was done (as detailed in this RFP) - include contact details of references. Include a summary of the type of work done and the period over which this was performed	10%	No references where similar work was done is submitted / irrelevant references have been submitted	At least 1 reference where similar work was done has been provided	More than 1 reference where similar work was done has been provided
	Evidence of successful (a timely, tested and reliable solution) implementation of a solution/s for a client with the same financial systems environment as detailed in this RFP - provide evidence (e.g. close-out report or client satisfaction letter/s)	10%	No evidence has been submitted / irrelevant evidence has been submitted	Evidence for at least 1 client where similar work was done has been submitted indicating the level of excellence rendered	Evidence for more than 1 client where similar work was done has been submitted indicating the level of excellence rendered

29.   ANNEXURE D – RELEVANT TEAM'S FINANCIAL INSIGHT AND BACKGROUND WITH A WORKING UNDERSTANDING OF FINANCIAL ACCOUNTING PRINCIPLES

Area	Response
How will you report on balance sheet accounts	
How will you report on income statement accounts	
Explain the principles of a debit and credit	

Provide the accounting entry for an invoice being generated for a VAT vendor	
Explain your approach to clear balances on debtors and creditors control accounts	
Document the methodology you would apply to report on detailed expense accounts in an Oracle EBS solution	

What is financial data integrity and how is this relevant in a systems environment	
What is an audit trail and how is this relevant in a systems environment	

30. ANNEXURE E – SBD 1 FORM - INVITATION TO BID

31. ANNEXURE F – SBD 4 – BIDDERS DISCLOSURE