

TERMS OF REFERENCE

Consultant to Implement NetSuite Cloud ERP

REQUEST FOR PROPOSAL | 22 November 2021

REFERENCE: CFP-56-ERP-10-2021



SUMMARY

Bid Number	CFP-56-ERP-10-2021
Title	Implementation provider for NetSuite Cloud ERP
Description (Summary for website - 100 words max)	NACOSA is seeking the services of an implementation provider with experience in implementing NetSuite ERP in a Non-profit business environment covering its core components of financial management, supply chain management, asset management and human resource management.
Briefing Meeting and Questions	There will be a compulsory briefing meeting on 25 November 2021 from 10h30 – 12h00. This will be a virtual meeting. Indicate your interest in attending this meeting by sending an email to queries@NACOSA.org.za by 12h00 on 30 November 2021 and the link will be shared prior to the meeting. In your email, include any questions you might have (by 12h00 on 23 November 2021) so that these questions can be addressed in the briefing meeting.
Questions to	Written questions to queries@NACOSA.org.za by 12h00 on 24 November 2021 - NO TELEPHONIC COMMUNICATION DURING THE PERIOD WILL BE ALLOWED.
Submission to	All documents as noted in Section 4.1 must be submitted to proposals@NACOSA.org.za
Deadline for submission	30 November 2021

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GLOSSARY AND ACRONYMS

Term	Definition
NACOSA	Networking HIV and Aids Community of Southern Africa NPC
NetSuite	The Oracle NetSuite ERP platform that consists of a suite of applications that help organisations run their business, understand the performance of their businesses, and drive major efficiency gains and cost savings
ERP	Enterprise Resource Planning, the management of all the information and resources involved in NACOSA's operations by means of an integrated computer system.
SR	Sub-Recipient or Sub-Awardee
SARS	South African Revenue Services
SRE	Sub-Recipient Expenses or Sub-Awardee Expenses
ZAR	South African Rand
VAT	Value Added Taxation
RFP	Request for Proposal
Tenant	The holder of and possessing.

1. BACKGROUND

NACOSA is a non-profit company, registered in South Africa that promotes dialogue, builds capacity with accredited training, mentoring and technical assistance and channels resources to support service delivery on the ground, particularly among children and youth, key populations and women and girls.

The channeling of resources and service delivery is controlled, supported, and measured through projects. Transactions from the allocation of resources and service delivery for defined programs are controlled ensuring compliance with program objectives using project methodology in our current systems. Similarly, the support to program implementors about available resources and measurement of their spend efficacy is available to them using project processes.

NACOSA Head Office is based in Century City, Cape Town and has branch offices located in Cape Town, Kwazulu-Natal, Johannesburg, and Rustenburg.

NACOSA's Business environment

NACOSA primarily acts as grant manager and partners with local community-based organisations contracting them as Sub-Recipients to implement the activities of the donor funded projects. NACOSA currently has +- 61 Sub-Recipient partners.

The NACOSA staff compliment is +- 210, the breakdown by function is:

Function	Compliment	Duties
Governance and oversight	3	CEO, CFO, COO
Head Office Finance	8	Finance Manager, Accountant, Bookkeeper, Clerks x 3, Procurement officer, Asset's officer
Project Managers	4	Global Fund, USAID GBV, USAID OVC WC, SIB
Project Finance Controllers	4	Global Fund, USAID GBV, USAID OVC WC, SIB

Other project staff	191	HR, Payroll, Support Services, Administrators, project finance officers, M&E, implementation personnel
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NACOSA's current Information Systems and IT environment:

Business Function	Details
Ecosystem	Windows 365
Basis of accounting	Cash basis (<i>expenses are recorded when paid, currently orders are not captured electronically</i>)
Financial Software	QuickBooks 2010
User devices	Laptop/PC all i3 and higher
Payroll software	Sage People
Purchase Order Workflow	Orbit (Custom developed software only for travel / logistics), all other orders are manually written into physical order books. Neither of these orders (Orbit / Manual) are captured into the existing accounting system
Server (Application & Repository)	Windows SQL
Cloud	AZURE
Fixed Assets	Assetzure

Transactional statistics for the previous year

(Recorded transactions in our current systems, excludes tasks, approvals, external spreadsheets, sub-systems, registers, etc.) Transactions in our current system only relates to cash movement entries entered using journals, invoicing and bank sourced transactions on a cash basis.

Transaction source	Number of transactions
Vendors	800 (530+ had less than 3 transactions per vendor, i.e., majority of purchases are once-off)
Purchases	5432
Bank Accounts	30
Sub-recipients	61
Debtors	Less than 20
Funders	12
Projects	25
Budget Lines (sub-projects)	700
Cost Centres	10

2. NETSUITE ERP IMPLEMENTATION

NACOSA is seeking the services of an ERP vendor/implementor to implement the NetSuite ERP solution covering its core components of financial management, supply chain management and human resource management.

3.1 Tenants of the ERP

NACOSA has identified the following tenants that will form the basis of the ERP:

	Tenant
1	Capture at source: Capturing data electronically when a transaction occurs.
2	Workflows:

	Progression of steps (conditions, tasks, events, interactions) that comprise a work process, through automated approved functionality as defined in our business policies.
3	Pro-active internal controls and segregation of duties: Concept of having tasks, approvals, and transacting adhering to the organisations business policies.
4	Efficiency: Completing a task in the shortest time possible.
5	Paperless: Relating to storage / communication of information in electronic form, rather than paper
6	Fully integrated: 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.
7	One set of Master data: Single source of basic business data used across all systems, applications, and processes for an entire organisation. Single source of truth.
8	Auditability: To enable & simplify the examination & verification of transactions, tasks, approvals & records.
9	Flexible reporting and Business Intelligence: By allowing flexible reporting and analysis, a business intelligence system can unlock the value of the data in business 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.

3.2 Deliverables

The implementation provider will bid to provide the following services as part of the implementation:

Deliverable		Narrative
1	Project Management	A comprehensive project plan detailing: a. Project goals and objectives. b. Joint team roles and responsibilities. c. Project scope. d. Project management approach. e. Implementation methodology. f. Project timeline considerations. g. Next steps.
2	NetSuite Suite-Success Financials General Configuration and Setup	Country-specific & NACOSA localisation configuration including all custom forms & fields setups
3	Setup and configure all elements within the Record to Report function	This includes but not limited to: 1. Department segments. 2. Class segments. 3. Location segments. 4. Chart of accounts structure. 5. Accounting periods – based on thirteen (13)-month calendar. 6. Custom segments. 7. Journal entries – standard, recurring, reversing, import and automated. 8. Budgets incorporating and segmenting projects, donor, and overhead components. 9. Bank account reconciliation, transfers, and deposits. 10. Standard Financial reports. 11. Allocations. 12. Authorization framework linkages to workflow.

4	Setup and configure all elements within the Procure to Pay function	<p>This includes but not limited to:</p> <ol style="list-style-type: none"> 1. Vendor master and contracts register. 2. Employee function master. 3. Purchase orders. 4. Receive Purchase Order/Bill Purchase Order. 5. Vendor bills. 6. Vendor bill payments (manual). 7. Vendor credits and refunds. 8. Three Way Match 9. Vendor Center 10. Authorization framework. 11. Transaction, task, and authorization reports. 12. Purchase Requisition 13. Blanket POs 14. Purchase Contract 15. Request for Quote RFQ
5	Setup and configure all elements within the Order to Cash	<p>This includes but not limited to:</p> <ol style="list-style-type: none"> 1. Customer/contact master. 2. Sales orders. 3. Sales order item fulfilments/bill Sales Order. 4. Customer credit memos. 5. Customer payments manual. 6. Billing schedules – Standard, interval and Milestone
6	Setup and configure the Project control functions	<p>This includes but not limited to: Project / Job record setup, configuration & management (includes work calendars, resource & project task management, Projects as part of the sales automation and Order-to-Cash processes, & billing options)</p>
7	Purchase Order and Purchase Requisition technical customization	<p>This includes but not limited to:</p> <ul style="list-style-type: none"> - Customization of current supply chain processes workflow elements to include automated and integrated workflow across the Procure-2-Pay modules. - Authorization flow management - Document control
8	Data Migration	<p>Importing of the meta data including:</p> <ul style="list-style-type: none"> - Chart of accounts - Vendor records - Customer records - SR Records - Employee Records - Item Records - Opening balance TB's - Historical TB's - Open records for accounts receivable, accounts payable and item records - etc.
9	Technical Consultancy	<p>Delivering and training on:</p> <ol style="list-style-type: none"> 1. Advanced PDF configuration (document and electronic signature workflow) 2. Analytical alerts, dashboards, and reports 3. Customization of workflow across all task processes 4. REST/SOAP API set-up for business partner integration.

		5. Custom records for mapping transactions and projects across donors
10	Inventory control	Setup and configure: 1. Item master – Inventory, Non-Inventory, Service, Other Charge, Item Groups, and Discount/Markup. 2. VAT settings. 3. Item pricing (Pricing Levels, Pricing Groups, and Quantity-Based). 4. Project location and virtual Settings. 5. Item transactions (Item Receipts & Fulfillments). 6. Inventory Items
11	User enablement and knowledge management	Provide the following user enablement tools: 1. Provide standard quick reference guides in MS Word format and a “how to” guideline for maintaining quick reference guides. 2. Provide group and hands on training for all process areas (remote in Covid environment) for all elements contained in Annexure 3 of this document.
12	User Acceptance Testing (UAT)	Setup and deliver: - Create UAT Plan - Provide standard UAT test plan templates and sample test scenarios. - Ensure all UAT is signed off and resolved.
13	Post Go-Live Support	Post Go-Live support consisting of the following: a. Trouble shooting and addressing production issues. b. Instruction on the NetSuite technical support services process. c. Identification of further optimisation requirements. d. End user assistance.

3.3 Implementation Time Frame

NACOSA has committed itself to have fully implemented the ERP solution to be the sole accounting solution by 01 April 2022 (the new financial year). Accordingly, NACOSA requires Bidders to confirm their capability of providing the proposed services, implementation, and training assistance to meet the prescribed deadlines.

3.4 Budget

NACOSA is a non-profit and public benefit organisation with a limited budget, entirely funded by donors. This means we need a high quality but cost-effective service through a transparent procurement process.

3.5. Bidder Requirements

Successful bidders should have:

- Demonstrable implementation experience of NetSuite in the Non-profit / public sector.
- Demonstrable experience of customizing NetSuite procurement workflows.
- Legal status recognised to work in South Africa.
- Bidders must be on the list of approved NetSuite implementors.
- Good administration and project management ability.

As a non-profit networking organisation committed to transformation in South Africa, NACOSA welcomes tenders from black-owned enterprises, people living with HIV, women, and people with disabilities.

4. SUBMISSION OF BIDS

Interested bidders should submit their proposals in two sections:

- Section 1: Technical Proposal
- Section 2: Price Proposal

4.1 Technical Proposal

The following documents are to be provided in PDF version.

4.2 Documents required for initial proposal submission

Section	Title
1	Invitation to Bid Form
2	Executive Summary
3	Company Profile
4	References
5	Proposed Implementation Plan
6	Draft Service Level Agreement including standard terms and conditions
7	Ongoing Support Services
8	Personnel Plan, Experience and Qualifications
9	Exceptions and Deviations
10	Signed Code of Conduct for Suppliers of services related to Global Fund financing (sign each page): https://www.NACOSA.org.za/2017/03/14/code-of-conduct-for-suppliers
11	Completed and Signed Declaration of Interest
12	Most recent year's financial statements showing comparative figures

4.3 Shortlisted bidders will be required to submit the following documents

These documents are not required in the initial submission, but the schedule has been provided for information purposes indicative of the additional required documents if your bid is successful.

Section	Title
1	PIN for Tax clearance certificate verification (verification will be done with SARS eFiling).
2	Confirmation of Banking Details not older than 3 months, by means of a stamped letter from the bank, bank statement or cancelled cheque.
3	Company documents: Certified copy of Company Registration Document that reflect Company Name, Registration number, date of registration and list of active Directors or Members
4	Certified copy of ID documents of the Directors or Members
5	Proof of Public Indemnity Cover for minimum of R1 million
6	Valid B-BBEE Certification: <ul style="list-style-type: none">• Copy of a certificate from a SANAS accredited Verification Agency;• A signed Exempt Micro Enterprise (EME) affidavit with the required information; or• A signed Qualifying Small Enterprise (QSE) affidavit with the required information.

4.4 Price Proposal

Complete MS Excel workbook included at Annexure B.

5. EVALUATION CRITERIA FOR PROPOSALS

Only submissions that meet the technical specifications in all aspects as stipulated in this term of reference will be considered. Evaluation will be split into 2 stages:

5.1 Evaluation Stage 1: Correctness and completeness

Bidders must complete and provide all documentation as noted in **Annexure A**

5.2 Evaluation Stage 2: Technical and Pricing Evaluation

FUNCTION	RATING	WEIGHTING														
BIDDER TRACK RECORD & EXPERIENCE <i>20% of total</i>	1.1. Bidder must indicate demonstrable implementation experience in the NGO / public sector of: 1.1.1. NetSuite SuiteSuccess Financials First Standard Cloud Service 1.1.2. NetSuite Suiteprojects Cloud service. 1.1.3. NetSuite procurement management cloud service. 1.1.4. Project Inventory Customization 1.1.5. PO & PR Project Budget Workflow Customization 1.1.6. Payment Approval Workflow Customization Scoring Guide: <table><tr><th>Points</th><th>Years</th></tr><tr><td>0</td><td>No demonstration of years' experience</td></tr><tr><td>1</td><td>< 1 year</td></tr><tr><td>2</td><td>1 – 2 years</td></tr><tr><td>3</td><td>3 – 4 years</td></tr><tr><td>4</td><td>5 years</td></tr><tr><td>5</td><td>6 – 10 years</td></tr></table>	Points	Years	0	No demonstration of years' experience	1	< 1 year	2	1 – 2 years	3	3 – 4 years	4	5 years	5	6 – 10 years	10%
	Points	Years														
	0	No demonstration of years' experience														
	1	< 1 year														
	2	1 – 2 years														
	3	3 – 4 years														
	4	5 years														
	5	6 – 10 years														
	1.2. The Bidder must provide at least three (3) relevant contactable references of implementations in the relevant industry and environment. Scoring Guide: <table><tr><th>Points</th><th>No. of contactable references</th></tr><tr><td>0</td><td>No contactable reference</td></tr><tr><td>1</td><td>3 relevant, contactable references</td></tr><tr><td>3</td><td>4 relevant, contactable references</td></tr><tr><td>5</td><td>5 relevant, contactable references</td></tr></table>	Points	No. of contactable references	0	No contactable reference	1	3 relevant, contactable references	3	4 relevant, contactable references	5	5 relevant, contactable references	10%				
	Points	No. of contactable references														
0	No contactable reference															
1	3 relevant, contactable references															
3	4 relevant, contactable references															
5	5 relevant, contactable references															
PERSONNEL TRACK RECORD & EXPERIENCE <i>10% of total</i>	2. For the implementation consultant that will oversee this implementation and will be responsible for signing off the successful implementation, bidders are to indicate who this person will be and indicate the years of demonstrable experience as an implementation consultant in the NGO / public Sector. Scoring Guide: <table><tr><th>Points</th><th>Years</th></tr><tr><td>1</td><td>< 1 year</td></tr><tr><td>3</td><td>1 – 2 years</td></tr><tr><td>6</td><td>3 – 4 years</td></tr><tr><td>8</td><td>4 – 5 years</td></tr></table>	Points	Years	1	< 1 year	3	1 – 2 years	6	3 – 4 years	8	4 – 5 years	10%				
	Points	Years														
	1	< 1 year														
	3	1 – 2 years														
	6	3 – 4 years														
	8	4 – 5 years														

	<table><tr><td>10</td><td>6 – 10 years</td></tr></table>	10	6 – 10 years																			
10	6 – 10 years																					
PROPOSED METHODOLOGY, IMPLEMENTATION PLAN AND KNOWLEDGE TRANSFER <i>40% of total</i>	The bidder’s ability to demonstrate its proposed methodology and project approach. Scoring Guide: <table><tr><th>Points</th><th>Information provided</th></tr><tr><td>1</td><td>Addressed poorly</td></tr><tr><td>2</td><td>Addressed but with limitations</td></tr><tr><td>3</td><td>Addressed adequately</td></tr><tr><td>4</td><td>Adequately addressed, advanced understanding in some areas</td></tr><tr><td>5</td><td>Addressed extensively</td></tr></table> The following factors will be considered:	Points	Information provided	1	Addressed poorly	2	Addressed but with limitations	3	Addressed adequately	4	Adequately addressed, advanced understanding in some areas	5	Addressed extensively									
	Points	Information provided																				
	1	Addressed poorly																				
	2	Addressed but with limitations																				
	3	Addressed adequately																				
	4	Adequately addressed, advanced understanding in some areas																				
	5	Addressed extensively																				
4.1. Bidders must show demonstrable quality knowledge on Procure-to-Pay lifecycle and processes, specifically in implementation of workflow automation with invoice processing, routing and approval, vendor portals, ERP integration, and document management.	20%																					
4.2. Understanding of the requirements of the assignment and presentation of appropriate methodology and work plan	5%																					
4.3. Evidence in managing / implementing IT projects of social sectors including procure to pay functionality	5%																					
4.4. Approved Training plan and training completion report	5%																					
4.5. Team’s ability for coaching and technology transfer	5%																					
ESTIMATED HOURS AND PRICING <i>20% of total</i>	5.1 Clearly presented number of hours estimated for the implementation, configuration, customisation, and training including how the time is estimated to be spent on the different aspects of the project <table><tr><th>Points</th><th>Information provided</th></tr><tr><td>0</td><td>No submission</td></tr><tr><td>5</td><td>Estimated hours provided but unclear how the time will be spent per aspects of the implementation or unclear which aspects of the project the time will be spent.</td></tr><tr><td>10</td><td>Estimated hours clearly presented per aspect of the implementation and how the time is estimated to be spent. The different aspects of the project have been well considered and budgeted for.</td></tr></table>	Points	Information provided	0	No submission	5	Estimated hours provided but unclear how the time will be spent per aspects of the implementation or unclear which aspects of the project the time will be spent.	10	Estimated hours clearly presented per aspect of the implementation and how the time is estimated to be spent. The different aspects of the project have been well considered and budgeted for.	20%												
	Points	Information provided																				
	0	No submission																				
	5	Estimated hours provided but unclear how the time will be spent per aspects of the implementation or unclear which aspects of the project the time will be spent.																				
10	Estimated hours clearly presented per aspect of the implementation and how the time is estimated to be spent. The different aspects of the project have been well considered and budgeted for.																					
B-BBEE <i>10% of total</i>	<table><tr><th>B-BBEE Status level</th><th>Number of points</th></tr><tr><td>1</td><td>10</td></tr><tr><td>2</td><td>9</td></tr><tr><td>3</td><td>8</td></tr><tr><td>4</td><td>6</td></tr><tr><td>5</td><td>4</td></tr><tr><td>6</td><td>3</td></tr><tr><td>7</td><td>2</td></tr><tr><td>8</td><td>1</td></tr><tr><td>Non-Compliant</td><td>0</td></tr></table>	B-BBEE Status level	Number of points	1	10	2	9	3	8	4	6	5	4	6	3	7	2	8	1	Non-Compliant	0	10%
	B-BBEE Status level	Number of points																				
	1	10																				
	2	9																				
	3	8																				
	4	6																				
	5	4																				
	6	3																				
	7	2																				
	8	1																				
Non-Compliant	0																					

TOTAL	100%
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5.3 Appointment of Service Providers

- 5.3.1 A NACOSA Selection Committee will select the service provider.
- 5.3.2 **The Committee reserves the right to request any, or all, of the bidders to meet to present and clarify their proposal.**
- 5.3.3 The Committee is not bound to accept the lowest or any proposal.
- 5.3.4 The proposal will be evaluated against the review matrix provided above.
- 5.3.5 The Committee may, entirely at its discretion, decide to:
- Make award of contracts subject to such conditions as NACOSA may determine at the stage of awarding the contracts.
 - Commission the work in two or more phases should it become evident that this is necessary.
 - Review and modify the evaluation criteria.
 - Not award contracts.
 - To terminate the evaluation of responses.
 - To invite new responses.
 - To determine whether 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 if no one Response satisfies all critical requirements.

Tender Bids must be submitted by 12h00 on 30 November 2021.

PLEASE NOTE: No telephonic queries will be entertained by any NACOSA staff member. Written questions may be mailed to queries@NACOSA.org.za. All questions and answers will be posted daily to the NACOSA website under NEWS for access by all bidders. Only on time bids will be accepted and reviewed – no late bids will be reviewed.

NETWORKING HIV & AIDS COMMUNITY OF SOUTHERN AFRICA NPC NACOSA

3rd Floor, East Tower | Century Boulevard | Century City | Cape Town
t. 021 552 0804 | f. 021 552 7742 | e. info@NACOSA.org.za

Non-Profit Organisation: NPO 190-030 | Public Benefit Organisation: PBO 930056308
Non-Profit Company: 2015/448924/08 | VAT Number: 473 0273 234 | Section 18A Tax Exempt
Accredited by the Health & Welfare SETA | Level 1 B-BBEE Entity (135% recognition)

NACOSA.org.za

ANNEXURE A: TECHNICAL PROPOSAL RESPONSE FORMAT

All bidders must follow the format below in their proposal and head each section as per the below table. Details required in each section are noted below this table.

Section	Title
1	Invitation to Bid Form
2	Executive Summary

3	Company Profile
4	References
5	Proposed Implementation Plan
6	Draft Service Level Agreement including standard terms and conditions
7	Ongoing Support Services
8	Personnel Plan, Experience and Qualifications
9	Exceptions and Deviations
10	Signed Code of Conduct for Suppliers of services related to Global Fund financing
11	Completed and Signed Declaration of Interest
12	Most recent year's financial statements showing comparative figures

1. Invitation to Bid Form

All bidders must complete and sign the below Invitation to Bid form:

YOU ARE HEREBY INVITED TO BID FOR IMPLEMENTATION PROVIDER FOR NETSUITE CLOUD ERP

BID NUMBER: CFP-56-ERP-10-2021 **CLOSING DATE:** 30 NOVEMBER 2021 **CLOSING TIME:** 12H00

DESCRIPTION: NACOSA is seeking the services of an implementation provider with experience in implementing NetSuite ERP in a Non-profit business environment covering its core components of financial management, supply chain management, asset management and human resource management.

The successful bidder will be required to fill in and sign a written contract.

- Bids must be submitted online to: proposals@NACOSA.org.za using the reference number CFP-56-ERP-10-2021 in the email subject line.
- PLEASE NOTE: No telephonic queries will be entertained by any NACOSA staff member. Written questions may be emailed to queries@NACOSA.org.za with the tender reference in the subject line. NOTE: The system automatically allocates questions to the relevant person based on the reference number. Without a reference number, your question may not be answered. Questions may be submitted until 23 November 2021.

THE FOLLOWING PARTICULARS MUST BE FURNISHED. FAILURE TO DO SO MAY RESULT IN YOUR BID BEING DISQUALIFIED.

NAME OF BIDDER: _____

POSTAL ADDRESS: _____

STREET ADDRESS: _____

TELEPHONE NUMBER: DIALLING CODE: _____ **NUMBER:** _____

CELLPHONE NUMBER: _____

EMAIL ADDRESS: _____

VAT REGISTRATION NUMBER: _____

SIGNATURE OF BIDDER: _____

DATE: _____

CAPACITY UNDER WHICH THIS BID IS SIGNED: _____

2. Executive Summary

This part of the response 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.

3. Company Profile

Bidders must provide information about their company so that NACOSA 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., history, present status, future plans, company size, etc.) and organisation charts.
- Summary 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. NACOSA may approve or reject any sub-contractors of the Bidder.

4. References

The Bidder must provide at least three (3) references from clients that are similar in size and complexity to NACOSA in South Africa (it would be preferable if at least one of these references is a NPO or public sector organisation).

5. 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:

Section	Detail
1	General Implementation approach
2	Non-functional requirements
3	Project management approach and methodology
4	Process re-engineering (Automated workflows and document management)
5	Data conversion and migration (both transactional and master data)
6	Report development using standard and customizable reporting
7	Training services
8	Change management
9	System documentation, manuals, and testing
10	Post implementation support
11	Knowledge transfer to NACOSA staff

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.

6. 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.

7. 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 is accessed, who updates it, etc.)

8. 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 organizational structure for NACOSA 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 if the bidder is successful.

9. Exceptions and Deviations

The Bidder must detail any exceptions and deviations, including the reasons for such exceptions and deviations to the requirements of this bid.

10. Conduct for Suppliers of services related to Global Fund

As a Global Fund Principal Recipient, NACOSA has signed up to the Global Fund Code of Conduct for Suppliers. All of NACOSA’s suppliers must also sign up to the Code of Conduct if they supply or receive funding from the Global Fund through NACOSA. Download here: [Conduct for Suppliers of services related to Global Fund](#)

11. Declaration of interest

All bidders must complete and sign the below Declaration of Interest form below:

DECLARATION OF INTEREST

CFP-56-ERP-10-2021

It is a requirement that the bidder or his/her/their authorized representative shall declare his/her/their interest or any relationship with NACOSA, any of its employees or persons who are known to be involved with the evaluation/adjudication of the bid.

1. Are you or any person connected with the bid, employed by NACOSA, any of its employees or persons who are known to be involved with the evaluation or adjudication of the bid?

YES / NO

1.1 If, YES, provide details _____

2. Do you or any person connected with the bid, have a relationship (family, friend, other) with a person employed by NACOSA or persons known to be involved with the evaluation or adjudication of this bid.

YES / NO

2.1 If, YES, provide details _____

3. In signing and submitting this tender document you further certify that this bid has been independently completed without collusion with any other bidder or competitor and that no person employed by NACOSA has been involved in this bid preparation.

SIGNATURE OF DECLARANT

DATE

POSITION OF DECLARANT

NAME OF BIDDER

12. Most recent year's financial statements showing comparative figures

All bidders must supply their most recent year's financial statements showing comparative figures. Please attach these financial statements as part of the bid.

ANNEXURE B: PRICE PROPOSAL RESPONSE FORMAT

1. Electronic Copy of the Price Schedule

Costs for the Bidder's proposed solution should be submitted on the proposal pricing schedules provided in the below [Microsoft Excel pricing spreadsheet](#).

- 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 exclude Value Added Tax ("VAT").
- Bidders shall show separate subtotals for the required elements of the proposed solution, and for any layers of optional elements.
- NACOSA prefers that Bidders provide separate prices for each item in the proposed solution. However, the Bidder is also encouraged to present alternatives to itemized costs and discounts, such as bundled pricing, if such pricing would be advantageous to NACOSA.
- Payment milestones for both set-up and implementation services should be clearly indicated.
- The payment policy of NACOSA is within 30 days after receipt of invoice if there are no disputes.



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