



ADDENDUM NOTICE NO. 1

THE PROVISION OF SAGE EVOLUTION ERP & SUB-SYSTEMS SUPPORT SERVICES FOR A PERIOD OF THIRTY-SIX (36) MONTHS

Contract No.: UGU-06-1504-2019

With reference to the above-mentioned bid as advertised on **Thursday, 07 June 2019**. Kindly the numbering on the Terms of Reference was incorrect. Herewith attached is the Terms of Reference with the correct numbering. Please take note and also attach same to the document on submission.

TERMS OF REFERENCE FOR SAGE EVOLUTION ERP & SUB-SYSTEMS SUPPORT SERVICES

1. Support Requirements

A prospective service provider is required to provide comprehensive support on the mSCOA-compliant Sage Evolution ERP system and its' 3rd party sub-systems or modules. Bidders, where they are unable to provide maintenance and support of the 3rd party sub-systems themselves, must conclude agreements with the service providers or software vendors for all the 3rd party systems and submit a consolidated bid.

The modules that are currently operational within the municipality and its entities are as follows, but there are other still under implementation:

Core Sage Evolution modules:

- a) Accounts Payable
- b) Voucher Management
- c) Advanced Procurement
- d) Contract Management
- e) Order Entry
- f) Inventory
- g) Inventory Issue
- h) Warehousing
- i) Accounts Receivable

- j) Municipal Billing
- k) Point of Sale
- l) Contact Management Premium
- m) Fixed Assets
- n) Grants Management
- o) General ledger
- p) Bank Manager 2
- q) GL Segmented Accounts
- r) Job Costing
- s) mSCOA
- t) Report Writer
- u) SDK Connector
- v) Sage Intelligence Centre - Standard
- w) Sage Intelligence Centre - Advanced
- x) Municipal Planning & Budget Module (MPBM) – Add On
- y) Performance Management Module – MPBM Sub-Module – Add On

3rd Party Sub-Systems:

- a) Sage 300 People (VIP) HR & Payroll System
- b) Debtpack Enterprise
- c) CompuPlot CompuGIS/PRISM System
- d) AMS360 Asset Verification System
- e) CaseWare (for reporting)
- f) Citicall CRM (Mobile APP integration)
- g) RouteMaster (for meter reading)

The implemented modules have varying degrees of customisation undertaken to meet the needs of the municipality.

2. Description of Support Services Required

The successful bidder is expected to provide functional and technical support to the internal support team and the users of all the modules currently live and those expected to be live by the end of October 2019. The municipality has two entities that also use the Sage Evolution and 300 People systems. The support service must be based on a “bucket” of hours on a full-time equivalent (FTE) bases 100 h/m, inclusive of remote and site visits.

Onsite Support / Monthly Site Visits

For Sage Evolution and Sage 300 People systems, the successful bidder is expected to make site visits as per below table, where the full 8 hours of the day will be spent resolving whatever issues may have been escalated to them.

Site visits for all 3rd party sub-systems, with the exception of Sage 300 People, will be done on need basis and should be included in the Core Financial System visits.

System	Year 1	Year 2	Year 3
Sage Evolution	2 x 8 hrs p/m	2 x 8 hrs p/m	1 x 8 hrs p/m
Sage 300 People (VIP)	2 x 8 hrs p/m	1 x 8 hrs p/m	1 x 8 hrs p/m
3rd Party Systems	With Sage Evolution	With Sage Evolution	With Sage Evolution

The successful bidder must be willing to work with the municipality to optimally utilise the stated site visits, i.e. the municipality may request reallocation of such site visits to other required services by the municipality and/or its two entities. Also, the municipality may choose to not utilise site visits in a particular period for use later, where more days onsite may be required.

The successful bidder is expected to have a formal, preferably online, issue logging and tracking (Helpdesk) system that the municipality’s internal support team can use to escalate support calls for assistance and/or resolution of such support calls. This helpdesk system must produce detailed and statistical reports to allow the municipality to monitor successful bidder’s performance in resolving escalated calls.

3. Additional Requirements

a) Quality Assurance Assessment

Since this is a relatively newly implemented system, bidders must provide a separate quote for Quality Assurance Assessment on the implementation of the Sage Evolution ERP system, and the related databases, in line with the Implementation Standards and Best Practices of the system vendor, i.e. Sage South Africa. The municipality may or may not award this component of the bid depending on the cost due to budget constraints. However, if the municipality chooses to award, it may expedite or delay the implementation of this component of the bid.

b) Training/Skills Transfer

The municipality favours a train-the-trainer method in ensuring internal capacity to operate and support the systems. Therefore, the successful service provider is expected to provide comprehensive Super User (SU) training that will see the SUs in a position to take over 1st line (functional) support, and internal system administration team taking over 2nd line (technical) support after the first 12 months into the contract. Basically, the internal support teams must become independent of the service provider after the first year of the contract. Site visit hours shall be used for training especially onsite training.

The municipality has a Young Graduates Employment Opportunity Programme to provide skills to unemployed young graduates from within the district to give effect to the objectives of the Skills Development Act 97 of 1998 as well as to contribute towards the attainment of the objectives of the National Youth Development Policy, 2015 – 2020. The successful bidder is therefore expected to contribute to this programme by providing internship/experiential training to at least one young graduate per year for each year of the resultant agreement. The young graduate(s) must be the resident(s) of Ugu district.

c) Additional Reports

Development of various exception and other reports as and when required, especially during the Auditor General audit periods. These may be created either under the SLA or they may be created via a proper change control process. Bidders must therefore quote their rates for work outside the support SLA but must accept that the municipality may dictate that the surplus SLA hours must be used.

d) Change Control

The municipality may, at times, make requests for modifications to any of the systems listed above. The successful bidder must have expertise and access to the source code to effect such changes or must conclude agreements with the listed systems' vendors for provision of such services as and when

requested by the municipality. Bidders therefore would have to quote their rates for work outside the SLA. Also, the successful bidder is expected to adhere to the Municipality's ICT Systems Change Management Policy with regard to any requests which may lead to modification to the core system and 3rd party systems.

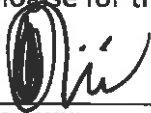
e) License Management

The successful bidder must accept that they will be the municipality's license management agent for the core system and all the 3rd party systems and thus takes responsibility to alert the municipality at least three months before expiry of licenses for each of the systems listed. The successful bidder will also bear responsibility to alert the municipality of any license implications for any modifications to any of the software or host hardware on receiving notification or request for such change.

4. Exclusions:

- a) Windows server and desktop management support
- b) User and Security management support
- c) Network management support
- d) Microsoft Licencing – MS SQL

We apologise for the inconvenience caused.



NTOKOZO MKHIZE
MANAGER: SUPPLY CHAIN MANAGEMENT UNIT

ACKNOWLEDGEMENT OF RECEIPT OF AN ADDENDUM

I.....acknowledge receipt of
Addendum No. 1.

SIGNATURE :

NAME OF FIRM :

SIGNED AT :

DATE :

Please e-mail the signed addendum to nokwanda.mzobe@ugu.gov.za not later than Wednesday, 26 June 2019 at 16h00.

