REQUEST FOR PROPOSAL (RFP): 60/2023 SUPPLY AND IMPLEMENTATION OF A UNIFIED CLOUD-BASED ERP SOLUTION FOR LEGAL AID SA WITH HOSTING AND OPERATIONAL SUPPORT FOR A PERIOD OF FIVE YEARS.

Date of Issue	**Monday, 18th March 2024**
Closing Date:	**Friday, 12th April 2024 at 11h00**
Contact Person:	**Mmantsha Monwa**
Contact Email:	**mmantsham@legal-aid.co.za**
Compulsory Briefing Date & Time:	**Tuesday, 26th March 2024 at 10:00 GMT+2**
Briefing MS Teams Link:	**https://tinyurl.com/yekmekv2**
Tender Office Address	**29 De Beer Street** **LEGAL AID HOUSE** **Braamfontein** **Johannesburg, 2017**

Table 1: Tender notice

BID DESCRIPTION	Supply and implementation of a unified cloud-based ERP solution for Legal Aid SA with hosting and operational support for a period of five years.
BID NUMBER	60/2023
ISSUE DATE	18 March 2024.
COMPULSORY BRIEFING SESSION	A Compulsory Virtual Briefing Session will be held as follows: Date: 26 March 2024. Time: 10:00am (South African Time) Click here to join the meeting **https://tinyurl.com/yekmekv2**
PLACE OF AVAILABILITY OF TENDER DOCUMENTS (RFPS)	Legal Aid SA Website: https://legal-aid.co.za National Treasury e-Tenders Portal: https://www.etenders.gov.za/
CLARIFICATION QUESTIONS AND / OR ENQUIRIES	All Prospective Bidders are required to send their email addresses to tenders@legal-aid.co.za so that they are copied to responses to clarification questions, should there be any.
BID VALIDITY PERIOD	180 Days
BID CLOSING DATE	12th April 2024
BID CLOSING TIME	11:00AM
PLACE FOR SUBMISSION OF BIDS	Legal Aid South Africa 29 De Beer Street Legal Aid House Braamfontein 2017
The final date for clarification questions	5 April 2024

Note: Prospective bidders must be registered on National Treasury's Central Supplier Database (CSD) prior to submitting bids.

Table 2: Supplier Information

Name of Bidder	
Postal Address	
Street Address	
Telephone number	
Mobile number	
e-mail address	
VAT Registration number	

Table 3: Supplier Compliance Status

Tax Compliance system PIN		**OR**	**Central Supplier Database number**	MAAA
B-BBEE Status Level Verification Certificate	Yes / No	**OR**	**B-BBEE Status level sworn affidavit**	Yes / No
Are you the accredited representative in South Africa for the goods / services / works offered?	Yes / No (If yes, please enclose proof)	**OR**	**Are you a foreign based supplier for the goods / services / works offered?**	Yes / No (If yes, please complete the questionnaire below)

PLEASE NOTE: A valid B-BBEE status level verification certificate / sworn affidavit (for EME's and QSE's) must be submitted in order to qualify for preference points for B-BBEE.

Table 4: Foreign Suppliers Questionnaire

Is the entity a resident of the Republic of South Africa (RSA)?	Yes / No
Does the entity have a branch in the RSA?	Yes / No
Does the entity have a permanent establishment in the RSA?	Yes / No

Does the entity have any source of income in the RSA?	Yes / No
Is the entity liable in the RSA for any form of taxation?	Yes / No

PLEASE NOTE: If the answer is 'NO' to all the above questions it is not a requirement to register for a tax compliance status system PIN code from the South African Revenue Service (SARS). If not, the bidder is required to register in accordance with par 1.4 below.

Table 5: Bid Structure

(Mark with X next to applicable structure)	
Individual Bidder	
Joint Venture	
Consortium	
Sub-Contracting	
Other	
If the response is submitted as a Consortium, Joint Venture or Subcontracting Arrangement, list the members of such structure below:	
a)	
b)	
c)	
d)	
e)	
f)	

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1. DISCLAIMER

1.1. The information contained in this Request for Proposal ("**RFP**") document or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of Legal Aid South Africa, is provided to Bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided. The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this RFP.

1.2. This RFP is not an agreement or an offer by Legal Aid SA to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFP. Though this RFP has been prepared with sufficient care to provide all required information to the potential bidders, they may need more information than what has been provided. In such cases, the potential bidder is solely responsible to seek the information required from Legal Aid SA. Legal Aid SA reserves the right to provide such additional information at its sole discretion.

1.3. Legal Aid SA and its employees make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulation, principles of restitution or unjust enrichment or

otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.

1.4. Legal Aid SA also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this RFP.

1.5. The onus rests on the Respondents to inquire about any portion of the RFP that is not fully understood or that is susceptible to more than one interpretation prior to the question period closing.

1.6. Legal Aid SA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

1.7. The issue of this RFP does not imply that Legal Aid SA is bound to select a bidder or to appoint the selected bidder, as the case may be, for the Request for Proposal herewith, Legal Aid SA reserves the right to reject all or any of the proposals without assigning any reasons whatsoever.

1.8. The bidder shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, postage, delivery fees, USB and labelling, expenses associated with any demonstrations or presentations which may be required by Legal Aid SA, or any other costs incurred in connection with or relating to its proposal. All such costs and expenses will remain with the bidder and Legal Aid SA shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the proposal, regardless of the conduct or outcome of the selection process.

1.9. Legal Aid SA has a discretion to extend the validity period should the evaluation of this RFP not be completed within the stipulated validity period. Any bidder that refuses to extend its validity period without any justifiable reasons will be disqualified. Upon receipt of the request to extend the validity period of the RFP, the bidder must respond within the required time frames and in writing on whether or not it agrees to hold his original RFP response valid under the same terms and conditions for a further period.

2. BACKROUND

2.1. Legal Aid South Africa (abbreviated as Legal Aid SA) is a national public entity established by the Legal Aid South Africa Act 39 of 2014. Its aim is to render legal aid or make available legal advice, provide legal representation to persons at State expense, and provide education and information concerning legal rights and obligation, as envisaged in the Constitution of the Republic of South Africa. Legal Aid SA is a high-performance organisation and is certified a Top Employer in South Africa.

2.2. Legal Aid SA has 135 branch offices across the country, with the head office located in Braamfontein and a workforce of 2,800.

2.3. Legal Aid South Africa operates two distinct and non-integrated ERP systems, namely the Syspro 7.1 Finance System and the SAP EMC System. These systems are hosted on-premises, and data from these systems would need to be migrated into the proposed ERP system.

2.4. With a proud history of service excellence, LEGAL AID SA has recognized the necessity to align its technological infrastructure with the organizational goals. The ERP system is a cornerstone in this endeavor, as it integrates diverse functions and processes under one unified platform.

2.5. The Deployment of ERP Project aims to consolidate and elevate LEGAL AID SA's operational efficiency by replacing our current isolated ERP systems. The new ERP system will harmonize disparate functions, enhance data visibility, and propel our organization into the future of efficient legal service delivery.

2.6. Legal Aid SA embarked on the comprehensive market research analysis in the form of the Request for Information (RFI) that was conducted in two

phases, with phase one being publicly advertised to all service providers via the popular weekend papers, including the Legal Aid SA website and National Treasury eTender Portal and phase two, where the leading ERP system OEMs were engaged and the same RFI extended to their accredited partners.

2.7. The consolidation of all the input received from the RFI initiative has given birth to this RFP document.

3. PROJECT STRATEGY

3.1 The strategy for the Deployment of ERP Project is grounded in Legal Aid South Africa's dual strategic objectives, designed to usher in a digital transformative era of operational excellence and client-centric engagement to enhance its service delivery, operational efficiency, and organizational agility.

3.2 The strategy underlying the Deployment of ERP Project is a roadmap for achieving an integrated, efficient, and technologically advanced organizational landscape. By aligning with our organizational objectives, focusing on user needs, and incorporating best practices, we aim to create a transformative ERP ecosystem that empowers Legal Aid SA to thrive in an ever-evolving legal landscape.

3.3 This strategic initiative is founded on several key principles that guide the entire ERP deployment process:

3.3.1 Holistic Integration and Unification: The core strategy revolves around unifying our diverse operational facets under a single, cohesive ERP system. By integrating finance, human resources, procurement, payroll, fleet management, data analytics, and other critical functions, we eliminate silos and enable cross-functional collaboration. This integration will enable real-time information sharing, foster data-driven decision-making, and enhance transparency.

3.3.2 Alignment with Organizational Goals: The ERP implementation strategy is intrinsically aligned with Legal Aid SA's overarching goals. We aim to strengthen our ability to provide legal aid services effectively and efficiently by streamlining processes and eliminating redundancies. This strategic

alignment ensures that every ERP component contributes to our mission of accessible, quality legal services.

3.3.3 Flexibility for Future Growth: Our strategy accounts for scalability and adaptability. The chosen ERP solution must accommodate Legal Aid SA's evolving needs and potential expansion. We seek an ERP that can seamlessly integrate additional modules or functionalities as our organization grows, ensuring the system remains relevant and supportive of our long-term objectives.

3.3.4 User-Centric Approach: Our strategy emphasizes user experience. The ERP system must be intuitive and user-friendly, promoting quick adoption among staff members. User training, change management, and ongoing support are integral parts of our strategy to ensure a smooth transition and high system utilization.

3.3.5 Data-Driven Decision-Making: Leveraging data is central to our strategy. The ERP system should empower us with real-time insights through robust reporting and analytics capabilities. By harnessing the power of data, we enhance our ability to make informed decisions, optimize resource allocation, and identify trends for proactive planning.

3.3.6 Security and Compliance: Ensuring the confidentiality and integrity of sensitive legal data is paramount. Our strategy encompasses a comprehensive approach to security, encompassing data encryption, access controls, and compliance with industry regulations. The chosen ERP solution must align with relevant local and international data protection standards including but not limited to POPIA and should have capability to reduce the risk of fraud and unauthorised transactions by enforcing segregation of duties.

3.3.7 Iterative Implementation: Our strategy advocates an iterative approach to implementation. By breaking down the deployment into manageable phases, we can incrementally enhance different operational areas. This phased strategy minimizes disruptions, fosters user confidence, and allows us to adapt based on user feedback.

3.3.8 Vendor Collaboration: Collaborative partnership with the selected ERP vendor is essential to our strategy's success. We seek a vendor that not

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only offers a robust solution but also aligns with our values and vision. Vendor collaboration during implementation, training, and ongoing support is crucial for a harmonious and effective ERP journey.

4. The Project Overview

4.1 The ERP deployment project is a pivotal initiative that aims to revolutionize Legal Aid South Africa's operational landscape.

4.2 The whole implementation of the new ERP system is envisaged to be completed in 12 to 18 months. This duration includes the rollout of the system nationally in three phases outlined in Table 6: Project Phases below:

Phase 1 (10 months)	Phase 2 (5 months)	Phase 3 (3 months)
Project Kick-off and Planning	Human Resource Management	Fleet Management
Configuration and Customization	Payroll	Time Entry
Common Functional Requirements		Project Close out
Workflow Requirements		
Reporting Requirements		
Financial Management		
Purchasing Management		
Integration to eLAA (electronic Legal Aid Administration) system		

Table 6: Project Phases

The project is envisaged to be executed by a competent service provider on a turnkey basis, with responsibility for all the aspects of the project listed in this RFP.

4.3 The service provider is required to assess the requirements of Legal Aid SA as listed in the RFP and propose a proven ERP solution from reputed OEMs to meet the requirements of Legal Aid SA.

4.4 The scope of work for the service provider is to provide implementation services, hosting and operational support services for the proposed ERP solution.

4.5 Sizing the hardware for the ERP solution based on the requirements of Legal Aid SA and installing or commissioning the ERP solution.

4.6 The service provider is required to provide operational support for the ERP solution at Legal Aid SA for five years.

4.7 The service provider is also required to institutionalise the mechanisms and transfer the knowledge under the Centre of excellence (CoE) so that Legal Aid SA will be able to manage the incremental improvements and future expansions of the ERP solution on its own.

5. The Request for proposal (RFP)

5.1 This Request for Proposal (RFP) serves as the formal invitation extended to accredited services providers or partners of the recommended ERP OEMs to participate in a strategic endeavor aimed at procuring comprehensive services. The objective of this RFP is to identify a qualified services provider capable of not only proposing a cutting-edge ERP solution but also undertaking the pivotal responsibility of effectively implementing the proposed ERP solution within the framework of Legal Aid South Africa.

5.2 This RFP is the cornerstone for fostering collaboration and synergy between Legal Aid SA and the chosen services provider, leading to the realization of a transformative ERP solution that optimizes operations, enhances efficiencies, and ensures seamless service delivery.

5.3 Through this RFP, Legal Aid SA is seeking a partner who possesses the technical expertise, innovative mindset, and commitment to excellence necessary to navigate the complex landscape of ERP implementation and orchestrate a seamless transition into a future of enhanced capabilities and streamlined processes.

5.4 This RFP encapsulates a comprehensive list of essential ERP requirements that collectively form the backbone of the transformative initiative. The RFP contains the following:

5.4.1 Eligibility Criteria for the Service Provider: This section lays out the prerequisites and qualifications that potential bidders are expected to meet, ensuring that only capable and proficient entities are considered for this critical collaboration.

5.4.2 Technical Requirements for ERP Solution: Within this segment, the technical prerequisites and specifications for the envisaged ERP solution

are meticulously detailed, providing a clear understanding of the functional and technological criteria that the ERP solution must fulfill.

5.4.3 Scope of Work for Providing Implementation Services: This section provides an exhaustive overview of the scope of work that the selected Service Provider will undertake during the ERP implementation process, outlining the responsibilities, deliverables, and expected outcomes.

5.4.4 Bidding Terms: The terms and conditions governing the bidding process, including legal and procedural aspects, are elaborated upon, ensuring transparency and fairness throughout the procurement process.

5.4.5 Annexure of the required response formats for eligibility criteria: Bidders are provided with structured annexure documents to furnish requisite information pertaining to their eligibility, streamlining the evaluation process and facilitating accurate assessment.

5.4.6 Technical Proposal Requirements for ERP Solution and Implementation Services: This delineates the specifics of what the technical proposal should encompass, ensuring that bidders provide detailed insights into their approach, methodologies, and technical solutions.

5.4.7 Commercial Proposal Requirements for ERP Solution and Implementation Services: The commercial proposal requirements are outlined, ensuring that financial aspects are conveyed in a clear, standardized format, enabling equitable comparison among bidders.

5.4.8 Proposal Evaluation Approach: The process for evaluating the technical and commercial proposals, both for the ERP solution and implementation services, is transparently outlined, providing bidders with a clear understanding of the evaluation criteria and methodology.

6. PROJECT SCOPE

6.1 The scope of activities and services to be provided by the service provider as part of the ERP Implementation are expected to be the following:

6.2 Solution development and implementation services:

6.2.1 **Business Design and Blueprinting:** The service provider must undertake a meticulous evaluation of Legal Aid SA's functional requirements, operational frameworks, and existing IT landscape. Based on this

assessment, the provider shall create a comprehensive business design or blueprint that outlines the alignment of the ERP solution with Legal Aid SA's unique operational needs. The blueprint shall also include sizing the hardware based on the scope outlined in the RFP.

6.2.2 **Configuration and Customization:** The chosen service provider shall expertly configure and customize the cloud-based ERP solution to mirror Legal Aid SA's workflows and requirements. This process should involve tailoring the solution's features and functionalities to optimize performance within Legal Aid SA's operational context.

6.2.3 **Data Migration Strategy:** The service provider must provide a comprehensive data migration strategy. The service provider is tasked with the meticulous migration of finance-related data from the Syspro Financial System and HR-related data from the SAP System into the new cloud-based ERP solution. This includes the smooth transfer of the general ledger chart of accounts, requisitions, POs, payment histories, creditors, vendors, assets, and all financial-related data currently residing in the current financial system. HR data to be migrated would include all the personnel-related data, including leave credits and history, HR organogram, payroll information, and all related information from the SAP system. The service provider would be entrusted with developing the checks and balances to ensure data integrity and completeness, and this process would be scrutinised by the Legal Aid SA audit team before the data migration phase could be signed off.

6.2.4 **Comprehensive Cut-Over Strategy:** An effective cut-over strategy is paramount for a smooth transition. The service provider is expected to formulate a comprehensive plan to ensure that the ERP solution is "usage ready." This strategy should encompass data validation, testing, end-user training, and a structured process for moving from the legacy system to the new cloud-based ERP.

6.2.5 **Integration Capabilities:** The service provider must showcase their ability to seamlessly integrate the new ERP solution with specific existing applications of Legal Aid SA, including ELAA, CSD, Active Directory, Banks of South Africa, and the attendance register systems. Seamless

interoperability with these systems is crucial for a cohesive technological ecosystem, facilitating efficient data exchange and process alignment. For detailed specifications, please refer to Annexure 1 "Technical and Functional Requirements".

6.3 Project Management Services Requirements

6.3.1 **Adherence to the Project Timeline:** The service provider is responsible for coordinating the entire project and ensuring that it is completed within 18 months from the date of contract signature. The service provider must design a structured project plan that corresponds with this schedule and ensures efficient execution.

6.3.2 **Expert Team Deployment:** The successful service provider shall assemble a competent team of experts proficient in ERP implementation and specific functional domains relevant to Legal Aid SA's operations. This team's expertise should span the various aspects of the ERP solution, guaranteeing comprehensive deployment and functionality.

6.3.3 **Strategic Activity Scheduling:** The service provider is required to meticulously schedule project activities to ensure the comprehensive implementation and deployment of the ERP system across all functional areas of Legal Aid SA within the three phased approached scheduled for the maximum of 18 months period from the project's initiation.

6.3.4 **Resource Allocation and Management:** The chosen provider must allocate and manage resources in a manner that guarantees the seamless execution of project activities as outlined in the project plan. This includes manpower, technological resources, and any other requisites necessary for project success.

6.3.5 **Robust Project Structure:** The service provider must establish a robust project structure that facilitates effective project monitoring, review, and risk mitigation. This structure should encompass dedicated mechanisms for tracking progress, identifying and addressing potential bottlenecks, and ensuring that the project stays aligned with its timeline and objectives.

6.4 Training and Documentation Requirements

The service provider must demonstrate a comprehensive approach to training and documentation to ensure the successful adoption and seamless operation of the new ERP solution within Legal Aid SA. Furthermore, the service provider must be certified by the ERP solution's Original Equipment Manufacturer (OEM) to deliver training on the proposed ERP system. Alternatively, the provider should have personnel who are certified by the ERP solution's OEM to conduct such training.

The provider shall fulfill the following requirements:

6.4.1   **User Training:** The service provider is responsible for conducting thorough training for all users of the ERP system. This training should encompass various functional areas and roles within Legal Aid SA to ensure that every user can proficiently navigate, utilize, and benefit from the new system's functionalities.

6.4.2   **User and Training Manuals:** The provider must prepare detailed user manuals and training manuals. These manuals should comprehensively outline the system's features, functionalities, and workflows, enabling users to independently navigate and perform tasks within the ERP solution.

6.4.3   **Change Management:** The service provider should provide a comprehensive change management strategy to ease the transition to the new system ensuring stakeholder buy-in and minimizing disruption.

6.4.4   **Process Documentation:** The service provider is required to meticulously document the processes associated with the implemented ERP solution. This documentation should encompass process flows, system configurations, customizations, and integrations, providing Legal Aid SA with a comprehensive reference for understanding and managing the system.

6.4.5   **Key Executive Training:** The provider must conduct specialized training sessions for key executives who oversee system performance and utilize generated reports. This training aims to equip executives with the knowledge and skills necessary to effectively monitor system performance, interpret reports, and make informed decisions based on real-time data.

6.4.6   **Core Team Training:** The service provider shall provide comprehensive training to Legal Aid SA's core team members on selected ERP solution developmental aspects. This training is intended to empower the core team with the ability to

maintain, enhance, and expand the solution's capabilities to meet evolving business needs.

6.5   Support Services Requirements

The selected service provider is expected to provide comprehensive support services that ensure the ongoing effectiveness and enhancement of the implemented ERP solution. These services should encompass:

6.5.1 User Adoption Facilitation

a)   Develop strategies to promote user adoption of the new ERP system.

b)   Provide guidance on change management techniques to ease the transition to the new system.

c)   Address user concerns and queries to ensure a smooth adoption process.

6.5.2 Continuous Improvement and Refinement

a)   Outline a plan for regularly assessing the performance of the ERP solution and associated processes.

b)   Identify areas for improvement and optimization.

c)   Refine workflows, reports, and functionalities as needed to align with evolving organizational needs.

6.5.3 Help Desk Operations and Refresher Training

a)   Outline a plan for operating a responsive help desk to promptly address user inquiries, technical issues, and challenges.

b)   Provide refresher training sessions for users as required, ensuring they remain proficient in utilizing the ERP system's capabilities.

6.5.4 Institutionalizing SLA Management and Strategic Control

a)   Establish structures for monitoring and managing Service Level Agreements (SLAs) to ensure that performance targets are consistently met.

b)   Implement processes for strategic control, allowing Legal Aid SA to assess the ERP solution's alignment with the organization's strategic objectives.

6.6   Cloud-based hosting services

6.6.1 **Sizing and Configuration Proposal:** Service providers are expected to conduct a thorough assessment of Legal Aid South Africa's configuration and usage requirements for the proposed ERP system. Subsequently, the proposal must outline the cloud resources necessary for optimal performance, including computing power, storage, and network bandwidth. The proposal should demonstrate an understanding of Legal Aid SA's operational demands, and the scalability needs of the ERP.

6.6.2 **Dedicated Cloud Server Provisioning:** The service provider shall furnish a dedicated cloud server environment exclusively designated for Legal Aid SA's ERP system. This dedicated environment will ensure the secure and isolated implementation of customizations and configurations.

6.6.3 **Customization Preservation:** The service provider must demonstrate an effective strategy to safeguard the customized elements of the ERP solution. These customizations should remain intact even in the face of updates and enhancements introduced by the Original Equipment Manufacturer (OEM). This mechanism should ensure that customizations are retained without compromising system stability.

6.6.4 **Customization Documentation:** the service provider must commit to providing a comprehensive documentation of all customizations and configurations must be maintained. This documentation should be readily accessible to Legal Aid SA for reference and verification purposes. The service provider should provide an example of the customization documentation that will be used for evaluation purposes.

6.6.5 **Testing and Validation:** Prior to implementation, the service provider must rigorously test and validate all customizations within the dedicated cloud environment to ensure they align seamlessly with Legal Aid SA's operational requirements. The service provider should provide examples of test plans from previous implementations addressing the scope of this RFP.

6.6.6 **Ongoing Customization Support:** The selected service provider shall commit to providing ongoing support to maintain and enhance the customizations as needed over the course of the ERP system's lifecycle.

6.6.7 **Implementation Support Plan:** Service providers are required to outline a comprehensive plan to assist LEGAL AID SA during the transition from on-premises hardware hosting to cloud-based hosting. This plan should encompass the steps involved in installing and configuring the ERP system within the chosen cloud service. The support plan should emphasize seamless deployment, minimal disruptions, and optimal system availability.

6.6.8 **Data Center Setup Strategy:** The proposal should outline the service provider's strategy for setting up the cloud-based data center environment to host the ERP system. This strategy must include provisioning the necessary resources, establishing secure connections, and ensuring the readiness of the environment for ERP deployment. It should demonstrate a clear understanding of cloud infrastructure integration.

6.6.9 **Benefits of Cloud Hosting:** The proposal should articulate the benefits of cloud-based hosting for the ERP system. This may include advantages such as scalability, flexibility, reduced hardware maintenance, and enhanced security. Service providers should demonstrate their expertise in leveraging cloud technologies to deliver improved performance and responsiveness. In case cloud hosting is not recommended, the service provider must clearly outline the reasons and recommend the hosting option they would recommend and why, with full costing for the period of 5 years. The recommended option should encompass the cost efficiency, scalability, reliability and uptime, security as well as disaster recovery measures to ensure the business continuity.

6.6.10 **Cost Analysis:** The service provider should provide a clear and transparent cost analysis for the recommended cloud hosting solution should be provided. This should cover all associated expenses, including provisioning, maintenance, and ongoing operational costs. The analysis should highlight the cost-effectiveness of the proposed cloud hosting approach.

6.6.11 **Cloud Service Provider Collaboration:** The proposal should emphasize the service provider's collaboration with the chosen cloud service provider. This collaboration should ensure that the cloud environment is configured

to meet the ERP system's specific requirements and performance expectations.

6.7 Functional and non-functional Requirements

6.7.1 The following section delineates the comprehensive scope of work, encompassing both functional and non-functional requirements, that is expected from the prospective service provider offering Software and Implementation Services for the Enterprise Resource Planning (ERP) system. This scope outlines the key performance expectations and specifications that the ERP solution must fulfill to align with Legal Aid SA's operational and strategic objectives.

6.7.2 Table 7: Functional Requirements Totals below contains the list of functional areas of the desired future systems environment.

Functional Requirements Totals		
Tab No.	Functional Area	Number of Requirements
0	Functional Area Statistics	34
1	Common Functional Requirements	25
2	Workflow Requirements	7
3	Reporting Requirements	109
4	Financial Management	70
5	Purchasing Management	57
6	Fleet Management	45
7	Payroll	41
8	Human Resource Management	177
9	Time Entry	5
10	Integration Requirements	24
Total Functional Requirements		594

Table 7: Functional Requirements Totals

6.7.3 The List of Functional and Technical Requirements/Capabilities contained in Annexure 1 – Consolidated ERP Functional and Technical Requirements contains the detailed functionality Legal Aid SA requires within each functional area in a future systems environment, as well as general and technical system requirements, and data conversion and integration scope.

6.7.4 Completion of Annexure 1 – Consolidated ERP Functional and Technical Requirements:

6.7.4.1 This Annexure is provided for the completion by the bidders in response to the Legal Aid SA Functional and Technical Requirements. The bidders are required to use the yellow shaded area to indicate their response.

6.7.4.2   Furthermore, when providing responses to the requirements in Annexure 1, the bidder shall use the response indicators contained below in Table 8: Response Indicators.

6.7.4.3   Bidders are instructed to enter only one response indicator in response to each requirement. Responses to a single requirement that have more than one indicator (like C/T) will be treated as "N" for feature/function not provided.

6.7.4.4   If a bidder is not proposing on certain functionality, a response of "N" shall be provided for all applicable areas. Requirements submitted without a response will be treated as a response of "N" for feature/function not provided.

Proposers must use the response indicators specified in the following table when responding to the requirements outlined in Annexure 1		
Indicator	Definition	Instruction
S	**Standard:** The feature/function **is part of the current software release** and will be implemented by the planned go-live date as part of the supplier's proposal in accordance with Legal Aid SA's agreed-upon configuration planning.	To further demonstrate the system's capacity to achieve the criteria, respondents are encouraged but not obliged to provide additional information in the Comments column.
F	**Future:** The Feature/Function **will be included in a future software release** made available to Legal Aid SA by 1 June 2024, at which time it will be deployed in accordance with Legal Aid SA's agreed-upon configuration planning.	If a response indicator of "F" is provided for a requirement that will be addressed in a future software release, the reply must specify the planned release version and the general availability date.
C	**Customisation:** The feature/function is **not included in the current software release** and will not be incorporated in any future software releases. **This feature could, however, be supplied with modifications**. Annexure 2 – ERP Pricing Schedule Worksheet – must contain a list of all associated customisation costs.	If a response indicator of "C" is provided for a requirement that will be addressed by a custom modification, the respondent must include the cost of the modification.

T	**Third Party:** Feature/Function is **not included in the current software release** and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system. This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

Table 8: Response Indicators

6.7.4.5   Any bidder-submitted materials or documentation not specifically requested through this RFI may be included as Supplements to the Proposal as identified in Table 12.

6.8   Functional Area Statistics

6.8.1   The following table, Table 9: Functional Area Statistics, contains the functional statistics of Legal Aid SA. These statistics are estimates and are provided for planning purposes only.

Scope	Functional Area	Metric
General Ledger and Financial Reporting	Number of Funds	1
	Number of Accounts	25,137
	Chart of Accounts Structure	•Department (5 digits) •Item (5 digits)
	Compatibility with Banks	All top 5 Banks in South Africa
Budgeting – Operational and Capital	FY21 Operating Budget	R346,346,751
	FY21Capital Budget	R51,845,975
Purchasing, Bids, and Contract Management	Number of Purchase Orders per Year	42,663
	Number of Contracts per Year	Procurement to provide data
	Purchasing Structure (Centralised/De-centralised)	Decentralised
	Number of Purchase Cards in Use	Fleet Cards
	Number of Active Contracts	Uncertain. Estimated to be 400
	Number of Bids per Year	Uncertain. Estimated to be 200

Accounts Payable	Number of Vendors	40,087
	Number of Payments per Year	14,982
	International Vendors	
Accounts Receivable and Cash Receipts	Number of Invoices/Statements per Year	Uncertain. Estimated to be 1,000
	Number of Customers in Master File	2
Fixed Assets	Number of Fixed Assets (Approx.)	6175
	Fixed Asset Threshold	R5,000
HR and Personnel Management, Performance Management and Benefits Administration	Total Number of Employees (Full/Part Time)	Approximately 2,800
	Number of Permanent Employees	2500
	Number of Contract Employees	300
	Number of Retirees	200
	Number of Bargaining Units	2
	Number of Benefit Plans	5
	Number of Leave Plans	20
Payroll	Pay Frequency	Bi-Monthly (15th/last day of month)
	Number of Employees Paid per Cycle (average)	Approximately 2700
Time and Attendance	Number of Employees Entering Time	Approximately 2,700
	Number of Employees Reviewing/Approving Time	Approximately 400
	Departments using Physical Time Clocks (anticipated future)	135
	Time Clock Device(s) Currently in Use and Quantity	309
	Anticipated Future Time Clock Needs	Unknown
	Number of Employees to Use Advanced Scheduling Functionality (e.g., shift swaps, minimum staffing, et cetera)	Approximately 100
	Departments to Use Advanced Scheduling Functionality (e.g., shift swaps, minimum staffing, et cetera)	4

Table 9: Functional Area Statistics

7. NUMBER OF USERS

7.1 The success of the proposed ERP solution hinges on its ability to cater to the diverse user base within Legal Aid SA. The scope of this parameter extends beyond merely the count of users and delves into their roles, responsibilities, and functional requirements.

7.2 Legal Aid SA operations are multifaceted, spanning finance, human resources, procurement, payroll and more. Consequently, the ERP system must accommodate a broad spectrum of users with varying levels of access privileges and responsibilities. These users encompass operational staff, managers, executives, and other stakeholders who will engage with the ERP system to drive key processes and decision-making.

7.3 The number of users is an estimate and is provided for planning purposes only; however, they seek to encapsulate both current and future projections, ensuring the scalability and sustainability of the chosen ERP solution. This includes envisioning potential growth in Legal Aid SA's user base as the organisation expands its reach and operations.

7.4 An essential consideration within this parameter is to ensure that the ERP system can effectively manage user access, data security, and role-based permissions. This not only safeguards sensitive information but also ensures that each user interacts with the system according to their designated responsibilities.

7.5 The organization has classified their user based by Core/Power Users and Departmental Users, as follows:

7.5.1 **Departmental (Core/Power) Users:** This category of users includes the organisational employees that will interact with the system modules on a regular basis and conduct core business processes within the system as power users. Such examples include, but are not limited to finance administrators, budget officers, creditor officers, payroll clerks, HR administrators, system support specialists, etc.

7.5.2 **General Users:** This category of users includes general employees that will interact with the system modules as internal employees by either initiating transactions (e.g., initiating the payment process or entering a requisition), reviewing/approving transactions (e.g., reviewing leave requests, reviewing requisitions entered by a subordinate), or consuming information (e.g., reviewing departmental budget).

Table 10: Number of Users

Functional Area	Departmental (Core/Power) Users	Customer Department Users
Syspro System	200 Licenced Users across all modules	
Foundation Module	200	
System Administration	3	
SYSPRO Reporting Services	3	
Office Automation	3	
Accounts Payable	30	
Accounts Receivable	30	
Cash Book	5	200
Electronic Funds Transfer	5	
General Ledger	5	
Assets Register	3	
Inventory Control	5	
Purchase Orders	5	
Order Entry / Invoicing	5	
Sales Analysis	5	
SYSPRO e.net solutions (Integration)	1000 Concurrent users	
SYSPRO e.net - System Manager		
Business Objects	1000	
Web-based Applications		
SAP System		
AX mySAP ERP Professional User	5	5
AY mySAP ERP limited professional	2	2
BA mySAP ERP developer	1	1
AK mySAP HR Professional	21	21
91 test users	3	3
0050 PA/PD Master Records: PA master recds	5	2,635
0051 PA/PD Master Records: PD master recds	5	2,635
0100 org. management	5	2,635
0110 event mgmt	21	175
0150 PA/PD Master Records: PA left company	5	5,785
0153 PA/PD Master Records: PA active	5	2,622
0157 Payroll Processing: Master records	5	3000

The above modules and licence structure are comparable to the modules that Legal Aid SA is currently licenced to use on Syspro and SAP systems, respectively. The service provider must completely comprehend the functional requirements of Legal Aid SA and identify all licencing requirements in accordance with their proposed system licencing structure.

8. Mandatory Briefing MEETING

8.1 A mandatory briefing meeting will be held virtually on MS Teams on **March 26, 2024, at 10:00 a.m. South African time. MS Team meeting link: https://tinyurl.com/yekmekv2**

8.2 The format of the briefing meeting will be an overview presentation of the RFP, its contents, the RFP Schedule of Events, and additional topics. Following the presentation, bidders will be able to ask questions related to the RFP or the overall process. Legal Aid South Africa will attempt to answer all questions at that time, but the answers provided shall not be binding. Following the briefing meeting, Legal Aid South Africa will post online the material questions asked and their respective answers in an addendum.

9. "USAGE READY" DEFINITION

9.1 "Usage Ready" means commissioning and configuring the ERP according to the requirements of the RFP, including Disaster Recovery Center-if applicable, and all the components of the ERP solution as per the RFP, customized and used successfully by all the intended users of Legal Aid SA for successfully executing all the intended transactions as in this RFP and as per the SLAs and / or mutually agreeable levels. The "Usage Ready" shall come into effect only on approval by Legal Aid SA.

9.2 Declaration of "Complete Deployment"

9.2.1 The Project Managers from the Legal Aid SA and service provider will jointly initiate the notice for declaring "Complete Deployment" after satisfactory completion of all of the following:

9.2.2 All the activities as listed in this RFP.

9.2.3 After successful quality assurance tests, audit reviews, contracts, licensing agreements, etc.

9.2.4 Satisfactory completion of closing of accounts and generation of complete balance sheet for one financial quarter, with the ERP solution and approved by the Chief Financial Officer of Legal Aid SA.

9.3 The implementation services for the ERP solution are treated as completed and the support and maintenance services or the post implementation services starts when the following are completed:

9.3.1 Completion of the of user adoption services after the "usage ready" of the ERP system

9.3.2 Completion and declaration of "complete deployment" by the steering committee

9.3.3 Completion of the three months of system stabilization support after "complete deployment" of the system

10. POST IMPLEMENTATION SUPPORT

10.1 The service provider shall maintain data regarding entitlement for ERP solution upgrades, enhancements, refreshes, replacements, and maintenance.

10.2 If the operating system or additional copies of the operating system are required to be installed, reinstalled, or de-installed, the same should be done as part of the SLA.

10.3 The service provider should carry out any requisite adjustments or changes in the configuration for implementing different versions of the ERP solution.

10.4 Updates, upgrades, new releases, and new versions: The service provider shall provide and implement from time-to-time updates, upgrades, new releases, and new versions of the software and operating systems as required. The service provider should ensure upgrades, updates, and patches of the ERP solution and tools for Legal Aid SA as and when released by the ERP solution OEM.

10.5 The service provider shall ensure patches to the licensed software, including the ERP solution software, operating system, databases, and other applications.

10.6 Software License Management: The service provider shall provide services for ERP license management and control.

10.7 The post-implementation support services will start after the completion of three months of user adoption services.

10.8 The service provider is expected to provide the mandatory support services for the duration of the contract.

11. TECHNICAL SUPPORT

The service provider shall ensure robust technical support for the ERP solution, encompassing the following requirements:

11.1 Coordinate with ERP Solution OEM to guarantee consistent system performance, including activities like performance tuning and system upgrades.

11.2 Develop comprehensive policies and procedures for Basis technology, System Administration, Database Management, network management, security, backups, and other related aspects.

11.3 Formulate a well-defined system landscape and procedures to ensure smooth ERP implementation, considering phased pilots and rollouts.

11.4 Collaborate with the Legal Aid SA team to manage all authorization-related tasks, such as activity group management, authorizations, profiles, etc., until the ERP system achieves stability.

11.5 Assist Legal Aid SA in managing legacy data interfaces, print spools, batch jobs, and printer configurations.

11.6 Create detailed manuals, including System Administration, Data Administration, operational guidelines, and User manuals, enabling Legal Aid SA employees to operate the ERP-enabled production environment effectively. This includes instructions for monitoring and tuning various parameters in a live system.

11.7 Establish archival policies for all functional areas, configuring and testing the necessary setups.

11.8 Develop system configurations necessary for disaster recovery management and Fail Over system planning.

11.9 Offer round-the-clock support for troubleshooting both functional and technical issues, ensuring seamless operations.

12. DATA RECOVERY

12.1 The data recovery options for the proposed cloud-based ERP system should align with Legal Aid South Africa's commitment to business continuity and disaster recovery. These requirements ensure that our operations remain resilient even in the face of unforeseen events, guaranteeing the safety and integrity of our data assets.

12.2 The following requirements outline our expectations for data recovery capabilities:

12.2.1 Hot Disaster Recovery Option Compatibility:

12.2.1.1 The selected cloud-based ERP solution must be compatible with the Hot Disaster Recovery Option currently employed by LEGAL AID SA.

12.2.1.2 The solution should seamlessly integrate with the existing data recovery infrastructure to facilitate real-time replication of data to the recovery site.

12.2.2 Real-Time Data Replication:

12.2.2.1 The ERP system should support real-time data replication, ensuring that the most up-to-date information is replicated to the recovery site at all times.

12.2.2.2 Data replication intervals should be adjustable to meet specific business needs, with the option for intervals as frequent as required.

12.2.2.3 Minimal Data Loss: The maximum allowable data loss during recovery should be minimal, ensuring that the organization experiences minimal disruptions in case of a disaster event.

12.2.3 **Data Consistency and Integrity:** The ERP solution must ensure the consistency and integrity of replicated data. Any data corruption or inconsistencies during the replication process should be immediately identified and rectified.

12.3 **Point-in-Time Recovery:** The ERP system should offer point-in-time recovery options, allowing LEGAL AID SA to restore data to a specific moment in time before a disaster event.

13. CENTRE OF EXCELLENCE (COE)

The service provider is expected to adhere to the following requirements regarding the establishment and operation of a Centre of Excellence (CoE):

13.1   As part of the project implementation phase, the selected service provider shall collaborate with Legal Aid SA to establish a Center of Excellence for efficient management of ERP solution operations. This CoE will encompass both technical support and ongoing maintenance activities for the ERP solution.

13.2   The service provider will provide guidance and assistance to Legal Aid SA in effectively instituting the CoE framework.

13.3   As part of CoE setup, the service provider shall assist Legal Aid SA in the following areas:

13.3.1 Developing the appropriate CoE structure, including resource planning for its operation.

13.3.2 Enhancing CoE capability by conducting training sessions for personnel on the ERP solution.

13.3.3 Designing mechanisms and processes to ensure the CoE functions optimally.

13.4   Once fully operational (after phase 3), the CoE is expected to focus on the following objectives:

13.4.1 Conducting performance analysis and generating relevant reports.

13.4.2 Continuously improving business processes for enhanced efficiency.

13.4.3 Creating a repository of knowledge related to Legal Aid SA operations.

13.4.4 Curating a repository of best practices.

13.4.5 Implementing best practices in Legal Aid SA's operations.

13.4.6 Enhancing compliance and transparency in Legal Aid SA's operations.

14. PROJECT DELIVERABLES

14.1 It is expected that the project will move from one phase to the next only when the deliverables of that phase are accepted. Some of the key deliverables that will signal the successful completion of each of the phases are listed in the following table: The service provider is encouraged to propose any

additional deliverables for the sake of comprehensiveness based on their experience delivering similar projects, which can enhance the quality of work.

Table 11: Project Deliverables

Major activity/Milestone	Deliverable
Project Preparation	▪ Agreed and Finalized Project Plan ▪ Inception Report ▪ Core team training completion report ▪ Team profile finalization and Mobilization Sign Off
Business Design	▪ Master list of processes ▪ "AS-IS" Process Mapping & Analysis " ▪ TO-BE" Process & Gap Analysis Report ▪ Customization Requirement Report ▪ Master Data Structures ▪ Legacy Systems Integration Report ▪ Change Management Requirement Report & Strategy ▪ Business Design Blueprint sign off
Configuration, customization	▪ Configuration Document ▪ Integration and Interface specification ▪ Authorization, Security and Access Control Specification ▪ Demonstration Report
Training	▪ Training Requirement Report ▪ Training Curriculum ▪ Training Schedule & Completion Report
Integration Testing	▪ Unit Test Report, Integration Test Report, Full Load, Stress Test Report & Sign-Off ▪ Integration testing of ERP ▪ System, User and other Manuals
Audit and quality control	▪ Quality Audit acceptance ▪ System Quality Assurance undertaking ▪ Action Taken Report
Data Migration	▪ Functional Specifications for Upload programs ▪ Data Migration Methodology & Completion Report
Cut over and "usage ready" preparation	▪ Functional help manual ▪ Cut over strategy report. ▪ Back up strategy and Disaster Recovery Plan ▪ Fail over system plan. ▪ Test Report

"Usage ready" and support	"Usage ready" Sign Off - Action taken report. - Transition Quality Gate(s) Sign-Off
Operations and managed services	- Performance Evaluation report - SLA report - Action taken report. - Transition plan

14.2 The service provider is required to provide the details of the corresponding deliverables for each of the milestones as well as the delivery of priced items at these milestones. This milestone in deliverables and supply listing will be the basis for payments for the correspondingly priced items.

14.3 Deliverables acceptance criteria

14.3.1 The acceptance criteria for each phase are the submission and acceptance of all deliverables specified for that phase. The formal acceptance by Legal Aid SA of the phase deliverables constitutes completion of the phase and approval to launch the next phase and invoice Legal Aid SA for payment if there is a payment attached to that milestone.

14.3.2 Acceptance criteria for each deliverable will be established in accordance with the process described in the following paragraphs prior to the beginning of each phase.

14.3.3 The service provider should provide templates for proposed deliverables. At the onset of each phase, the service provider will meet with the Legal Aid SA Project Manager to review the applicable templates, tailored to accommodate the needs of the project, and agree on the scope, format, and content of each of the major deliverables for that phase. The agreements made during this meeting will be captured in a Deliverable Review Document (DRD) for each deliverable.

14.3.4 The Legal Aid SA team will give the go-ahead to move from one project milestone to another project milestone only after the deliverables of a particular project milestone are accepted by the concerned authority. Hence, the protocol for submission, review, revision, and acceptance will be established at the beginning of the project. The service provider is required to propose the details of this protocol as part of the proposal.

14.4 Project Standards: service provider to provide Project Standards for various activities/documentation. Following is a minimum list where standards have to be set by the service provider:

14.4.1   Test cases

14.4.2   Test scenarios

14.4.3   Business Process Design

14.4.4   Functional design specs,

14.4.5   Technical design specs

14.4.6   Transporting objects

14.4.7   Change control

14.4.8   Reporting defects

14.5 Project Success Criteria: The finished ERP solution meets the planned scope and specifications.

14.5.1   No issues were pending at the end of the support period.

14.5.2   "On-line" transactions of all implemented modules No backlog or offline transaction data entry occurred during the last month of support.

14.5.3   The project is completed on time, and all users adopt the software according to plan.

14.6 Change Requests: Since this is a fixed-price project with a clearly identified scope of solutions and services, the service provider is expected to complete the project without raising any requests for change or seeking payments for them. If there is a genuine change to the scope of work, Legal Aid SA will raise or accept change requests and pay for them based on the efforts estimated for them and the cost of manpower indicated by the service provider in the commercial proposal. The genuineness of the change will be established based on the process, deliverables, solution capability, and validation by Legal Aid SA or its advisors.

15. EXPLORATION OF ADDITIONAL VALUE-ADD ERP MODULES AND FEATURES

15.1 The service provider is encouraged to propose other value-added ERP modules that can significantly enhance the organization's operational efficiency and productivity. These modules may include but are not limited to

the helpdesk system, project management, case management system, CRM (Customer Relationship Management), and any other relevant functionalities.

15.2 The bidder is expected to identify and recommend these additional modules based on their expertise and understanding of our business processes. These modules should align seamlessly with the proposed ERP solution and should aim to leverage the organization's resources and capabilities effectively.

15.3 The proposal should outline how these modules can complement the core ERP functionality and contribute to the overall success of the implementation. The service provider's insights into innovative features or functionalities that can optimize our processes and deliver tangible benefits will be highly valued.

16. BID DOCUMENT CHECKLIST

16.1 Respondents are instructed to insert the completed Tab forms (Annexures 1 and 2) in the corresponding Tab sections as a part of their response to the Technical Proposal. Legal Aid SA expects that respondents will include additional proposal content beyond simply completing the forms and worksheets provided through this RFP.

16.2 Table 12: Technical Proposal Organisational Guidelines contains the organisation guidelines for proposal responses.

16.3 The submission guidelines for the BID document are detailed as follows: Each section of the document must adhere to the numbering sequence provided below. It is essential that each section is distinctly marked by tabbing, with the tabs properly punched and inserted into a binder. To ensure clarity and ease of navigation, each tabbed section should be divided from the subsequent one using a file divider. Please complete the checklist below to verify your submission of the relevant documents:

Tab No.	BID DOCUMENT CHECKLIST	Completed & signed (Yes or No)	Page Number where the requirement is addressed on the proposal (Page 8 – 9)
Tab 1	**Administrative Documents**		
	SBD 1 -	Yes or No	
	SBD 3.1 -	Yes or No	
	SBD 4 – Bidder's Disclosure	Yes or No	
	SBD 6.1- Preference Points Claim Form in terms of the PPR 2022.	Yes or No	
	CSD Certificate - Only responses from bidders who are registered as a Supplier on National Treasury's Central Supplier Database (CSD) in terms of National Treasury's Instruction Note 4A of 2016/17 will be considered for award on this RFP.	Yes or No	
	Valid B-BBEE status level verification certificate or a sworn affidavit	Yes or No	
	Include a SARS pin number.	Yes or No	
	A joint venture legal agreement in the event of a joint venture proposal.	Yes or No	
Tab 2	**Mandatory Compliance Document**		
	Attendance of Compulsory Briefing session	Yes or No	
	Original Equipment Manufacturer (OEM) Certificate/Letter	Yes or No	
Tab 3	**Company profile**		
	1. Company background	Yes or No	
	2. Relevant implementing experience on the proposed ERP solution in:	Yes or No	
	a. Financial Management and payroll solution	Yes or No	
	b. Supply Chain Management solution	Yes or No	
	c. Human Resource Management including Employee Self-services solution	Yes or No	
	3. Client list on past and current projects for similar services	Yes or No	
	4. List of similar projects successfully completed projects	Yes or No	
Tab 4	**References**		
	Written contactable references (at least 3 must be South African)	Yes or No	
Tab 5	**Project resources and Team Organisation**		
	1. CVs of the certified project manager	Yes or No	
	2. CVs of the certified technical team	Yes or No	
	3. CVs of the certified Trainer	Yes or No	
	4. Team structure	Yes or No	
Tab 6	**Project Implementation Methodology**		

	1. Detailed Project Plan with Timelines, Deliverables, Dependencies, and Key Milestones	Yes or No	
	2. Work Resourcing	Yes or No	
	3. Risk and Contingency Strategies	Yes or No	
	4. Change Management	Yes or No	
	5. Transition Plan (Onboarding and Offboarding)	Yes or No	
	6. Implementation and Execution	Yes or No	
Tab 7	**Software Solution**		
	1. Proposed solution overview	Yes or No	
	2. Business Design and Blueprinting	Yes or No	
	3. Configuration and Customization	Yes or No	
	4. Integration Capabilities	Yes or No	
	5. Security and hosting	Yes or No	
Tab 8	**Data Migration Strategy**		
	1. Data Conversion	Yes or No	
	2. Migration Plan	Yes or No	
	3. Quality checks	Yes or No	
Tab 9	**Cut-Over Strategy**		
	1. data validation	Yes or No	
	2. System testing plans	Yes or No	
	3. Quality assurance plans	Yes or No	
	4. end-user training	Yes or No	
	5. parallel runs (trial run before go-live)	Yes or No	
	6. transition from current systems to the new cloud-based ERP.	Yes or No	
Tab 10	**Training & Change Management Plan**		
	1. User Training	Yes or No	
	2. Key Executive Training	Yes or No	
	3. Core Team Training	Yes or No	
	4. Organisational Change Management	Yes or No	
	5. User and Training Manuals	Yes or No	
Tab 11	Sample Contracts, Warranty and Escrow	Yes or No	
Tab 12	Exceptions to Project Scope and Contract Terms	Yes or No	
Tab 13	Annexure 1: Functional and Technical Requirements	Yes or No	
Tab 14	Annexure 2: Pricing / Costing	Yes or No	
Tab 15	Annexure 3 - Company authorized representative's details.	Yes or No	
Tab 16	Supplements - Any materials or documentation not specifically requested through this RFP may be included as Supplements to the proposal.	Yes or No	

Table 12: Technical Proposal Organisational Guidelines

17. PROJECT TEAM STRUCTURE

17.1 Legal Aid SA's project teams will include a steering committee, a core project team, and the ERP implementer's project team.

17.2 Bids will include a description of the bidder's ERP implementation project organisation. It is anticipated that the project team will be led by a senior functionary, who will be supported by distinct coordinators for the numerous implementation modules.

17.3 Steering Committee

a) The purpose of the steering committee is to convene periodically, typically monthly, to discuss the status of the project as a whole. The steering committee is responsible for discussing and resolving any issues that impact the project's scope, timing, resources, or costs and that cannot be resolved at the work team level. This committee is responsible for maintaining the project's policies and determining its overall direction.

b) Participants from the ERP Implementer in the steering committee meeting must be senior management officials (typically an account executive, technical manager, and project director or manager) with the authority to make decisions on pertinent matters. The members of Legal Aid SA's steering committee will subsequently be determined.

18. BID EVALUATION STAGES

18.1 Bid Evaluation Stages

18.1.1 The bid evaluation process consists of three (3) stages, according to the nature of the bid. A bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation. Failure to meet the minimum qualifying score or threshold will result in disqualification. The stages are:

Table 13: Bid Evaluation Stages

Stage	Phase	Description	Minimum Qualifying Score	Applicable for this bid YES/NO
Stage 1	Phase 1	Administration documents	N/A	YES

RESTRICTED

	Phase 2	Mandatory Compliance Documents	**100%**	**YES**
Stage 2	Phase 3	Technical Proposal requirements	**70%**	**YES**
	Phase 4	Functional Requirements	**70%**	**YES**
	Phase 5	System Demonstration	**70%**	**YES**
Stage 3	Phase 6	Price and preference	**80/20 or 90/10**	**YES**

18.2 STAGE 1: PHASE 1 - ADMINISTRATIVE DOCUMENTS

18.2.1 Bidders are required to comply with all the administrative documents. Bidders who do not submit the requested administration documents will be given a maximum of 7 working days to submit.

Table 14: Administrative documents

No	Administration Compliance Documents	Completed & signed
1	SBD 1	(Yes/No)
2	SBD 3.1	(Yes/No)
3	SBD 4 – Bidder's Disclosure	(Yes/No)
4	SBD 6.1- Preference Points Claim Form in terms of the PPR 2022.	(Yes/No)
5	CSD Certificate - Only responses from bidders who are registered as a Supplier on National Treasury's Central Supplier Database (CSD) in terms of National Treasury's Instruction Note 4A of 2016/17 will be considered for award on this RFP.	(Yes/No)
6	valid B-BBEE status level verification certificate or a sworn affidavit	(Yes/No)
7	Include a SARS pin number.	(Yes/No)
8	A joint venture legal agreement in the event of a joint venture proposal.	(Yes/No)

18.3 STAGE 1: PHASE 2 - MANDATORY DOCUMENTS COMPLAINCE

18.3.1 Phase 2 of Stage 1 addresses the mandatory compliance documents that all bidders must meet in order to qualify to proceed to the next stages of evaluation. Bidders must meet all four (4) requirements listed below to qualify for further evaluation. Failure to meet any of the requirements will result in disqualification.

1	Attendance of Compulsory Briefing session - A Compulsory virtual briefing session will be held. The bidder must sign the briefing session attendance register using the same information (bidder company name, bidder representative person name and contact details) as submitted in the bidder's response document. Any bidder who fails to attend the compulsory briefing session will be	(Yes/No)

	disqualified. In the case of joint ventures or consortiums the bidder must demonstrate that at least one of the parties to the bid response attended the briefing session.	
2	Annexure 1: Technical and functional specifications address all the functional specifications outlined in the document.	(Yes/No)
3	Annexure 2: Pricing/Costing addresses all the costs associated with the implementation of the proposed ERP solution	(Yes/No)
4	OEM certificate/Letter: Submission of a signed letter from the Original Equipment Manufacturer (OEM), including verifiable OEM contact information, confirming the duration of authorization as a distributor/partner. Alternatively, for OEMs or developers proposing their own services, a signed letter or evidence demonstrating experience in providing software services is required.	(Yes/No)

18.4   STAGE 2: PHASE 3 - TECHNICAL PROPOSAL REQUIREMENTS

18.4.1 Qualifying bidders shall be evaluated on the technicality of their proposals after meeting all mandatory compliance requirements outlined in Stage 1. The minimum threshold for this stage and phase of technical proposal requirements is 70 out of 100 points. Bidders who score below the minimum requirement shall not be considered for further evaluation in phase 4.

Table 15: Technical proposal Requirements

Max Points	Criteria	Points
	Company Experience	**15**
15	A company profile with more than five (5) years of industry experience relevant to the RFP is provided. The profile clearly outlines the service provider's experience in implementing the proposed ERP at a scale equivalent to or larger than Legal Aid SA's landscape, complying with PMFA, relevant client lists, and projects completed.	**15**
	Company Industry Experience Years	**5**
	5 or more years' industry experience	**5**
	4 years' industry experience	**4**
	3 years' industry experience	**3**
	2 years' industry experience	**2**
	1 years' industry experience	**1**
	No industry experience	**0**

	Client list on contracts awarded for similar services in the past 10 years, of which at least three must be based in South Africa. The client list should contain the following information:	
	i. Name of the Client	5
	ii. Contact Number of the Client	
	iii. Email Address	
	iv. Contract Start Date	
	v. Contract End Date	
	vi. Contract Amount	
	5 or more Clients provided	5
	4 Clients provided	4
	3 Clients provided	3
	2 Clients provided	2
	1 Clients provided	1
	No Clients provided	0
	Number of similar projects successfully completed in the past 10 years, of which at least three must be based in South Africa. The list of projects should include the following information:	
	i. Project Owner	5
	ii. ERP Solution used	
	iii. Total Number of Modules	
	iv. Total Number of Users	
	v. Project Total Budget	
	vi. Project Scheduled Time (in months)	
	5 or more projects completed successfully	5
	4 projects completed successfully	4
	3 projects completed successfully	3
	2 projects completed successfully	2
	1 project completed successfully	1
	No projects completed successfully	0
	Written references	**5**
5	The service provider must provide signed reference letters from contactable references (at least three must be South African) for the provision of similar services that are not more than 10 years old from 2012 to 2022. A reference letter must include, but not be limited to, the following:	
	• Company logo/ company letterhead	
	• Contract Start & End date	
	• Title and Full Names of the contact person	
	• Contact details of the company (Address, Phone numbers, email address & website address)	
	• description of service/product	

	• Contract value (VAT inclusive) **Reference letters with any of the above required information omitted will not be considered.**	
	5 or more positive reference letters that are dated, signed, and not older than 10 years. At least 3 of these references pertain specifically to the provision of similar services within South Africa.	**5**
	4 positive reference letters that are dated, signed, and not older than 10 years. At least 3 of these references pertain specifically to the provision of similar services within South Africa.	**4**
	3 positive reference letters that are dated, signed, and not older than 10 years. At least 3 of these references pertain specifically to the provision of similar services within South Africa.	**3**
	2 positive reference letters that are dated, signed, and not older than 10 years.	**2**
	1 positive reference letters that are dated, signed, and not older than 10 years.	**1**
	No reference letter attached	**0**
Resume of project Manager		**5**
5	CV of a project manager with a degree in project management or PMP/Prince2 certifications with 5 years or more experience in similar projects (copies of qualification(s) and/or certificates must be submitted).	**5**
	CV of a project manager with a degree in project management or PMP/Prince2 certifications with less than 5 years' experience in similar projects (copies of qualification(s) and/or certificates must be submitted).	**4**
	CV of a project manager without a degree in project management or PMP/Prince2 certifications with 10 years or more experience in similar projects (CV must clearly demonstrate in-depth knowledge and experience in managing similar projects).	**2**
	CV of a project manager without a degree in project management or PMP/Prince2 certifications with less than 10 years' experience in similar projects (CV must clearly demonstrate in-depth knowledge and experience in managing similar projects).	**1**
	No project manager CV attached and/or qualifications or certificates	**0**
Resume of project technical team		**10**
10	CVs of 10 or more certified technical resources with five (5) or more years' experience on similar projects. Technical Resources must be certified for the proposed ERP solution and/or cloud technology (copies of qualification(s) and/or certificates must be submitted).	**10**
	CVs of 8 - 9 certified technical resources with five (5) or more years' experience on similar projects. Technical Resources must be certified for the proposed ERP solution and/or cloud technology (copies of qualification(s) and/or certificates must be submitted).	**8**
	CVs of 5 - 7 certified technical resources with more than five (5) years' experience on similar projects. Technical Resources must be certified for	**6**

	the proposed ERP solution and/or cloud technology (copies of qualification(s) and/or certificates must be submitted).	
	CVs of 4 or less certified technical resources with five (5) years or less experience on similar projects. Technical Resources must be certified for the proposed ERP solution and/or cloud technology (copies of qualification(s) and/or certificates must be submitted).	**2**
	No CV or qualifications or certification of technical resources are provided.	**0**
	Project Implementation Plan	**15**
15	**The service provider must provide a comprehensive project management implementation methodology that encompasses all aspects of project management. This methodology should guide the project from initiation to closure, ensuring its effective delivery within the specified constraints of time, budget, and quality.**	**15**
	A. Detailed Project Plan that must have Timelines, Deliverables, Dependencies, and Key Milestones	**4**
	Clearly defined project schedule with start and end dates for each task.	4
	Identification of project deliverables and the tasks required to achieve them.	
	An analysis of dependencies between tasks, indicating how delays in one task may impact others.	
	Identification of key milestones marking significant points in the project timeline.	
	B. Work Resourcing	**3**
	Allocation of human resources, including the identification of team members, roles, and responsibilities.	3
	Allocation of other resources like materials, equipment, and technology required for project execution.	
	Scheduling of resources to ensure their availability when needed.	
	C. Risk and Contingency Strategies	**2**
	Identification and assessment of potential risks that could impact the project.	2
	Development of contingency plans to address risks, including mitigation strategies and response plans.	
	D. Change Management	**2**
	A process for handling changes to the project scope, schedule, or resources.	2
	Procedures for evaluating the impact of changes and obtaining necessary approvals.	
	E. Transition Plan (Onboarding and Offboarding)	**2**
	A plan for smoothly integrating new team members or resources into the project (onboarding)	2

	Strategies for effectively transitioning out resources or handing over the project deliverables upon completion (offboarding)		
	F. Implementation and Execution	**2**	
	Detailed steps for how the project will be implemented and executed, including methodologies and tools to be used.	2	
	Processes for monitoring progress, quality assurance, and maintaining alignment with project objectives.		
	Solution development and implementation services	**30**	
30	**A. Business Design and Blueprinting: evaluation of Legal Aid SA's functional requirements, operational frameworks, and existing IT landscape and provide a comprehensive business blueprint that outlines the alignment of the ERP solution with Legal Aid SA's unique operational needs.**	**5**	
	Comprehensive and detailed business design and blueprinting that perfectly aligns with Legal Aid SA's functional requirements, operational frameworks, and IT landscape.	**5**	
	Average business design and blueprinting that generally aligns with Legal Aid SA's requirements and frameworks but lacks certain details.	**2,5**	
	Poor or no business design and blueprinting, and lack of understanding or consideration for Legal Aid SA's unique operational needs.	**0**	
	B. Configuration and Customization: configure and customize the cloud-based ERP solution to mirror Legal Aid SA's workflows and requirements.	**5**	
	Thorough configuration and customization of the ERP solution that precisely mirrors Legal Aid SA's workflows and requirements.	**5**	
	Average configuration and customization that generally reflects Legal Aid SA's workflows but may not be tailored for all specific requirements.	**2,5**	
	Minimal or no effort in configuration and customization, with little to no alignment with Legal Aid SA's workflows and requirements.	**0**	
	C. Data Migration Strategy: Provide a meticulous migration of finance-related data from the Syspro Financial System and HR-related data from the SAP System into the new cloud-based ERP solution.	**10**	
	Comprehensive and meticulous data migration strategy that ensures seamless and error-free migration from both Syspro Financial and SAP systems.	**10**	

General data migration strategy with some detailed plans but might have potential for errors or missed data from either system.	**5**
Lack of a proper data migration strategy, with a high potential for errors, missed data, or no migration plan at all.	**0**
D. Comprehensive Cut-Over Strategy: formulate a comprehensive plan to ensure that the ERP solution is "usage ready." This strategy should encompass data validation, testing, end-user training, and a structured process for moving from the legacy system to the new cloud-based ERP.	**5**
A thorough cut-over strategy that addresses all aspects: data validation, exhaustive testing, comprehensive end-user training, and a clear process to transition from the legacy system.	**5**
A general cut-over strategy that addresses most but not all aspects, possibly lacking in-depth training or exhaustive testing.	**2,5**
Minimal or no cut-over strategy, with missing components and high potential for disruption during the transition.	**0**
E. Integration Capabilities: The service provider must showcase their ability to seamlessly integrate the new ERP solution with specific existing applications of Legal Aid SA, including ELAA, CSD, Active Directory, Banks of South Africa, and the attendance register systems. Seamless interoperability with these systems is crucial for a cohesive technological ecosystem, facilitating efficient data exchange and process alignment.	**5**
Demonstrates a comprehensive capability for seamless integration with all the listed applications: ELAA, CSD, Active Directory, Banks of South Africa, and the attendance register systems. Clear evidence of prior experience or a detailed integration plan ensuring interoperability, efficient data exchange, and aligned processes.	**5**
Provides a general integration approach, showcasing capability to integrate with most but not all listed applications. Might lack the depth of detail or past evidence for one or two of the specified systems, but overall, there's confidence in their ability to achieve a cohesive technological ecosystem.	**2,5**

	Shows minimal to no evidence of capability to integrate with the specified applications. Lacks clarity in approach, does not provide details on how seamless interoperability will be achieved, or has a high potential of not achieving a cohesive technological ecosystem.	0
	Training and Documentation Requirements	**20**
	A. User Training: Provide a user training strategy and plan for conducting thorough training for all users of the ERP system.	**5**
	Presents a comprehensive user training strategy that ensures all users are adept at using the ERP system. The plan includes hands-on sessions, live demos, and continuous feedback mechanisms.	5
	Offers a general training strategy with basic sessions but may lack depth or continuous support for the users.	2,5
	Does not provide a clear training strategy or lacks essential training components to ensure all users understand the ERP system.	0
20	**B. Process Documentation: provide a sample of documenting the processes (process flows, system configurations, customizations, and integrations) associated with the implemented ERP solution, thus providing Legal Aid SA with a comprehensive reference for understanding and managing the system.**	**5**
	Supplies a detailed sample of process documentation that covers all aspects: process flows, configurations, customizations, and integrations, enabling Legal Aid SA to have a holistic understanding of the ERP system.	5
	Provides a general sample of process documentation which might cover most components but lacks depth in certain areas.	2,5
	Fails to provide a clear sample or lacks multiple components essential for understanding and managing the ERP solution.	0
	C. Key Executive Training: provide a training plan for conducting specialized training sessions for key executives who oversee system performance and utilize generated reports, aimed at equipping them to effectively monitor system performance, interpret reports, and make informed decisions based on real-time data.	**5**
	Proposes a specialized training plan tailored for key executives, ensuring they have a deep understanding of system performance metrics, report interpretation, and decision-making skills based on the ERP data.	5

Offers a general training plan for executives, covering major topics but may lack depth or specialized sessions for in-depth report analysis.	**2,5**
Lacks a clear executive training plan or misses essential components to ensure executives can efficiently use the ERP system for decision-making.	**0**
D. Core Team Training: provide comprehensive training to Legal Aid SA's core team members on selected ERP solution developmental aspects and to empower them with the ability to maintain, enhance, and expand the solution's capabilities to meet evolving business needs.	**5**
Details an exhaustive training plan for the core team, encompassing developmental aspects, maintenance procedures, and methods to enhance and expand the ERP solution in alignment with Legal Aid SA's business evolution.	**5**
Presents a general training plan for the core team, covering most essential components but may lack specialized sessions or depth in certain areas.	**2,5**
Does not provide a defined core team training strategy or misses key aspects crucial for Legal Aid SA's ERP system maintenance and expansion.	**0**
TOTAL	**100**

18.5 FUNCTIONALITY EVALUATION REQUIREMENTS (STAGE 3)

18.5.1 The solution fitment of the ERP solution proposed by the bidder will be evaluated against the response to the FRS, the references of successful implementation and on the basis of the demonstration of the solution in the event of organising a solution demonstration. The following will be the basis of evaluation for this parameter.

18.5.2 Legal Aid SA is looking for ERP Solution which would need minimum customization, if any, the solutions proposed will be rated accordingly – the solutions which need less customization being rated better than the others.

18.5.3 The response to the FRS will be scored based on the five types of responses – readily available or standard, future, needs customization, not available but met through third party tool, not available/not proposed or addressed.

18.5.4 Based on the response against the FRS, each line item in the list of features/capabilities will be allocated a score as below:

Response	Response Letter	Points
Standard	S	4
Future	F	3
Customization	C	2
Third Party	T	1
Not Available/ Possible	N	0

18.5.5 Any letter not in the legend above will receive no marks and will be considered Not Available/Possible (N).

18.5.6 The bidder will be awarded the least response point when more than one response option is selected (e.g., S/C).

18.5.7 Column F should be completed to specify how each functionality is addressed or met by your proposed ERP solution. Additionally, a screenshot can be included in Column G to provide further clarity. It is imperative that these columns be used to demonstrate your system's capability to meet each single requirement. Any inference made to other documents will not be acceptable and awarded marks.

18.5.8 The provided sheets should be completed as-is and should not be retyped or reproduced. Any annexures that are retyped or reproduced will be disqualified.

18.5.9 In order to qualify for further evaluation, bidders are required to achieve a minimum score of 70% on 594 requirements.

Annexure 1: Consolidated ERP Functional and Technical Requirements includes Excel sheets separating ten domains of functional requirements as follows.

Bidders are responsible for completing all fields highlighted in yellow for response.		

Indicator	Definition	Instruction
S	**Standard:** The feature/function **is part of the current software release** and will be implemented by the planned go-live date as part of the supplier's proposal in accordance with the Legal Aid SA's agreed-upon configuration planning.	To further demonstrate the system's capacity to achieve the criteria, respondents are encouraged but not obliged to provide additional information in the Comments column.
F	**Future:** The Feature/Function **will be included in a future software release** made available to the Legal Aid SA by 1 June 2024, at which time it will be deployed in accordance with the Legal Aid SA's agreed-upon configuration planning.	If a response indicator of "F" is provided for a requirement that will be addressed in a future software release, the reply must specify the planned release version and the general availability date.
C	**Customization:** The feature/function is **not included in the current software release** and will not be incorporated in any future software releases. **This feature could, however, be supplied with modifications**. Annexure 2—ERP Price Schedule Worksheet—must contain a list of all associated customisation costs.	If a response indicator of "C" is provided for a requirement that will be addressed by a custom modification, the respondent must include the cost of the modification.

T	**Third Party:** Feature/Function is **not included in the current software release** and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system. This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Respondent shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	N/A

18.6 Common Functional Requirements

#	Technical Requirements	Mandatory	Optional	Response	Specify how this functionality is addressed or met by your proposed ERP solution. Column G could also be supplemented with a screenshot for additional clarity.
Common Functional Requirements					
1.1	The system must be executed on Windows 10 or newer client machines.	X			
1.2	The system must use Microsoft Office 2016 or newer productivity software for any ad hoc data or file exchanges.	X			
1.3	Although the system must run on Microsoft Edge (version 102.0.1245.30 or newer), it must be browser agnostic.	X			
1.4	The System's graphical user interface (GUI) must have an online assistance system.	X			

1.5	Using basic file exchanges or more complex open data protocols, the system must be able to communicate information with state systems and third-party manufacturing systems.	X			
1.6	Administrator ERP system and user security functionality must be included in the system, such as:	X			
1.7	a) Creating a New User	X			
1.8	b) Changing the Name or Address of an Existing User	X			
1.9	c) Restricting User Access to Specific Roles	X			
Security					
1.10	The ERP system must comply with the minimum ERP application-level security requirements listed below:	X			
1.11	a. must restrict access to application functionalities and data using a permission-based approach.	X			
1.12	b. must include user password management capabilities that complies with password policies, including:	X			
1.13	i. expiration and renewal of passwords	X			
1.14	ii. Password Complexity	X			
1.15	iii. must offer a method for granting or revoking user permissions without affecting application data.	X			
1.16	The ERP system must be able to integrate with Service Manager	X			
1.17	The ERP system must be able to integrate with Active Directory/Azure	X			
Audit Trail					
1.18	The ERP System must record who made any modifications to ERP reference tables or financial transactions, together with the date and time of the change.	X			

1.19	All changes made to data by any ERP System user shall need to have the following data points captured: a. Date and Time of Change. b. User Making Change (ID) c. Database Table Change Made In d. Previous (Old) Value e. New (Changed) Value f. Any change to production data that is accomplished by automated workflow processes or triggered activities should note this in the audit logs	X			
1.20	System and application administrators, in addition to operations managers, must have access to audit logs of data changes performed within the ERP system.	X			
1.21	Audit activity logs shall be preserved or archived in line with the organization's retention period, after which they shall be archived of in a manner that allows for easy retrieval when needed.	X			
1.22	System should provide alerts where there are major changes/updates within the system (Capability to send Notification)	X			
1.23	Any changes to production data performed manually by a system or database administrator must be tracked and logged in the Administrators' activity report. And must send alert to the relevant managers, especially for changes made on Vendors data and payroll.	X			
Document Management					
1.24	The system should be able to migrate the existing document currently residing on SharePoint relevant to the records that will be migrated.	X			
1.25	The system should have some kind of standard in terms of version control for SOP and Policies	X			

18.7 Workflow Requirements

Workflows					
2.1	The System shall include the following workflow functionality:	X			
2.2	The System shall allow Legal Aid SA staff to route and approve transactions (such as purchase orders or customer credits). These routing paths and rules shall be customizable and maintainable by Legal Aid SA staff.	X			
2.3	The System shall include journaling functionality which allows Legal Aid SA users to create reminders and to-do / follow up lists for client's service and other in-house functions.	X			
2.4	The System shall include automated reports distribution features (like e-mail list distribution, web publishing).	X			
2.5	The Approval Framework and the Delegation of Authority processes should be embedded to this system.	x			
2.6	The System shall notify designated Legal Aid SA supervisors if certain workflow items or tasks needs approval before it is moved from one location to another (to be determined by Legal Aid SA).	X			
2.7	The ERP System shall have the ability to configure automatic alerts and escalations based on agreed timelines	x			

18.8 Reporting Requirements

#	Technical Requirements	Mandatory	Optional	Response	Specify how this functionality is addressed or met by your proposed ERP solution. Column G could also be supplemented with a screenshot for additional clarity.
Reporting Requirements					
Phase 1					
Financial Management Reports					
3.1	Users must be able to generate reports based on parameters (such as date ranges or individual plants or goods) and modify "out of the box" reports.	X			
3.2	The system should enable users to generate charts and graphs based on underlying data.	X			
3.3	Users' online ad hoc reports must be able to be stored at any time for future reference and reuse.	X			
3.4	Limiting filters must be applied to the report selections in order to decrease the quantity of returned records.	X			
3.5	The reporting functionality of the system must include drill-down capabilities on result sets to more granular levels of detail.	X			
3.6	Data analysis and reporting shall be performed utilising business intelligence capabilities, without the need for SQL skills.	X			

3.7	The system's reporting functionality must be web-based and not need the purchase or installation of any software add-ins on end-user computers.	X			
3.8	Reports must be compatible with desktop applications (including but not limited to Microsoft Excel).	X			
3.9	Reports must be capable of being automatically scheduled for execution and distribution/publication.	X			
3.10	The system must allow the user to do "What-if" analyses utilising near-real-time data without impacting performance.	X			
3.11	Users must be able to modify forms and reports, including the addition and removal of user fields and layouts.	X			
3.12	The system's report generation must be robust and permit authorised people to choose data fields and change relationships in order to create queries and programmes that generate reports.	X			
3.13	The system shall have data fields and operations available for users to access and select and shall make them easily accessible to permit the customization of input fields, level of agency scope, and other factors desired by users, without requiring the purchase of additional software to create, enhance, or customise the inputs and outputs to these queries and reports.	X			
3.14	The system must have the ability to save, and export created reports to several devices and media, including printers, other software for further analysis, and presentation software.	X			
3.15	The ERP System must generate Trial Balance reports.	X			
3.16	The ERP System shall produce balance sheets	X			
3.17	The ERP System must generate detailed Chart of Accounts reports.	X			
3.18	Journal entries, adjustments, and journal history detail reports must be generated by the ERP System.	X			

3.19	The ERP system must generate General Ledger Detail Reports.	X			
3.20	The ERP System must generate income statements.	X			
3.21	Profit and loss statements must be generated by the ERP System.	X			
3.22	The ERP System is required to generate a Statement of Changes in Financial Position.	X			
3.23	The ERP System must generate comparative general ledger reports for current and prior periods, including actual and budgeted amounts.	X			
3.24	The ERP System shall provide standard audit control reports to balance and validate ledgers, which shall include the following:	X			
3.25	a. General Journal Proof report	X			
3.26	b. General Ledger Journal Audit report	X			
3.27	c. General Ledger Detail Audit list	X			
3.28	d. Suspense Account activity report	X			
3.29	e. General Ledger File Maintenance report	X			
3.30	f. General Journal Entry	X			
3.31	g. General Ledger Posting	X			
3.32	h. Invoice Batch Control Report	X			
3.33	i. Invoice Audit Report	X			
3.34	j. General Ledger Entry Report:	X			
3.35	The ERP System shall produce Aging Reports for Payables	X			
3.36	The ERP System shall produce a Purchase Invoice Journal.	X			
3.37	The ERP System shall produce a Vendor Master report	X			
3.38	The ERP System shall produce Vendor Master File Maintenance reports.	X			

3.39	The ERP System shall generate lists of fixed assets (Additions, Retirements, Changes, and Valuations at user determined points in time).	X			
3.40	The ERP System shall generate Depreciation Schedules for Fixed Assets.	X			
3.41	The ERP System must generate Fixed Asset Identification reports	X			
3.42	The ERP System shall generate reports on Fixed Assets by location.	X			
3.43	The ERP System shall generate Fixed Assets File Maintenance	X			
3.44	The ERP System must generate Cash Requirements reports.	X			
3.45	The ERP system must generate Cash Receipts journals.	X			
3.46	The ERP System must generate Cash Disbursement journals.	X			
3.47	The ERP system must generate cash flow reports.	X			
3.48	The ERP System shall produce Budget Preparation File report	X			
3.49	The ERP System shall produce Budget Posting Status report	X			
3.50	The ERP System shall produce the capability to analyse budget variances via standard and ad hoc reports	X			
3.51	The ERP System shall produce the Business Units and Department Budget reports	X			
3.52	The ERP System shall produce Budget versus Actual analysis reports and report across multiple years	X			
3.53	The ERP System must generate client invoices in a manner that can be printed or sent to customers.	X			
3.54	The ERP System must generate Aged Receivables Reports.	X			
3.55	Customers will receive monthly statements from the ERP System that detail their account activities.	X			

3.56	The ERP System must generate collection letters for delinquent Receivables.	X			
3.57	The ERP System shall generate reports on delinquency.	X			
3.58	The ERP System must create General Ledger posting reports.	X			
3.59	The ERP System is required to generate Purchase Orders.	X			
3.60	The ERP System must generate a report on Current/Pending Orders.	X			
3.61	The ERP System must provide the ability to Print Purchase Orders per Supplier/account for all Local Offices	X			
3.62	The ERP System must generate a report on Completed/Historical Orders.	X			
3.63	The ERP System must generate partial order fulfilment data by cost centre.	X			
3.64	The ERP System must generate Purchase Order Entry and Audit	X			
3.65	The ERP System to produce age analysis report for unactioned tasks on the workflow	X			
3.66	The ERP System must generate the BI reports for PPU on all payments made for the chosen period for every region or office, age wise.	X			
Phase 2:					
Payroll					
Monthly payroll reports					
3.67	The required system must be able to produce the following third-party monthly reports:	X			
	Medical Aid Scheme Report				
3.68	Funeral Scheme Report	X			

3.69	Trade Union Report	X			
3.70	UIF Report	X			
3.71	Employee Benefits Insurance Report	X			
3.72	Bonus Provision Report	X			
3.73	PAYE Report	X			
3.74	Pension Fund (AIPF) Report	X			
3.75	Payroll Audit Trail report (for monitoring purposes)	X			
3.76	Garnishee Report	X			
3.77	UIF Declaration return Report	X			
Reports: Quarterly payroll reports					
3.78	The required ERP system must be able to produce the following reports:	X			
	Directors Remuneration needed by Management Accountant.				
3.79	STATSSA return in terms of new appointments, terminations, and earnings.	X			
Half Annual payroll reports					
3.80	The required ERP system must be able to produce the following reports:	X			
3.81	Tax register, which is a schedule containing employee details, taxable earnings, tax deductible deductions, and tax deductions, SDL and UIF deductions.	X			
3.82	EMP501 – Tax certificate process and report	X			
Annual payroll reports					
3.83	Tax register which is a schedule containing employee details, taxable earnings, tax deductible deductions, and tax deductions, SDL and UIF deductions.	X			
3.84	Annual costing details needed for the Annual HR Tables	X			

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3.85	STATSSA return in terms of new appointments, terminations, and earnings.	X			
3.86	EMP501 – Tax certificate process and report.	X			
3.87	COIDA return	X			
Human Resource Management Reports					
3.88	The system should be able to generate and customise automated reports and graphs which will include the following:	X			
3.89	• Type of offence(s) committed by employee. (The list of offences in the Disciplinary Policy to be included)	X			
3.90	• Date on which the offence came to management's attention	X			
3.91	• Date on which management first took action	X			
3.92	• The authorised line manager and Executive	X			
3.93	• The duration of the case from start until end	X			
3.94	• The outcome of the case or if no outcome indicates the current status, e.g. Pending	X			
3.95	The ERP System should have the functionality to manage and report on the full employee life cycle	x			
3.96	Performance Management Reports- system should be able to generate report for the select period, region and local offices	X			
3.97	A comprehensive report with the functionality to report on hours spent on a training at any level of the organisation, that is, on National Provincial or Local Office.	X			
3.98	The system should be able to generate a report of sign offs for the selected month and offices/departments	X			
3.99	The ERP System should have the ability to present the BI reports PPU for all payments made for the month for every region or office, age wise.	X			

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3.100	The ERP System should have the ability to present the Salary listing Reports	X			
3.101	The ERP System should have the ability to present the Staff complements and Organisational Structure Reports	X			
3.102	The ERP System should have the ability to present the Leave Provision and Leave Balances to be signed off by employees	X			
3.103	The ERP System should have the ability to present the list of Terminations	X			
3.104	The ERP System should have the ability to present the health and safety Reports	X			
3.105	The ERP System should have the ability to present the Attendance Register Reports	X			
3.106	The ERP System should have the ability to present the Labour Relations Reports	X			
3.107	The ERP System should have the ability to present the Employment Equity Reports	X			
3.108	The ERP System should have the ability to present the Disability Reports	X			
3.109	The ERP System should have the ability to pull monthly reports and graphs on recruitment status	X			

18.9 Financial Management

#	Technical Requirement	Mandatory	Optional	Response	Specify how this functionality is addressed or met by your proposed ERP solution. Column G could also be supplemented with a screenshot for additional clarity.
General Ledger (GL)					
4.1	The system must be able to draw summarized Trial Balance at consolidated level, Department or Province. The Trial Balance should include Budget	X			
4.2	The system must have the ability to run Trial Balance per GL for both actual and Budget, and Ability to extract data per Cost Centre and Consolidate per GL	X			
4.3	The system must produce Trial Balance Report that can drill down per item, per cost centre.	X			
4.4	The Trial Balance must show negatives for credit balances when imported to excel.	X			
4.5	The journal should allow multiple postings of journals at once instead of a single posting.	X			
4.6	The system should allow finance department users to request detailed GL and TB for the whole period. This functionality must not be limited to system administrators only.	X			
4.7	The Financial module should be integrated with the HR Module for Z0 and Z1 Files.	X			
4.8	The system should have period 13 for the Finance Department to process GRN's for those services received before 31 March. It will assist in avoiding having to process accruals manually.	X			

4.9	The ERP System must have a chart of accounts structure that is both flexible and expandable (in terms of segment length and number of segments).	X			
4.10	The ERP System shall allow user controlled and automatic postings of all financial accounting transactions from any ledger or sub-ledger into a single database	X			
4.11	The ERP System must enable all business units with appropriate user security to access their financial data.	X			
4.12	The ERP System shall allow monthly pre-closing proof closes for trial balances	X			
4.13	The ERP System shall allow journal entries to be created and funds to committed in transactions that will be paid in the current financial year as per GRAP (are accounting standards issued by the Accounting Standards Board in terms of Section 89 of the PFMA)	X			
4.14	The ERP System shall allow Legal Aid SA users to set up and maintain accounting codes, account structures, and ledgers including reporting structures and departmental.	X			
4.15	The ERP System must provide five years of historical or periodic variance analysis data for comparisons of actual General Ledger balances and details at the business unit level to prior balances and details.	X			
4.16	The ERP System shall allow postings for prior period adjustments for audit purposes.	X			
4.17	The ERP System must support automatic year-end rolling of sub-ledger and general ledger control account balances.	X			
4.18	The ERP System must support automatic financial module balancing, as well as automated reversal of accruals journals.	X			
4.19	The ERP System shall allow the creation of a suspense account to hold transactions with errors that can be processed and classified at a later date.	X			
4.20	The ERP System must be able to keep an audit trail from the initial postings to the final posting.	X			
4.21	The ERP System shall provide the capability to post and maintain balances for the current period and prior period until the prior period's closing is complete.	X			

4.22	The ERP system should have the capability to provide controls to prevent the creation of duplicate transactions.	X			
Accounts Payable (A/P)					
4.23	The ERP System must provide a method for calculating suppliers that are in Accounts receivables and Accounts payables.	X			
4.24	The ERP System must enable the drilldown of a transaction from Accounts Payable back to its source and supporting documentation.	X			
4.25	The ERP System must include, at a minimum, all verified data elements from the present Legal Aid SA system's Master Files including historic data across all modules in readable form for users.	X			
4.26	System should allow for scheduling of payments to creditors, it should also allow for reporting on outstanding purchases/invoices per creditor.	X			
4.27	The ERP System shall permit Legal Aid SA to configure existing payables policies and procedures in accordance with GRAP.	X			
4.28	The ERP System that has an ability to conduct Aging Analysis /GRN periods for outstanding invoices of vendors				
4.29	The ERP System should automatically generate remittance advices and email to suppliers				
4.30	The ERP System should have a functionality for Tracking & authorization of incoming invoices				
Fixed Assets (FA)					
4.31	The system should have the ability to calculate the residual values of the assets.	X			
4.32	The system should have a built-in asset verification module for the condition of the assets to either prompt disposal or impairment. If the system doesn't have an asset verification module built in, it should have an integration interface so that assets can be checked easily and quickly every month or quarter.	X			
4.33	The system should also include functionality to re-estimate the useful life span of the asset.	X			

4.34	Reports: FAR that agrees to the PPE note-asset movement schedule with all other inputs; opening date, acquisition date, cost price, description, depreciation period, residual values, accumulated depreciation, depreciation for the year, and disposal value.	X			
4.35	The system should have a built-in workflow for approval when transferring the assets from one cost centre to the other.	X			
4.36	The system should have the report, including recons, on a monthly basis.	X			
4.37	The system should have depreciation reports for disposals, acquisitions, and transfers for the selected periods or years.	X			
4.38	The ERP System shall allow Legal Aid SA to configure and maintain Fixed Asset data	X			
4.39	The ERP System shall track depreciation for all Fixed Assets in Legal Aid SA including all tangible assets (buildings, property, and equipment)	X			
4.40	The ERP System shall automatically post monthly depreciation to the general ledger	X			
4.41	The ERP System shall contain and support all Fixed Assets records including re-evaluations and tax reporting (exempt)	X			
4.42	The ERP System shall support all Fixed Assets transactions (updates, transfers, retirement)	X			
4.43	The ERP System shall contain, at a minimum, all the validated data elements in the current Legal Aid SA system Fixed Asset file	X			
4.44	The ERP System shall provide for the automatic calculation of amortization and depreciation of assets	X			
4.45	The cost centres should have the functionality to log a notification of an the loss of all the assets, with ability to upload a variety of required documents. Upon the submission of the asset loss notification, the system should automatically send alerts to the provincial financial managers relevant, and national supervisor. The National Supervisor should have the functionality to send back for further comments on documents.	X			

	Cash Management (Petty Cash)				
4.46	The system should be able to upload the bank statement, and it should be able to match payments so that you don't have to manually check and match.	X			
4.47	The ERP System must support the recording of cash charges, payments, and deposits.	X			
4.48	The ERP System must record cash transactions on the General Ledger and update Accounts Receivable.	X			
	Budgeting				
4.49	The system should have budget worksheets built into the system, integration with employee costs, and a contract management system. (Include prior year expenditure, current budget, and future budget fields for the 3 years MTEF period)	X			
4.50	The system should allow the departments and branches to capture budgets online and send them for review in accordance with the approval framework (workflow), with a full audit record of the date and time of each phase processed.	X			
4.51	The system should have the ability to extract fully itemised organization, PO, and NO budgets and review them offline.	X			
4.52	The system should allow for the reviewed budget to be sent back to the users as workflow with comments for action. It should also enable the reviewed Microsoft Excel budget to be uploaded back to the system.	X			
4.53	The system should be enabled for online approval submission and should retain the data captured and not further changes once the budget has been approved.	X			
4.54	The system should have a real-time built-in budget transfer with a full audit trail and reference number. It should show whether the amount was increased or decreased and a date stamp.	X			
4.55	The system should have the ability to print a monthly itemised budget vs. expenditure report. organisational, provincial, and national offices.	X			
4.56	The system should allow an escalation CAP per branch (cost centre) such that the cost centre cannot exceed the CPI escalation.		X		

			X		
4.57	The system should have a budget analysis and comparison report, including graphs.		X		
Accounts Receivable (A/R)					
4.58	The system should enable the creation of the debtors' records to be created using the mandatory unique identifier-employee number or identity number.	X			
4.59	The system should allow for the incorporation of employee numbers so that when a payroll deduction is done, it is applied to the debtor's balance.	X			
4.60	The system's age analysis should take into account payments on the total balance, not the age of the account.	X			
4.61	The system should have the functionality for impairment assessment incorporated.	X			
4.62	The system should have reminders to hand over to the Corporate Legal department in line with SOP's.	X			
4.63	The ERP System shall administer and monitor credit management	X			
4.64	The ERP system must be capable of processing payment SET-OFF and integrate seamless with the Accounts payable module for contra transactions	X			
4.65	The ERP System shall automatically post to the General Ledger when a batch as per Audit adjustments	X			
4.66	The ERP System shall permit Legal Aid South Africa to configure and maintain this function in compliance with Legal Aid South Africa's policies and procedures and outlined in the GRAP standards. The system should be able to produce a full set of Annual Financial Statements in accordance with GRAP to be audited by Auditor General. The set should include accounting policies; statement of financial performance; position; change in equity; cash flow statement; statement of actual versus budget and notes to the financial statements.	X			
4.67	The ERP System will permit Legal Aid SA to configure and maintain customer master data records.	X			
4.68	The ERP System must handle billing adjustments.	X			
4.69	The ERP System shall be able to record the cancellation and write-off of receivables, including interest, penalties, and administrative fees.	X			

4.70	The ERP System must have all verified data elements from the current Legal Aid SA system. Physical invoice header document	X			

18.10 Purchasing Management

Vendor and Suppliers					
5.1	When capturing the vendor, the system should enable capturing of the following fields, but not limited to: a) Business Registration, including details of directors and membership b) Bank account holder information c) In the service of the state status d) Tax Compliance status e) Identity number f) B-BBEE status level g) Tender defaulting and restriction status h) Supplier address i) Female or Youth indicators	X			
5.2	The system should have the functionality to place all non-compliant vendors on hold in terms of the selected criteria, e.g., tender default, non-tax compliant, restricted employees.	X			
5.3	The system should have the ability to block the requisition and purchase order processes for non-compliant vendors and prevent processing of the GRN and payment approval	X			

RFQ Initiation				
5.4	The system should allow for the requirement of only one quotation when the procurement value is less than R 2000 (where rand value specified, the system should have an ability for Rand values to change overtime due to National Treasury thresholds), otherwise it should be mandatory to attach three quotations in line with the organisations' approval framework. A deviation report should be attached where three quotes cannot be obtained. The threshold values should be configurable to permit legislative requirements aments.	X		
5.5	The system should provide for procurement of more than R 2 000 to R 30 000 (three quotes) with approval aligned to the Approval Framework; a motivation function for less than three quotes. Ability for threshold values to change as and when legislative requirements permit. This must be at no additional cost to the organisation and managed internally.	X		
5.6	The system should allow for the procurement of more than R 30 000 to less than R 1 000 000 (three quotes), with a motivation function for less than three quotes to be approved in accordance with the approval framework. Ability for threshold values to change as and when legislative requirements permit. This must be at no additional cost to the organisation and managed internally.	X		
Sourcing				
5.7	The system should integrate to Central Database Supplier system, allowing only active suppliers from CSD to be sourced/approached only if they meet the minimum complaint requirements (e.g., Active Supplier, No government employees/ not a restricted supplier, and Tax Complaint).	X		
5.8	The system should also allow to add compliant and active suppliers for the commodity to be included apart from CSD search list prior to sending RFQ emails to suppliers.	X		
5.9	When sourcing the quotations, the system should verify the available budget of the cost centre or commodity budget (line item) to prevent overpaying or duplicate requests.	X		

5.10	Additionally, the system should have the functionality to perform the following checks: a. Budget confirmation prior to sourcing; b. Filtering of the type of goods and services required by area and region c. Inclusion of Functionality Evaluation where applicable (not all RFQ's); d. Automatic random & manual selection of a minimum of 5 suppliers per chosen commodity/per RFQ; e. The ability to upload RFQ documents (Specification, SBD's) for only the selected suppliers; f. Email functionality (ability to send the RFQ and its attachments to the selected suppliers; and a designated email address for responses by the selected suppliers per RFQ sent (per RFQ: e.g. RFQ001@legal-aid.co.za etc.); g. Creation of an system automatic timer and a manual timer (closing date and time functionality) for an RFQ with a minimum of 5 working days (more than R 2 000 to less than R 1 000 000); h. Access to quotations is only granted after an automatic timer/manual timer lapses (limited users); i. Allow portal evaluation as per functionality evaluation values per RFQ where applicable. j. Generate a recommendation once 80/20 is applied (manual or automated); k. Functionality for tax verification (e-filing linked per user/s);	X			
5.11	Once the sourcing recommendation has been captured, the workflow should move to the next authorizer/approver as per delegation (dependent on value as per Approval Framework);	X			
5.12	For a new vendor, the full details should be captured to create a new vendor/number on the system prior to approving the quotation/requisition/purchase order.				
5.13	The system should only allow the approved quotations, requisitions, and purchase orders to be linked to the CSD complaint vendors and confirm/verify the account/banking details using the CSD supplier number (MAAA Number) against the organisation records.	X			
5.14	The system should have the functionality to record the value of contracts, duration (once-off/period) etc.	X			

5.15	The system should have the functionality to provide automated summary reports of RFQ's, Requisitions and Purchase orders with filters for demographic information.	X			
5.16	The system should have the functionality to populate/interface with the contract module;	X			
Reporting					
5.17	The system should have comprehensive reporting capabilities, such as provision of monthly, quarterly, and annual procurement spend vs budgeted;	X			
5.18	Filtering of User Track Records (approved RFQ's, Requisitions and Purchase orders etc.) should be possible in the system.	X			
5.19	Provide supplier track record (values, type of appointment);	X			
5.20	Provide commodity spend analysis, demographics, area;	X			
Contract Schedule Inputs					
5.21	The ERP System shall permit capturing of common contract schedule and create a contract ID which should include Contract start and end dates, type of contract, value, duration etc.	X			
5.22	The system should have functionality to allocate the official responsible (Project Manager) linked to their relevant Executive	X			
5.23	The ERP System must link an invoice payment to the contract and purchase order; and detect duplicate payments/similar payments for verification prior to approval	X			
5.24	The system should close the contract once contract value is reached as per inputs. Only allow for higher approval for exceeding contract value by the delegated authority as per Approval Framework	X			
5.25	The ERP System shall allow for additional payments post the close out should be flagged (blocked/authorizer approval needed);	X			
5.26	The ERP System shall provision for once-off and multi-year projects as per purchase order;	X			

5.27	The System must allow for contract reviews/supplier performance monitoring as per milestone captured on the schedule.	X			
5.28	The System must prompt monthly and quarter reviews (dependent on the duration) by Project Manager and signed-off by the relevant Manager/Executive	X			
5.29	The system should allow for contract reviews/performance reports to be downloadable/access by Legal Aid SA authorised officials	X			
5.30	The system must flag below average performance (as per reviews) to Legal Development/relevant Executive and Procurement for intervention	X			
5.31	The system must send contract expiry date notifications to the Project Manager and the relevant Executive (countdown timer with monthly notifications, starting from 12 months downwards) with escalation to the COO/NOE/CLE at 3 months.	X			
5.32	Procurement Plan to be on the ERP system with an edit function by responsible user; link to what has been procured (BAC/RFQ signed off for appointment), should link to contract module for contract register, any payment updated (not exceeding contract amount/period).	X			
5.33	The system should flag and notify linked users (Project Manager/Executives) of the procurement plan timelines/periods not matched or exceeded (e.g., periodic) and completed commodity line items.	X			
5.34	The System must provide reports on the procurement spend: the Procurement plan estimated values and Commitment Register/Contract Schedule/approved purchase orders and invoice payments.	X			
5.35	The system should allow for Tender closing register, with manual populated information on bids received, electronic register/signature, will act as backup.	X			
Variation of Contract					
5.36	The ERP system should have the ability to link cost centres and users to their correct budget general ledger codes;	X			

5.37	The ERP System should allow user requests to be linked to transaction values based on a threshold.	X			
5.38	The ERP system should allow for the uploading of supporting documents;	X			
5.39	The ERP System should allow a user to connect VOC to the current contract (contract schedule) and populate standard information (e.g., supplier details, SCM admin documents, etc.).	X			
5.40	The ERP system should allow for verification and configuration of specified fields to be mandatory when creating a variation.	X			
5.41	The ERP System should allow you to edit requests while they are being processed or before they are approved (for example, by adding more information).	X			
5.42	The ERP system should have the ability to monitor the status of the request (approval stage/s);	X			
5.43	The ERP system should have email notification to take action when the task requires their action.	X			
5.44	The ERP System should allow all role players to download final approved documents (audit purpose/trail).	X			
5.45	The ERP System should enable approved variations to be automatically updated on the contract schedule (linked to cost centre/budget/user).	X			
5.46	The ERP System should notify the end user of the final approval (to action the request/operations).	X			
Deviations					
5.47	The ERP system should have the ability to link cost centres and users to their correct budget general ledger codes;	X			
5.48	The ERP System should allow user requests to be linked to transaction values based on a threshold.	X			
5.49	The ERP system should allow for the uploading of supporting documents; at inception or prior to approval	X			

5.50	The ERP System should allow the user to create a contract (contract schedule) and populate standard information (e.g., contract value, duration, contract type, supplier details, SCM admin documents, etc.).	X			
5.51	The ERP system should allow for verification and configuration of specified fields (CSD, TAX verification, ID verification with DPSA) to be mandatory when creating the deviation.	X			
5.52	The ERP System should allow you to edit requests while they are being processed or before they are approved (for example, by adding more information) and keep audit trail of amendments/edits.	X			
5.53	The ERP system should have the ability to monitor and display the status of the request (approval stage/s);	X			
5.54	The ERP system should have ability email notification to take action when the task requires their action (with time limits).	X			
5.55	The ERP System should notify the end user of the final decision (approval/decline) by the delegated authoriser (to action the request/operations).	X			
5.56	The ERP System should enable approved deviation to be automatically updated on the contract schedule created (linked to cost centre/budget/user).	X			
5.57	The ERP System should allow all role players (in the route form) to download final approved documents (audit purpose/trail).	X			

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18.11 Fleet Management

	Fleet Register tracking				
6.1	The system needs to have a facility that will allow for the capturing of an unlimited number of fleet vehicles, where one can track all of the descriptive details listed below per vehicle.	X			
	• Provincial Office	X			
	• Local Office	X			
	• Make	X			
	• Model	X			
	• Engine Capacity	X			
	• Colour	X			
	• Registration Number	X			
	• Asset Number	X			
	• Purchase Year	X			
	• Disposable Status	X			
	• Odometer Reading	X			
	• Month KM Travelled	X			
	• Last Service Date	X			
	• Next service due	X			
	• CARP Status-	X			
	• Tracking Device	X			
	• Licence Disc End Date	X			
	• Garage Car Number	X			

6.2	Once a vehicle's descriptive details except for an asset number are captured and the mandatory documents are uploaded and submitted, a task should be created for the asset officer in the finance department to generate an asset number and capture the acquisition of the relevant vehicle on the Financial ERP. Once an acquisition is made, a task or alert should be sent back to the cost centre that made the purchase to add the asset number to the Fleet Register.	X			
6.3	The vehicle will only be available for allocation once an asset number is captured and saved, and users should not be able to delete it from the register. Its status can be changed with the approval of the cost centre manager.	X			
Allocation List					
6.4	The system should have a facility for the National Supervisor to capture the vehicle allocation per cost centre as per the approved National Allocation List. If at any given moment a cost centre vehicle allocation deviates from the approved allocation, the system should have the ability to immediately send an alert to the National Supervisor. This alert should be sent every seven days until the correction is made.	X			
Transfer of vehicle					
6.5	When a vehicle is transferred to another cost centre, the system should allow an update on the fleet register where the vehicle status can be changed to "transferred to relevant local office". The system should make it mandatory for every transfer to:	X			
6.6	• capture the reason for the transfer.	X			
6.7	• confirm by indicating on the system that the garage card that is linked to that vehicle has been forwarded to the receiving cost centre.	X			
6.8	• update the tracking facility of the transfer, and	X			
6.9	• enable the cost centre manager to verify the transfer.	X			
Service and Maintenance					
6.10	On the basis of the vehicle captured data, The system should have the functionality to assist with the tracking of service and maintenance periods for all vehicles, which means that the system will have to keep track of the mileage of the cars, which will in turn inform the following:	X			

6.11	a. Service Intervals /Frequency,	X			
6.12	b. Last Service Date (including mileage)	X			
6.13	c. Next Service Date (including mileage).	X			
6.14	d. The system to show vehicles which are due for disposal.	X			
6.15	e. This system should also have the capability to send alerts to the National Supervisor and the relevant Local Office Fleet Officer at least 1000 kms or a month before the service date or the maintenance is due and, for ease of identification, colour code those vehicles on the Fleet Register until they are serviced, and the cost of service is recorded.	X			
Monitoring Car Licence Disks					
6.16	On the basis of the vehicle captured data, the system should have the capability to monitor the car licence disc expiry date for all vehicles and to send an alert to the National Supervisor and the relevant Local Office Fleet Officer at least a month before the expiry date. An alert will be sent every seven days until a new licence renewal date is captured.	X			
Rotation of vehicles					
6.17	The system should have the capability to rotate vehicles within the cost centre, taking into account the number of passengers, the purpose for use, and the condition of the route to be travelled, in order to ensure that all vehicles are used equitably and effectively.	X			
6.18	The system should automatically remove the car from the rotation list if the vehicle's licence discs have become invalid.	X			
6.19	The system should automatically remove a vehicle from the rotation list if it has not been maintained or serviced in accordance with the schedule	X			
Notification of Accident					
6.20	The cost centres should have the functionality to log a notification of an accident, upload documents and pictures of the accident. Upon the submission of the accident notification, the system should automatically send alerts to the national supervisor. The	X			

	National Supervisor should have the functionality to send back for further comments on documents.				
6.21	The system should have a functionality to capture and track the vehicle insurance claim status.	X			
Monthly status of vehicles					
6.22	All cost centres should have the functionality to record the status of all vehicles in their cost centre by selecting from a dropdown list of conditions, and they should also have the ability to capture comments should the need arise. This update should be monthly.	X			
Schedule of Employees driver's licence					
6.23	The system should have the capability to maintain the copies of employees' driver's licence details and also have the functionality to send an alert to the respective employee a month before the driver's licence expiry date. If the system doesn't get an update by the time the licence runs out, it should send a notice of suspension to both the employee and the relevant	X			
Identifying vehicles for Disposal					
6.24	The system should have the functionality to track the age of a car and its mileage as it is used and automatically send alerts to the national supervisor and the relevant local office fleet officer to dispose of them when the mileage reaches its configurable threshold (i.e., 200 000 kilometres or 9 years).	X			
Monitoring Dormant Garage Cards					
6.25	All garage cards are linked to a vehicle, and the system should have the functionality to monitor all garage cards that have not been used for a month or more and send an alert to the local fleet officer with a link containing reasons for its being idle to the National Supervisor	X			
Module to Request a Car					

6.26	The system should have the functionality for all cost centres to kick start the process of requesting vehicles by completing the trip sheet electronically and also forwarding it to a relevant manager for authorisation. The trip sheet will contain the following information:	X			
6.27	• Driver's Name and Surname	X			
6.28	• Licence no	X			
6.29	• Licence valid from / To	X			
6.30	• Date	X			
6.31	• Reason for trip	X			
6.32	• No of Passengers	X			
6.33	• Passenger Name(s) and Surname(s)	X			
6.34	• Start kms	X			
6.35	• Condition of Road	X			
6.36	The system should have the functionality to submit the trip sheet to the fleet officer in the relevant cost centre.	X			
6.37	The system should have the functionality for the fleet officer to receive and confirm the validity of the driver's licence and record the car mileage and fuel when booking it out.	X			
6.38	The system should have the functionality to print the car inspection sheet that will be used by both the driver and the fleet officer before booking out the car.	X			
Upon vehicle return					
6.39	The system should have the functionality to search for a vehicle using date, vehicle registration number, or driver's name and a functionality for the fleet officer:	X			
6.40	• to record the mileage.	X			
6.41	• to verify receipt of car keys and garage card	X			
6.42	• to upload the fully completed car inspection sheet, petrol receipts, and payment slips for tolls.	X			
6.43	• to confirm this upload to the system.	X			
Payment of Parking/Municipality ticket Fines					

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		Mandatory	Optional	Response	Specify how this functionality is addressed or met by your proposed ERP solution. Column G could also be supplemented with a screenshot for additional clarity.
6.44	The system should have the functionality to search for a driver at a particular time using the date, vehicle registration number, or driver's name on the ticket, to scan/upload the ticket, and immediately generate an email with the ticket fine as an attachment.	X			
6.45	The system should email the driver and the fleet officer in the relevant cost centre every seventh day until the payment has been captured and closed with a required proof of payment uploaded.	X			

18.12 Payroll

#	Technical Requirement	Mandatory	Optional	Response	Specify how this functionality is addressed or met by your proposed ERP solution. Column G could also be supplemented with a screenshot for additional clarity.
System integrity					
7.1	The required system should be capable of validating data such as ID numbers, duplicate ID numbers, overtime limits, bank details, tax reference numbers, duplicate employees, alerting the user if travel claims are submitted after a month (for the user to request motivation), etc.	X			
7.2	The system should have audit trail facility to pull a report for all changes reflecting what change was made and when, the user ID of the person who effected change and the outcome thereof.	X			
Payroll inputs					

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7.3	The required payroll system should be able to process both bulk and manual inputs for overtime claims, acting allowances, travel reimbursement claims, subsistence allowances, telephone deductions, AOD's deductions, reimbursements, bursary loan deductions, trade union deductions, SARS garnishees, bond deductions, metropolitan deductions, stop salary payments, advance recovery, medical aid contribution adjustments etc.	X			
7.4	The system should have a facility to capture Retirement Annuity and factor the premium for employee tax reduction only without deducting the actual premium from the employee's earnings. It should also accommodate the option to increase monthly tax in order to have a tax-free bonus month, etc.	X			
7.5	The system should also be able to claw back instalment deductions such as AOD's and bursary loans where an employee terminates service before the loan is fully recovered.	X			
Payroll Processing					
7.6	The required ERP system should be able to close a tax period for controls and be able to restore a period should there be an issue encountered to do this. Alternatively ensure proper backdated adjustments feature to handle these scenarios.	X			
Dummy payroll run / simulation process					
7.5	The system should have a soft lock functionality to prevent users from making payroll changes during the payroll run process and to unlock it after the run process.	X			
7.6	The system should have the functionality to start a payroll run process.	X			
7.7	The system should be able to update the database and import master data captured on the system in terms of payroll changes and inputs due for payments such as new appointments, terminations, leave encashment, salary adjustments, etc.	X			
7.8	The system should be able to produce an error log with a description of errors (if any) for ease of correction.	X			
7.9	The system should be able to produce payroll results, dummy payslips, and third-party reports for checking.	X			
7.10	The system should be able to perform test GL posting simulation and to produce errors with a description of the errors (if any) for ease of correction.	X			

7.11	The system should have the functionality to "Delete Payroll Results" before the final payroll run.	X			
Final payroll run process					
7.12	The system should be able to run the payroll process output file, which would be ready for a live GL posting.	X			
7.13	The system should be able to perform live GL posting, to produce a GL posting report, and to upload the same to the financial system for third-party payments.	X			
7.14	The system should be able to perform EFT/bank transfer processes and to produce an EFT/bank transfer report compatible with the FNB system or equivalent. We have to be able to separate the file for terminations and new appointments.	X			
7.15	The system should be able to download the produced EFT/bank transfer report to Cashbook for upload to the FNB system or equivalent, for salary payments and third parties.	X			
7.16	The system should have the functionality to roll over into the next payroll after the payroll run process and have the functionality to do retro accounting for backdated changes within the current payroll period.	X			
Employee self service					
7.17	The required system must be able to give employees safe access to their electronic payslips so they can view and print them.	X			
7.18	The required system must be able to encrypt employees' electronic payslips to be opened by punching user ID's.	X			
7.19	The required system must be able to give employees safe access to their IRP5s so they can view and print them.	X			
Monthly payroll reports					
7.20	The required system must be able to produce the following third-party monthly reports: Medical Aid Scheme Report	X			
7.21	Funeral Scheme Report	X			
7.22	Trade Union Membership Report	X			

7.23	UIF Report	X			
7.24	Employee Benefits Insurance Report	X			
7.25	Bonus and Leave Provision Report	X			
7.26	PAYE Report	X			
7.27	Pension Fund (AIPF) Report	X			
7.28	Payroll Audit Trail report (for monitoring purposes)	X			
7.29	Payments and Costing Report	X			
7.30	UIF Declaration return Report	X			
Reports: Quarterly payroll reports					
7.31	The required ERP system must be able to produce the following reports: Directors Remuneration needed by Management Accountant.	X			
7.32	STATSSA return in terms of new appointments, terminations, and earnings as per the required format.	X			
Half Annual payroll reports					
7.33	The required ERP system must be able to produce the following reports:	X			
7.34	The legislated required file for E@syfile uploads of certificates	X			
7.35	Tax register, which is a schedule containing employee details, taxable earnings, tax deductible deductions, and tax deductions, SDL and UIF deductions.	X			
Annual payroll reports					
7.36	Tax register which is a schedule containing employee details, taxable earnings, tax deductible deductions, and tax deductions, SDL and UIF deductions.	X			
7.37	Annual costing details needed for the Annual HR Tables, Annual Report, Audits, etc.	X			
7.38	EEA2 and EEA4 reports	X			
7.39	EMP501 – Tax certificate process and report. Including E@syfile upload file	X			
7.40	COIDA return	X			

18.13 Human Resource Management

#	Technical Requirement	Mandatory	Optional	Response	Specify how this functionality is addressed or met by your proposed ERP solution. Column G could also be supplemented with a screenshot for additional clarity.
Staff Requisition Process					
8.1	The ERP System should have the functionality to automate the current staff requisition process and have the following:	X			
8.2	The ERP System should have the functionality to create, verify, and approve the advertisement for the existing vacant position (approved on the organogram) is budgeted for and is vacant and available for advertisement.	X			
8.3	The ERP System should have the functionality to post the advert for publication both internally and externally.	X			
8.4	The ERP System should have the functionality for interested candidates to apply for the position, create a profile and upload additional documents.	X			
8.5	The ERP System should have the functionality to view all the responses and shortlist from the list	X			
8.6	The ERP System should have the functionality to send regret letters to all unsuccessful candidates that were shortlisted and interviewed.	X			
8.7	The ERP System should have the functionality to pull monthly reports and graphs on recruitment status	X			
Shortlisting, Interview, Placement					

8.8	The ERP System should have the functionality to view all the responses to each advert, including all the uploaded documents	X			
8.9	The ERP System should have the functionality for selecting and compiling standardised schedule shortlists	X			
8.10	The ERP System should have the functionality for inviting candidates for interviews and scheduling the interviews via the system.	X			
8.11	The ERP System should have the functionality for HR officers or panel members to capture the candidates' responses during the interview and make recommendations for appointment	X			
8.12	The ERP System should have the ability to send the panel recommendation	X			
8.13	The ERP System should have the functionality to send regret letters to all unsuccessful candidates that were shortlisted and interviewed.	X			
8.14	The system should have the ability to screen the application according to the stated minimum requirements	X			
On Boarding					
8.15	The ERP System should have the functionality to send the successful candidate, once they accept the offer, an email with the the HR Forms attached to be completed and sent back via the system.	X			
8.16	The capability of creating a personnel record in the system and ensuring that the data is passed to other systems such as Active Directory.	X			
Induction Process					
8.17	The functionality to send the induction email to new employees (both permanent and contracts to orient them to organizational life.	X			
8.18	The ERP System should have the ability to track the induction progress of each on-boarded employees. In terms of read policies and cormation sign off	X			
Organisational Design Management					
8.19	The ERP System should have the ability to Full management of the Org Units	x			

8.20	The ERP System should have the functionality to manager employee cost, salary structure per position, position management etc	x			
8.21	The ERP System should have the functionality to manage and change salary structure for each position such a annual progression	x			
Employee and Manager Self Service					
Leave Management					
8.22	The ERP System should have the functionality for employees to apply for any type of leave in accordance with the organization's leave policy, including:	X			
8.23	• Annual Leave	X			
8.24	• Sick Leave	X			
8.25	• Family Leave Illness/Holy	X			
8.26	• Family leave Death	X			
8.27	• Religious Leave	X			
8.28	• Maternity Leave	X			
8.29	• Examination Leave	X			
8.30	• Special Study Leave	X			
8.31	• CA Special Study Leave	X			
8.32	• Adoption Leave	X			
8.33	• Parental Leave Paid	X			
8.34	• Parental Leave Unpaid	X			
8.35	• Incapacity Leave	X			
8.36	• Special Leave	X			
8.37	• Unpaid Leave	X			
8.38	• Unpaid Leave <1 day	X			
8.39	• Unpaid Maternity Leave	X			
8.40	The system should have a function to generate the leave reconciliation for all employees at any given period.	X			

8.41	The system should have a functionality to retract a leave application after it has been approved	X			
8.42	The system should have a function to generate and send an automated the leave reconciliation, where employees will be able to confirm on the system the correctness of their leave at the end of each quarter, employees can to confirm the following:	X			
8.43	• Leave Balance (all leave types)	X			
8.44	• Leave cycles	X			
8.45	• Forfeiting Dates	X			
8.46	The systems should have a functionality to send an email notification to the employee and the Line Manager when there is leave that is about to be forfeited	X			
Attendance Register					
8.47	The system should have the functionality of the attendance register with integrate with the Biometric system, to automatically update the attendance register when employees are coming in and leaving the office.	X			
8.48	The attendance register module should interface with the leave module and be updated whenever a leave request is approved.	X			
8.49	The attendance register should enable the employees to verify, update, and sign off on their last month's attendance at the beginning of each month.	X			
8.50	The attendance register module should have the functionality to generate reports, for example, a report on outstanding attendance register sign-off for the selected month.	X			
8.51	The attendance register must have the functionality to send escalations if a sign off is not done within the set timelines.	X			
8.52	The system has the optional ability to generate the acting delegation of authority when the manager applies for leave.				
Submitting Claims					

8.53	The system should have a functionality for Legal Aid SA employees to select and submit claims (Travel and subsistence, Overtime, etc.) and upload the required documents that will be listed by the system based on the type of claim selected.	X			
8.54	The system should be able to notify the relevant HR officers when the claim has been submitted.	X			
8.55	The system should have the functionality to send a confirmation of acknowledgement notification to the claiming employee.	X			
8.56	The system should allow the employees to view the progress of their submitted claims.	X			
8.57	The system should have the ability to pay the employees' claims when all verifications have passed.	X			
Employment Termination Process					
8.58	The system should have the functionality for all the employees to capture and submit their resignation and upload the resignation letter.	X			
8.59	The system should have the functionality for the line manager to view and accept the resignation.	X			
8.60	The system should have the functionality to alert the HR officer when the line manager has accepted and submitted the resignation on the system.	X			
8.61	The system should also have the ability to send the exit interview questionnaire to the resigned employee immediately after the resignation is accepted.	X			
8.62	The system should have a termination checklist that will be captured by the employee's line manager, and the system should send an alert to the line manager to complete this checklist five days before the termination date, and if this checklist is not completed two days after the alert was sent, an escalation to the line manager's manager should be sent.	X			
8.63	The system should have a functionality for the line manager to sign-off on the termination checklist a day before the employee's termination date. It should also send a reminder to the line manager to sign off on the termination checklist. Once submitted, it should send an alert to the HR officer.	X			

8.64	The system should have the functionality to send an alert to the line managers a month before the contract ends for all temporary employees. The line manager should be able to indicate the following on the system and send it to the HR Officer on submitting:	X			
8.65	• Contract renewal	X			
8.66	• Contract termination	X			
Employee Retirement Process					
8.67	The system should have the functionality to alert the HR officer and the line manager a year prior to the employee's retirement date and again six months before the employee's retirement date. The alert should be accompanied by the relevant forms that the retiring employee has to complete.	X			
8.68	The system should also have the ability to send the exit interview questionnaire to the retiring employee and month before the retiring.	X			
8.69	The system should have an exit checklist that will be captured by the employee's line manager, and the system should send an alert to the line manager to complete this checklist five days before the retirement date, and if this checklist is not completed two days after the alert was sent, an escalation to the line manager's manager should be sent.	X			
8.70	The system should have a functionality for the line manager to sign-off on the Exit checklist a day before the employee's retirement date. It should also send a reminder to the line manager to sign off exit checklist. Once submitted, it should send an alert to the HR officer.	X			
Benefits Management					
8.71	The ERP System should have the ability to manage and request medical aid change option	X			
8.72	The ERP System should have the ability to manage and request bank details changes	x			
8.73	The ERP System should have the ability to manage and change Physical and postal address	x			

8.74	The ERP System should have the ability to manage and update Next of kin and dependants	X			
8.75	The ERP System should have the ability to manage and update Group Life nominations	X			
8.76	The ERP System should have the ability to View and download payslips, Tax Certificates, Bonus letters, Increase letters etc	X			
8.77	The ERP System should have the ability to view and download Group Life, Pension Fund, etc statement	X			
8.78	The ERP System should have the ability to upload request of any changes to Home Affairs documents such as ID, Marriage certificate, Birth Certificate, etc	X			
8.79	The ERP System should have the ability to manage financial assistance such through acknowledgement of debt, advance request etc	X			
8.80	The ERP System should have the ability to manager long service on the system such a long service certificates approved and generated online	X			
8.81	The ERP System should have the ability to send line manager an alert when the employee needs to be recognised for long service				
Policy and Procedure Management					
8.82	The ERP System should have the ability to manage and ensure all employees receive all new policies and have functionality to acknowledge receipt and understanding	X			
8.83	The ERP System should have the ability to manage and monitor progress as well as reporting on status of acknowledgement by all employees	X			
8.84	The system must be able to allow employees to make suggestions	X			
Labour Relations Case Management Process					
8.85	The system should have the functionality that integrates with live information about all Legal Aid SA employees' profiles	X			
8.86	The system should generate case numbers for disciplinary, poor work performance, ill-health, grievance cases etc.	X			

8.87	The system should have the functionality for the responsible Executives including the CEO to receive and decline/approve requests for initiating disciplinary, poor work performance, ill-health and other similar cases against employees.	X			
8.88	The system should have the functionality to allow the Executives to sign and send back documents to the Labour Relations Manager or his designated delegate(s) such as the Labour Relations Officer.	X			
8.89	The system should also allow the Labour relations Manager and or his designated delegates to send the signed approvals and documents to the relevant managers and Executives (whichever is applicable) for further action.	X			
8.90	The system should allow all line managers and supervisors to capture cases of disciplinary action, poor work performance, ill-health and other similar cases for tracking and reporting purposes.	X			
8.91	When an incident is logged the system should create a task for the labour relations unit to review the logged incident and the labour relations unit should also have an option to send back to the capturing office to request for additional information.	X			
8.92	The system should be able to guide managers through mandatory disciplinary or other steps that must be followed when taking disciplinary, poor work performance, ill-health and other similar steps/action against their subordinates.	X			
8.93	The system should be integrated with the Legal Aid SA Approval framework	X			
8.94	The system should be configured to follow the steps stipulated in the Legal Aid SA disciplinary, poor work performance, ill-health, warnings and grievance policies and procedure	X			
8.95	The system should have the functionality to attach and sign documents.	X			
8.96	The system should provide for the functionality for the approval of precautionary suspension of employees where so required.	X			
8.97	Taking into account 9.1 above, the system should be able to generate and customise automated reports and graphs which will include the following:	X			
8.98	• Type of offence(s) committed by employee. (The list of offences in the Disciplinary Policy to be included)	X			

8.99	• Date on which the offence came to management's attention	X			
8.100	• Date on which management first took action	X			
8.101	• The authorised line manager and Executive	X			
8.102	• The duration of the case from start until end	X			
8.103	• The outcome of the case or if no outcome indicates the current status, e.g. Pending	X			
8.104	• The functionality for the outcomes of disciplinary, poor work performance and ill-health cases to be submitted to HR national Office Admin Section for filing in employee file	X			
8.105	• The date on which the case was finalised	X			
8.106	• Provide for a space for the manager and or Executive responsible to provide reasons why they took the action	X			
8.107	•Ability to capture progress on each pending case	X			
8.108	• The system should have the ability to send reminders when agreed timelines or timelines provided for in the disciplinary, poor work performance, ill-health and grievance policies and procedure are being exceeded	X			
8.109	• The system should have the ability to be improved to make changes and to add other functionalities that may have not been forseen at inception.	X			
8.110	The system must have a functionality to generate and populate standard templates	X			
8.111	The system should allow the labour relations unit to be super users.	X			
Health and Safety Management Process					
8.112	A functionality to create and maintain the register of H&S officers for the select period.	X			
8.113	An ability to upload the appointment letter and the training certificates with the validity date and send an alert six months before the expiry date	X			
8.114	A functionality to monitor the appointment period of each H&S officers limiting the duration to 2 years and sending an alert two months before the expiry date.	X			
8.115	A functionality to upload any other relevant documents.	X			

8.116	An ability to monitor the movement of H&S officers and also send an alert to the relevant RHRM and relevant Local office Admin Manager	X			
8.117	An ability to log quarterly meetings, attach the agenda and minutes, and send an alert to the Health and Safety officer if no meeting is logged a month after the end of each quarter.	X			
8.118	The Local Office/Departments should have an ability to capture and submit their Monthly Health and Safety Inspection Reports	X			
8.119	The system should generate a task for Managers to sign off the monthly H&S inspection report and also have the ability to send back the task requesting the additional information from the capturing H&S officer.	X			
8.120	The provincial HR should have the ability to sign off on behalf of the admin manager LO within that province.	X			
8.121	Labour relations unit should have an ability to sign off for Departments, LO and National Office	X			
8.122	The system should be able to generate a report of sign offs for the selected month and offices/departments	X			
8.123	For all findings captured on the monthly H&S Inspection Report the system should make the capturing of comments under "the action taken" or "Implementation/Follow up date" mandatory	X			
8.124	The system should have a functionality to generate reports and graphs	X			
8.125	The system should allow the labour relations unit to be super users.	X			
8.126	The system must provide for the monitoring of national fire drills conducted (this will include, places, dates and times)	X			
8.127	The system must also provide for the monitoring of the First Aid appointments	X			
8.128	The system must also provide for the monitoring of the First Aid Box replenishment dates	X			
Injury on duty					
8.129	Report an injury on duty by capturing the Accident/Incident report on the system	X			

8.130	An ability to upload the relevant documents	X			
8.131	The functionality that allows the health and safety officer at NO to send documents and requests for further action by LO, PO and NO health and Safety Representatives and Admin Managers	X			
8.132	An ability to send an alert to the NO Health and Safety Officer once there is an accident/incident report submitted	X			
8.133	The system must have a functionality to generate consolidated reports and graphs	X			
8.134	The system must have a functionality to generate and populate standard templates	X			
Employee asset management					
8.135	The ERP System should have the ability to ability to assigned company assets to employees such as cell phones, laptops etc	X			
8.136	The ERP System should have the functionality of employee's lodge lost or maintenance of company assets	X			
8.137	The ERP System should have the functionality for managers to acknowledge assets during on onboarding and termination	X			
File Management					
8.138	The ERP System should have the functionality to manage personnel files online	X			
8.139	The ERP System should have the functionality to manage and report on the full employee life cycle	X			
Talent Management					
8.140	Individual Development Plan (IDP)-Users should be able to write a goal statement and be able to capture the following: • Goal Description • Action Steps • Measurable Definition of Success • Resources Needed • Target Date	X			

8.141	Talent Conversation: the current talent conversation module should be migrated into the new HR administration system	X			
8.142	9 box Matrix- • the current 9 box module should be migrated into the new HR administration system. • User should be able to search for the key position and generate a related talent pool and present it in a nine-box format.	X			
8.143	Succession Planning • Employees must be able to search and select the key position • Users must be able to the select possible candidate from the list of employees to fill the key positions. • The system should be able to display the selected employee profile • User must be able to capture the developmental needs for the possible candidates • User must be to capture the level of readiness for the possible candidates	X			
Performance Management					
8.144	Contracting - Employees should be able to negotiate and capture their employment contracts and have the ability to sign off these contacts	X			
8.145	Performance Management – Employee should be able to capture their mid-year and annual review scores.	X			
8.146	Performance Management Reports- system should be able to generate report for the select period, region and local offices	X			
8.147	The system should be able to use active directory instead of mappings.	X			
8.148	The system should have a functionality where the super user can change performance scores if requested to do so.	X			
8.149	The system should be able to moderate the scores if necessary	X			
Benchmarking					
8.150	NOHR must have a functionality to upload benchmarking reports and feedback	X			
Applaud and Innovations					

8.151	Employees must be able to login and capture their inputs, NOHR must be able to download the information captured	X			
Organisational Culture					
8.152	NOHR must be able to create and maintain the Organisational culture calendar.	X			
8.153	The user must be able to capture OCP activities	X			
8.154	NOHR must be able to generate reports	X			
Employee Assistance Program (EAP)					
8.155	Calendar of Activities: NOHR must be able to create and maintain a Calendar of activities	X			
8.156	Multi-media files: NOHR must have an ability to upload Multimedia file, save them according to activities, date and years.	X			
8.157	Scheduling of therapeutic services: • Employees must have an ability to view the calendar and book session on-line, • Employees must also have an option to book session with the NOHR • Employees must have an ability to book session with the service provider (when this is done also send and alert to NOHR).	X			
8.158	Vicarious Trauma (VT): • NOHR must have an ability to upload training manuals and any other documents • A functionality for employees to ask questions and possible be answered • A functionality for employees to download documents	X			
8.159	Peer Education (PE) • NOHR must have an ability to upload training manuals and any other documents and be able to send links • A functionality for employees to ask questions and possible be answered • A functionality for employees to download documents	X			
Climate monitor					
8.160	A functionality to develop, send and maintain surveys.	X			
8.161	An ability to indicate the percentage completed.	X			

8.162	NOHR should have an ability to follow-up, send alert, reminder and escalations	X			
8.163	An ability to show Hit maps	X			
8.164	An ability to generate and customise reports.				
8.165	An ability to migrate the existing surveys and reports	X			
Leadership Development Program					
8.166	The system should have a functionality for employees to capture their training needs, and have an ability categorise their training need according to the following categories: • Functional training • Technical Training • Behavioural Training • Leadership Development	X			
8.167	a. a functionality to keep track of the training undertaken by the employees against the required training	X			
8.168	b. an ability to migrate the previous training data already captured on SAP system	X			
8.169	c. an ability to for employees to evaluate on the system the undertaken training.	X			
8.170	d. Allow NOHR to conduct the impact assessment based on training evaluation captured.	X			
8.171	e. an ability to generate the employee training profile, showing training already completed and training needed.	X			
8.172	f. a functionality to report on hours spent on a training at any level of the organisation, that is, on National Provincial or Local Office.	X			
8.173	g. NOHR should have an ability to schedule training via the system.	X			
Change Management					
8.174	The system must allow the users to request change management interventions	X			
8.175	The system must notify the responsible person about such request.	X			
8.176	The system must have the follow up and report function for such activity.	X			

| 8.177 | The system must allow the responsible individual to upload media for change management activities. | X | | | |

18.14 Time Entry

Time Entry / Attendance Register					
9.1	The system should have the functionality of the attendance register with integrate with the Biometric system, to automatically update the attendance register when employees are coming in and leaving the office.	X			
9.2	The attendance register module should interface with the leave module and be updated whenever a leave request is approved.	X			
9.3	The attendance register should enable the employees to verify, update, and sign off on their last month's attendance at the beginning of each month.	X			
9.4	The attendance register module should have the functionality to generate reports, for example, a report on outstanding attendance register sign-off for the selected month.	X			
9.5	The attendance register must have the functionality to send escalations if a sign off is not done within the set timelines.	X			

18.15 Integration Requirement

Vendor Management					
10.1	The integration layer should allow the cost centre user to search for the vendor from the ERP system to determine if it exists or not.	X			
10.2	The integration layer should allow the cost centre user to search for vendors using the following fields and return a relevant message if the vendor exists or not: • Vendor name • Supplier number • Banking Details • Address Details • Company Registration Number or Identity Number • CSD Number	X			
10.3	The vendor number created for each vendor should follow the format below: TYYYYMM0000 where • T = Trade • YYYY = Current Year • MM = Current Month • 0000 = Numeric incremental no. e.g., T2016080001	X			

10.4	The integration layer should allow the cost centre user to create a new vendor when the vendor does not exist with the following minimum fields: • Vendor Type • Vendor Name • Supplier Number • Contact Person • Contact Details • Physical Address • Banking Details • Company Registration Number or Identify Number • CSD Number	X			
10.5	The integration layer should allow the cost centre user to update the vendor records, including the following fields: • Vendor Type • Vendor Name • Contact Person • Contact Details • Physical Address • Banking Details • Comments	X			
10.6	The system should be configurable such that certain fields, including CSD number, vendor number, etc., are not editable.	X			
10.7	The integration layer should also permit the cost centre user to edit or remove the supporting documents uploaded by themselves as long as the vendor has not been approved. A full audit trail of the changes must be maintained.	X			

10.8	The integration layer should allow the creation of the workflow task or notification to vendor approver role once cost centre has completed all the required fields and submitted the vendor request.	X			
10.9	The ERP system should have the ability to classify the vendors according to different classifications, such as: • 10 Legal Practitioners (TCC) • 15 Legal Practitioners – History • 20 Trade Creditors (TCC) • 25 Vendors on Hold (Duplicates) • 30 Sheriff (No TCC) • 40 Trust Account (No TCC) • 50 Mediator (TCC) • 60 Expert Witness (TCC) • 70 Staff Member (No TCC) • 80 Garnishee Orders (No TCC) • 90 Contracts (TCC)	X			
10.10	The ERP System should be able to place the newly created vendor status as 'On Hold' until it has been approved, in which case its status will change to 'Active'.	X			
Commitment and Requisition Management					
10.11	The integration layer should allow the cost centre user to create a commitment or requisition in the ERP system to immediately reduce the cost centre budget.	X			
10.12	The integration layer should be enabled for a specific number of parameters including the user location or cost centre to be passed to determine the correct general ledger account to create a commitment or requisition against.	X			

10.13	The integration layer should allow the cost centre user to seamlessly query information about the vendor payment history.	x			
10.14	The integration layer should be able to automatically remove the original commitment when the instruction has been prescribed and also create the original commitment when the instruction has been reinstated.	x			
10.15	The integration layer should have the ability to update the original commitment amount (requisition amount) when the interim account amount paid exceeds the amount claimed.	X			
Payment Requirements					
10.16	The integration layer should allow the cost centre user to capture the invoice lines against the existing commitment or requisition in the ERP and process payment.	X			
10.17	The integration layer should allow the requisition if approved to be automatically converted to Purchase Order (PO).	X			
10.18	The integration layer should remove the commitment when the cost centre users cancel the PO.	X			
10.19	The integration layer should allow the cost centre users to process the Good Receipt Note (GRN) against the PO, on quantities not exceeding the purchase order quantity	X			
10.20	The integration layer should allow the cost centre users to create an invoice after payment has been made in ERP System for a vendor.	X			
10.21	The integration layer should handle the processing and posting of purchase orders with a significant number of lines, up to 500 lines.	X			
10.22	The integration layer should allow acceptance and receipting of all lines as part of the GRN process	X			
10.23	The integration layer should generate and email the tax invoice to the practitioners once the payment process is complete	X			

| 10.24 | The integration layer should be able to write back to eLAA all payment history. | x | | | |

19. Phase 4: System Demonstration and presentation

19.1 The bidders will be required to prepare for a full one-day system demonstration, clearly and comprehensively demonstrating how their proposed system addresses each of the requested functionalities across the domains specified below. Annexure 1: Technical and Functional Specification contains the detailed requirements of the functionalities that form the scope of the system demonstration.

No	System Demonstration	Weight
1	**System Demonstration and presentation.**	100
1.1	Demonstration of Common Functional Requirements	5
1.2	Demonstration of Workflow Requirements	3
1.3	Demonstration of Reporting Requirements	10
1.4	Demonstration of Financial Management	20
1.5	Demonstration of Purchasing Management	15
1.6	Demonstration of Fleet Management	5
1.7	Demonstration of Payroll	10
1.8	Demonstration of Human Resource Management	20
1.9	Demonstration of Time Entry	2
1.10	Demonstration of Integration Requirements	5
1.11	User-Friendly and Experience - Demonstrate the system's ease of use, layout, navigation, and customization options.	5
NB: Minimum qualification of 70% on demonstration		

20. Stage 3 – Phase 5: Pricing

20.1 The pricing will be based on 80/20 or 90/10, depending on the quoted amount.

No	Pricing	80/20	90/10
1	Total.	100	100
1.1	Price	80	90
1.2	BBBEE Status Level	20	10

21. COSTING

21.1 A detailed costing that breaks down by line item the procurement, implementation, maintenance and support.

21.2 Once-off cost and recurring monthly fees for a period of five years must be clearly indicated.

21.3 Costing must be indicated clearly and unambiguously. All costs submitted should be VAT inclusive, if you are a VAT vendor.

21.4 The number of units (e.g., hosting licenses) must be specified if they are limited in any way. Any unit costs (e.g., costs for additional user licenses or server or additional desktop support, installation and configuration, migrating existing data from current solution to new, training, support and maintenance) must be explicitly quoted.

21.5 Costing must be in South African Rands.

21.6 Quotes must be valid for a duration of six months from the closing date of the RFI.

21.7 Costing must account for all potential expenses associated with adopting the ERP software, including but not limited to:

21.7.1 **Software Licensing Cost:** Software license costs include all costs related to licensing the software application and include third-party software license fees, where applicable.

21.7.2 **Implementation Services Cost:** Implementation services costs typically include all costs related to professional services (including general implementation, project management, configuration and other professional services), data conversion, migration, customisation and training.

21.7.3 **Annual Maintenance Cost:** Annual maintenance costs include the annual maintenance and support fees for the application environment. Unless a standard offering or otherwise included in scope of the proposal, proposers shall list any disaster recovery, enhanced support, or annual hosting server upgrade or other costs as optional.

21.7.4 **Ongoing Software Subscription Cost (If SaaS Deployment):** Ongoing software subscription costs include the annual payments for

access to the software, hosting costs, backup costs and potential disaster recovery provisions.

21.7.5 **Annexure 2:** The ERP Pricing Schedule Worksheet should be completed. Any additions must be factored into the additional space provided with all its associated costs. The pricing schedule caters for three hosting options, namely a Legal Aid SA private-cloud hosted option, vendor-based hosted option and IaaS (Infrastructure as a service hosting), which must be completed depending on the available options for the recommended solution configurations.

22. PAYMENT MILESTONES

22.1 Payment Milestones: The service provider to propose milestones designed to correspond to the three distinct phases of implementation: Phase 1, Phase 2, and Phase 3. The percentage division should comprise the scope of work for each phase, including other tasks that must be completed as part of the functional phases, including but not limited to data migration, training, change management, etc. The payment milestone should span a five-year period.

22.2 Accuracy and Detail: It is essential that the payment milestones are aligned with the actual progress of the project. Ensure that each milestone is clearly defined and corresponds accurately to the tasks and activities being carried out. The provided percentages should reflect the relative complexity and significance of each phase.

22.3 Documentation: Along with the completion of each milestone, a detailed and comprehensive report should be submitted. This report must include a comprehensive overview of the completed tasks, any relevant documentation, testing results, and a confirmation of the stakeholder sign-off where applicable.

22.4 Project Phases: As indicated, the payment milestones are allocated to the specific phases outlined in the table. Please ensure that the project phases are adhered to as defined in the RFP. The disbursement of funds will be

contingent on the successful completion of the specified phase-related tasks and activities.

22.5 Project Schedule: It is expected that the project schedule will be closely aligned with the payment milestones. The completion of each phase, as well as the corresponding milestones, should adhere to the mutually agreed-upon project timeline.

22.6 Communication: In case of any changes or adjustments to the project plan, milestones, or timelines, it is mandatory to promptly communicate these changes to Legal Aid SA. Any variations from the proposed payment milestones will need to be discussed and agreed upon by both parties.

22.7 Compliance: All payments will be subject to compliance with the agreed-upon terms, as specified in the RFP. It is imperative that all contractual obligations, documentation, and quality assurance criteria are satisfactorily met before disbursement.

22.8 Sign-off: The release of payment for each milestone is contingent on the formal sign-off and approval by Legal Aid SA. The sign-off serves as an acknowledgment of successful completion and compliance with the specified milestone requirements.

23. RIGHTS TO SUBMITTED MATERIAL

23.1 It shall be understood that all proposals, responses, inquiries or correspondence relating to or in reference to this RFP, and all reports, charts and proposals referencing information submitted in response to this RFP, shall become the property of Legal Aid SA and will not be returned. Legal Aid SA will use discretion with regard to disclosure of proprietary information contained in any response but cannot guarantee information will not be made public. As a government entity, Legal Aid SA is subject to making records available for disclosure.

24. CONFIDENTIAL INFORMATION

24.1 Any written, printed, graphic, electronic or magnetically recorded information furnished by Legal Aid SA for the respondent's use is the sole property of Legal Aid SA. This proprietary information includes, but is not limited to, customer requirements, customer lists, marketing information and information concerning Legal Aid SA employees, products, services, prices, operations, security measures and subsidiaries.

24.2 The respondent and its employees shall keep this confidential information in the strictest confidence and will not disclose it by any means to any person except with Legal Aid SA's approval, and then only to the extent necessary to perform the work under the contract. This confidentiality also applies to the respondent's employees, agents and subcontractors, and the respondent shall be liable for a breach of the confidentiality Legal Aid SA by any such party. On termination of the contract, the respondent, its employees, agents, and subcontractors will promptly return any confidential information in its possession to Legal Aid SA.

25. RFP SUBMISSION INFORMATION

25.1 RFP responses should be submitted to the below address at the tender box situated at the reception and clearly marked:

LEGAL AID HOUSE
29 De Beer Street
Braamfontein
Johannesburg
2017

25.2 Submissions received after the deadline will be marked as late and not accepted.

25.3 Bidders must submit their bid responses as follows:

   i.   One (1) Original file inclusive of RFP Document, Technical/ Functional Response and Pricing / Costing.

   ii.   One (1) Original file inclusive of RFP Document, Technical/ Functional Response and Pricing/ Costing.

25.4 It is the bidder's responsibility to ensure that the information on the electronic copy is the same as in the hard copies; the information in the original file must also be the same as in the copied files. To ensure that the electronic copies are not damaged, the bidder must submit the memory stick (USB) in a sealed padded envelope, which must be attached to the hard copy and clearly marked as follows: RFP Number, RFP Description, RFP Closing Date, and the bidder's name and contact details.

25.5 Bidders will complete the bid pricing schedule in the Excel spreadsheet format provided, include this as part of the hard copy submission documents as well as a USB.

1. Annexure 1: Technical and Functional Specifications.

This annexure contains comprehensive technical and functional requirements for the required ERP system. The annexure is attached to a separate Excel spreadsheet named Annexure 1: Technical and Functional Specifications.xlsx.

2. Annexure 2: Pricing Schedule Worksheet.

This annexure contains comprehensive pricing for the required ERP system. It is the responsibility of the service provider to ensure that they include all the costs associated with the ERP.

Option 1: Legal Aid SA – Private Cloud Hosted

Legal Aid SA Private-Cloud Hosted Cost Worksheet		
Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Legal Aid SA Private Cloud-hosted application. The pricing should be based on the detailed functionality that the Legal Aid SA requires. All additional costs should be captured in the respective areas. **Bidders are responsible for completing all fields highlighted yellow where applicable, and reviewing totals prior to submission.** **Bidders are strongly encouraged to include comments in the Vendor Notes/Comments areas.**		
One-Time Costs		
Professional Services and Hardware Costs	**Costs**	**Vendor Notes (optional)**
Professional Service Costs		
Project Management Costs		
Training Costs		
Software Customization Costs (Detail to be contained in responses to applicable requirements in Annexure 2)		
Data Conversion & MigrationCosts		
Server Hardware Costs		
Third-Party Hardware Costs		
Third-Party Services Costs (including training, etc.)		
Expenses (miscellaneous)		
Other (Specify in Vendor Notes)		
Other (Specify in Vendor Notes)		
Total One-Time Costs (Before Discounts)	R -	

Amount Discounted (ZAR)		
Total Discounted One-Time Costs	R	-

	Costs	Vendor Notes (optional)
Estimated Travel Costs (not to exceed basis)		

One-Time Licensing Costs

Vendor Comments on Licensing Costs		

	Costs	Vendor Notes (optional)
One-Time Licensing Costs (Primary Software)		
One-Time Licensing Costs (Third-Party Software)		
One-Time Licensing Costs (Third-Party Software)		
Total One-Time Licensing Costs	R -	
Amount Discounted (R)		
Total Discounted One-Time Licensing Costs	R	-

Other In-Scope Costs (please specify the nature of these costs including whether they are one-time or recurring)

	Cost	Notes
Ongoing Disaster Recovery Costs		
Ongoing Infrastructure/Hardware Upgrade Costs		
Anticipated Future Upgrade Costs (Services)		
Anticipated Future Upgrade Costs (Other)		
Additional Environments		
Additional Databases		

RESTRICTED

Other: (Please describe)		
Other: (Please describe)		

Recurring Software Maintenance Costs

Vendor Comments on Software Maintenance Costs		

Year 1 Maintenance Costs	
Annual Maintenance - Year 1	
Custom Modification Maintenance - Year 1 *(if applicable)*	
Additional Maintenance Fees - Year 1	
Third-Party Maintenance Fees - Year 1	
Total Recurring Maintenance Costs - Year 1	R -
Amount Discounted (ZAR)	
Total Discounted Maintenance Costs - Year 1	R -

Recurring Maintenance Fees - Years 2 - 5			
	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a ZAR amount)	Third-Party Maintenance Costs (as a ZAR amount)
Year 2			
Year 3			
Year 4			
Year 5			
Five Year Maintenance Cost	R		-

TOTAL FIVE YEAR INVESTMENT

Total Discounted One-Time Costs (Cell B19)	R -
Total Estimated Travel Costs (Cell B22)	R -
One-Time Licensing Costs (Cell B34)	R -

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Other In-Scope Costs (Cells B38:B45)	R -
Recurring Maintenance Years 1-5 (Cell B70)	R -
TOTAL FIVE YEAR INVESTMENT	R -

Optional Costs (Not in scope)

Hourly Rates for Professional Services

Hourly Rate for Training Services	
Hourly Rate for Project Mangement Services	
Hourly Rate for Custom Programming (Customizations, Integrations, etc.)	

Optional Hardware

Description of Hardware	Comments	Costs

Optional/Complementary Services

Description of Services	Costs

Optional/Complementary Module Costs
(please specify the nature of these costs including whether they are one-time or recurring)

Module Name	Recurring Maintenance/Subscription Costs	Implementation Costs	Licensing Costs (if applicable)

Option 2: Vendor-Hosted Option

Legal Aid SA - Vendor Hosted Pricing Worksheet

Price Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a Vendor-hosted (e.g. "Managed Services") application. The pricing should be based on the detailed functionality that the Legal Aid SA requires. All additional costs should be captured in the respective areas.

Bidders are responsible for completing all fields highlighted yellow where applicable, and reviewing totals prior to submission.

Bidders are strongly encouraged to include comments in the Vendor Notes/Comments areas.

One-Time Costs

Professional Services and Hardware Costs	Costs	Vendor Notes (optional)
Professional Service Costs		
Project Management Costs		
Training Costs		
Software Customization Costs (*Detail to be contained in responses to applicable requirements may be provided in a separate annexure*)		
Data Conversion & Migration Costs		
Server Hardware Costs		
Third-Party Hardware Costs		
Third-Party Services Costs (including training, etc.)		
Expenses (miscellaneous)		
Other (Specify in Vendor Notes)		
Other (Specify in Vendor Notes)		
Total One-Time Costs (Before Discounts)	R -	
Amount Discounted (ZAR)		
Total Discounted One-Time Costs	R -	

	Costs	Vendor Notes (optional)
Estimated Travel Costs (not to exceed basis)		

RFP: Supply and Implementation Services for Enterprise Resource Planning (ERP), Ver 3.0

One-Time Licensing Costs

Vendor Comments on Licensing Costs			
	Costs	**Vendor Notes (optional)**	
One-Time Licensing Costs (Primary Software)			
One-Time Licensing Costs (Third-Party Software)			
One-Time Licensing Costs (Third-Party Software)			
Total One-Time Licensing Costs	R -		
Amount Discounted (ZAR)			
Total Discounted One-Time Costs	R -		

Recurring Hosting/Managed Services Costs

Vendor Comments on Hosting and Managed Services Costs			
Year 1 Hosting Costs			
Annual Hosting/Services			
Third-party Hosting Costs			
Other Annual Services/Hosting Costs (if applicable)			
Total Hosting Cost (annual)		R -	
Amount Discounted (ZAR)			
Total Discounted Hosting Amount - Year 1 Hosting Fees		R -	
Recurring Hosting Fees - Years 2 - 5			

	Rate of Increase over Prior Year (as a percentage)	Hosting Costs (as a ZAR amount)	Third-Party Hosting Costs (as a ZAR amount)
Year 2			
Year 3			
Year 4			
Year 5			
Five Year Hosting Cost		R -	

Other In-Scope Costs
(please specify the nature of these costs including whether they are one-time or recurring)

	Cost	Notes
Ongoing Disaster Recovery Costs		
Ongoing Infrastructure/Hardware Upgrade Costs		
Anticipated Future Upgrade Costs (Services)		
Anticipated Future Upgrade Costs (Other)		
Additional Environments		
Additional Databases		
Other: (Please describe)		
Other: (Please describe)		

Recurring Software Maintenance Costs

Vendor Comments on Software Maintenance Costs	

Year 1 Maintenance Costs

Annual Maintenance - Year 1	
Custom Modification Maintenance - Year 1 *(if applicable)*	
Additional Maintenance Fees - Year 1	
Third-Party Maintenance Fees - Year 1	
Total Recurring Maintenance Costs - Year 1	R -
Amount Discounted (ZAR)	
Total Discounted Maintenance Costs - Year 1	R -

Recurring Maintenance Fees - Years 2 - 5

	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a dollar amount)	Third-Party Maintenance Costs (as a dollar amount)
Year 2			
Year 3			
Year 4			
Year 5			
Five Year Maintenance Cost	R -		

TOTAL FIVE-YEAR INVESTMENT

Total Discounted One-Time Costs (Cell B19)	R -		
Total Estimated Travel Costs (Cell B22)	R -		
One-Time Licensing Costs (Cell B34)	R -		
Other In-Scope Costs (Cells B52:B59)	R -		
Recurring Hosting Years 1-5 (Cell B59)	R -		
Recurring Maintenance Years 1-5 (Cell B95)	R -		
TOTAL FIVE YEAR INVESTMENT	R -		

Optional Costs (Not in scope)

Hourly Rates for Professional Services

Hourly Rate for Training Services	
Hourly Rate for Project Mangement Services	
Hourly Rate for Custom Programming (Customizations, Integrations, etc.)	

Optional Hardware

Hardware	Comments	Costs

Optional/Complementary Services			
Description of Services			**Costs**
Optional/Complementary Module Costs **(please specify the nature of these costs including whether they are one-time or recurring)**			
Module Name	**Recurring Maintenance/Subscription Costs**	**Implementation Costs**	**Licensing Costs (if applicable)**

Option 3: Public Cloud Hosting

Public cloud Costs - Pricing Worksheet

Price Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a public cloud hosting based ERP solution. The pricing should be based on the detailed functionality that the Legal Aid SA requires. All additional costs should be captured in the respective areas.

Bidders are responsible for completing all fields highlighted yellow where applicable and reviewing totals prior to submission.

Bidders are strongly encouraged to include comments in the Vendor Notes/Comments areas.

One-Time Costs

Professional Services and Hardware Costs	Costs	Vendor Notes (optional)
Professional Service Costs		
Project Management Costs		
Training Costs		
Software Customization Costs (Detail to be contained in responses to applicable requirements in Annexure 2)		

Data Conversion & Migration Costs (Detail to be contained in responses to applicable data conversion line items contained in Annexure 2)		
Server Hardware Costs		
Third-Party Hardware Costs		
Third-Party Services Costs (including training, etc.)		
Expenses (miscellaneous)		
Other (Specify in Vendor Notes)		
Other (Specify in Vendor Notes)		
Total One-Time Costs (Before Discounts)	R -	
Amount Discounted (ZAR)		
Total Discounted One-Time Costs	R -	
	Costs	**Vendor Notes (optional)**
Estimated Travel Costs (not to exceed basis)		

Recurring Public cloud Costs

This includes the cost of the underlying infrastructure such as virtual machines, storage and network services.		
Licensing Costs		

Year 1 Public cloud Costs		
Public cloud Cost (Primary Software)		
Licensing Costs		
Third-Party Cost		
Total Public cloud Costs (annual)	R -	
Amount Discounted (ZAR)		
Total Discounted Public cloud Costs Amount - Year 1 Public cloud Cost	R -	
Recurring Public cloud Costs - Years 2 - 5		

	Rate of Increase over Prior Year (as a percentage)	Public cloud Costs (as a ZAR amount)	Third-Party Costs (as a ZAR amount)
Year 2			
Year 3			
Year 4			
Year 5			
Five Year Public cloud Costs		R -	

Other In-Scope Costs
(please specify the nature of these costs including whether they are one-time or recurring)

	Cost	Notes
Ongoing Disaster Recovery Costs		
Ongoing Infrastructure/Hardware Upgrade Costs		
Anticipated Future Upgrade Costs (Services)		
Anticipated Future Upgrade Costs (Other)		
Additional Environments		
Additional Databases		
Other: (Please describe)		
Other: (Please describe)		

Recurring Maintenance Costs (If Applicable)

Vendor Comments on Maintenance Costs	

Year 1 Maintenance Costs

Annual Maintenance - Year 1	
Custom Modification Maintenance - Year 1 *(if applicable)*	
Additional Maintenance Fees - Year 1	
Third-Party Maintenance Fees - Year 1	
Total Recurring Maintenance Costs - Year 1	R -
Amount Discounted (ZAR)	
Total Discounted Maintenance Costs - Year 1	R -

Recurring Maintenance Fees - Years 2 - 5

	Rate of Increase over Prior Year (as a percentage)	Maintenance Costs (as a ZAR amount)	Third-Party Maintenance Costs (as a ZAR amount)
Year 2			
Year 3			
Year 4			
Year 5			
Ten Year Maintenance Cost	R -		

TOTAL FIVE YEAR INVESTMENT

Total Discounted One-Time Costs (Cell B19)	R -		
Total Estimated Travel Costs (Cell B22)	R -		
Recurring Public cloud Costs Years 1-5 (Cell B48)	R -		
Other In-Scope Costs (Cells B52:B59)	R -		
Recurring Maintenance Years 1-5 (Cell B84)	R -		
TOTAL FIVE YEAR INVESTMENT	R -		

Optional Costs (Not in scope)

Hourly Rates for Professional Services

Hourly Rate for Training Services			
Hourly Rate for Project Mangement Services			
Hourly Rate for Custom Programming (Customizations, Integrations, etc.)			

Optional Hardware

Description of Hardware	Comments	Costs

Optional/Complementary Services

Description of Services			Costs
			123

Optional/Complementary Module Costs (please specify the nature of these costs including whether they are one-time or recurring)			
Module Name	Recurring Maintenance/Public cloud Costs	Implementation Costs	Licensing Costs (if applicable)

END OF THE REQUEST FOR PROPOSAL DOCUMENT