

THE NATIONAL CREDIT REGULATOR

FEBRUARY 2025

**TERMS OF REFERENCE FOR THE APPOINTMENT OF AN ACCREDITED
MICROSOFT SERVICE PROVIDER SUPPORT AND MAINTENANCE ON THE
MICROSOFT DYNAMICS GREAT PLAINS 2018 AT THE NATIONAL CREDIT
REGULATOR (NCR).**

RFP NUMBER: NCR951.02.2025

DUE DATE: 06 MARCH 2025 AT 11H00 SHARP CAT

EMAIL YOUR SUBMISSION TO: TMaseko@ncr.org.za

COPY: procurement@ncr.org.za

PART A- GENERAL TERMS OF CONDITIONS (SCM)

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of section 12(1) of the National Credit Act, Act 34 of 2005 and came into being on 1 June 2006.

The NCR will determine which bidding organisation (“bid participant”), if any, is appointed in response to this request for submission to appoint an ERP Solution Accredited Partner to provide, customised and implement the Finance and Procurement solution provide support and maintenance for a period of three (3) years.

General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001/2022 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (Annexure B and B.1 that can be downloaded from NCR website - <https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions>).

Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.

2. The Proposal Format

- **Economy of proposal preparation**

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant’s ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to and provided in a file of annexure.

3. Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids.

4. Submission of proposals

4.1. Proposals must reach Tmaseko@ncr.org.za , procurement@ncr.org.za before 11:00AM on 06 March 2025.

a) **RFQ No: NCR951.02.2025**

b) **TERMS OF REFERENCE FOR THE APPOINTMENT OF AN ACCREDITED MICROSOFT SERVICE PROVIDER SUPPORT AND MAINTENANCE ON THE MICROSOFT DYNAMICS GREAT PLAINS 2018 AT THE NATIONAL CREDIT REGULATOR (NCR).**

c) **CLOSING DATE: 06 MARCH 2025 AT 11H00 AM,**

4.2. Proposals are to be submitted to Tmaseko@ncr.org.za , procurement@ncr.org.za

4.3. Please note that this RFQ closes punctually at 11h00 on 06 March 2025. No late submissions will be considered under any circumstances.

4.4. **All** the documentation referred to in Section 7 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.

5. Timetable

Date & time	Activity
26/02/2025	Issue RFQ document
06/03/2025	Closing date
07/03/2025	Evaluations by the Evaluation Committee
20/03/2025	Appointment

National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

6. Documentation to be submitted.

Document that must be Submitted	Guideline		Consequence of Non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA.Submit proof of registration.	Disqualification from process

Document that must be Submitted	Guideline		Consequence of Non-submission
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions	Bidders to confirm that they read

7. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

B-BBEE status level of contributor	Specific goals	Price
Total maximum points	20	80

The points system is outlined for the 80/20 to address the preferential procurement as followed:

7.1. SMME's which are owned by Black people.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	TOTAL NUMBER OF
Persons historically disadvantaged on the basis of race	81%- 100% black ownership	7
	51% - 80% black ownership	5
	31% - 50% black ownership	3
	0 – 30% black ownership	1

7.2. SMME's which are owned by People with disability

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged on the basis of disability	50 %- 100% owned by persons living with disabilities	3
	30% - 49% owned by persons living with disabilities	2
	0 – 29% owned by persons living with disabilities	1

7.3. SMME's which are owned by Women.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged on the basis of gender – Women	81% - 100% owned by women	7
	51% - 80% owned by women	5
	31% - 50% owned by women	3
	0 – 30% owned by women	1

7.4. SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged based on age	50%- 100% owned by persons who are	3
	30% - 49% owned by persons who are youth	2
	0 – 29% owned by persons who are youth	1

9. Evidence for specific goals

PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS			
EVIDENCE	YES	NO	ATTACH EVIDENCE (indicate a page)
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			
Proof of disability			
CIPC Documents			

NB: Bidders will only score points based on the evidence submitted.

10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity, and accountability, as described in our Code of Conduct and business principles. Which led to the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public

are encouraged to use the following toll-free line to report any misconduct relating procurement activities amongst others.

Fraud / Anti-Corruption Hotline

Report any incidents of wrongdoing
to the KPMG Ethics Line

0800205317(TollFree

TERMS OF REFERENCE (TOR):

1. BACKGROUND:

NCR has implemented and is utilizing the Microsoft Dynamics GP 2018 ERP for its Finance and SCM Operations.

Since its implementation, the system has been modified several times to align with NCR business processes. Amongst other modifications (not conclusive) are the following:

- a) Integration between the two (2) functions (SCM and complete Finance Operations).
- b) Integration with CSD.
- c) Automation of the Registrants' Renewals and Penalties functionality (which includes bulk email submission of renewal letters);
- d) There are additional APIs on the system as follows:
 - Collections Management;
 - Registrants' Invoices & Penalties;
 - CSD;
 - GP – Budget Integration.
- e) An external **Management Reporter** module is also developed and integrated with the financial system (ERP).

2. PROBLEM STATEMENT:

Considering the Microsoft's extension of the support and shelf life of the Great Plains to September 2029, NCR have decided to continue using the system until final acquisition of the replacement.

In the past years and / or months the system has been giving challenges which are affecting the service delivery and operations of the Finance Department (at a main). Few of these issues were resolved in the previous year however stability / sustainability is required to manage disruption of services caused by the system / technology.

The current version is GP2018 19.6 released in October 2023 – NCR have not updated to the latest version due to constraints in the expertise.

The previous project for the Remediation of Critical Issues recommended additional actions based on the findings during the assessment. These findings and actions are critical for the success and the stability of the system.

3. SCOPE OF WORK:

NCR is looking for a qualified, professional and accredited Microsoft Dynamics GP 2018 ERP to provide the support and maintenance services for the period of two (2) years.

3.1 SUPPORT & MAINTENANCE:

- a) Monthly support and maintenance on the system based on the user logs;
- b) Patch management and version updates;
- c) Assist and support in the Quarterly DR Restore Testing for the GP System.

3.2 IDENTIFIED ISSUES RESOLUTIONS:

- a) Development of the source code for the customised functions and APIs;
- b) Updating Registrants' Information (from the IRAS/DCRS systems to the Great Plains);
- c) Registrants Invoices and Renewals;
- d) Revision of the Delegation of Authority (DoA);
- e) End-user training (for new users & administrators);
- f) Emailing of debtor invoices
- g) Uploading of bank statements to the bank management module
- h) Fixed assets depreciation
- i) Workflow approval for the general ledger
- j) Removing user from the bank reconciliation module when system is interrupted.
- k) The following other issues to be resolved (not exhaustive) during the contract period:

No	Issue	Description
1	Delegation of approvals	Workflow and delegation rules to be changed & documented
2	Business process: Offboarding users	The workflow directs approvals to users who are not working at NCR anymore. Business process missing for user off boarding
3	Penalties	Penalties are calculated manually
4	EFT Module	Ability to make use of the Standard EFT module in GP
5	Email PO's	Emailing of purchase orders to vendors.
6	Purchase Requisitions	After converting the PR to PO, it remains PR. Converting the PR into the PO after approval
7		Site ID: Sometimes the screen loses the information in transit
8		PR has 5 cost centre - it must distribute according to cost centre.
9		PR has 5 cost centre - it must distribute according to cost centre.
10	Budgets	When cancelling a purchase requisition before the PO is generated, the budget is not unallocated / returned to the cost-

No	Issue	Description
		center. The committed budget must become available after cancelling.
11	Workflow Notifications	The workflow notifications are not always working, they are inconsistent for AP and General Ledger needs to be reallocated to the relevant people
12	Offboarding Users	The workflow directs approvals to users who are not working at NCR anymore. Business process missing for user off boarding. Users to be de-activated
13	Incorrect GL allocated at PR	At invoicing stage, the team realised that the incorrect GL account was used on the PR. Business process missing for the correction of GL accounts when picked up at invoicing
14	Debtors: Message ID's & invoicing process to be documented	Process to be put in place for the Debtor processes, from Integration to Invoicing to Statements and emailing of invoices
15	Activating & Inactivating Debtors Process	There are 48 000 debtors, not clear which debtors are active or not. Cleanup to be done on the debtors Process to be put in place for the Debtor processes
16	Bank Management	Importing of deposits and payments Reconciliation done where a user stuck in a chequebook when the system experiences downtimes or interruptions.
17	Asset Management	Depreciation errors when the system experiences downtime or interruption

TIMELINES:

- a) The contract is for the period of two (2) years;
- b) The appointed service provider will sign the project plan with the Contract / Project Manager for execution of critical issues stated above.

ADDITIONAL REQUIREMENTS:

- a) Bidders are required to provide proof of **accreditation** from Microsoft, demonstrating their expertise and qualification to work on the Microsoft Dynamics Great Plains 2018.
- b) Bidders must submit at least three (3) **reference letters** from previous clients or organizations for successful implementation (including support & maintenance services) of Microsoft Dynamics Great Plains 2018 completed within the past three years.

- c) Bidders are expected to provide **pricing** that is all-inclusive and captured on the company's letterhead. The pricing must comply with SBD3.1 (Standard Bidding Document) and cover a period of two years, ensuring transparency and clarity in the financial proposal.
- d) The pricing must indicate the **hourly rates** for the support and maintenance.