



Terms of Reference:
Appointment of a service provider to provide a Human Resources System for
Agrément South Africa

RFP Number	ASA 06/01/2023
Date of issue	13 January 2023
Bid Closing date	26 January 2023 at 12:00 noon
Submissions	Mmosha@agrement.co.za

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1. BACKGROUND

Agrément South Africa has been housed and managed by the Council for Scientific and Industrial Research (CSIR) and became a Schedule 3A public entity in terms of the Public Finance Management Act (Act No. 1 of 1999) from 01 April 2017. ASA is tasked with conducting testing, performance and certification of construction industry products and methodologies to ensure quality and durability of such products on behalf of the Department of Public Works And Infrastructure. ASA's mission is to promote government's objectives of economic development, good governance and raising living standards and prosperity in South Africa.

The main objectives are:

- To provide assurance of fitness-for-purpose of non-standard construction related products and systems to specifiers and users.
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry.
- To support and promote the introduction and use of certified non-standardised construction related products or systems in the local or international market.
- To support policy makers in minimizing the risk associated with the use of non-standard construction related product or system; and
- To be an impartial and internationally acknowledged South African centre for assessment and confirmation of fitness-for-purpose of non-standard construction related products or systems

The Agrément South Africa is a small sized organization with a staff compliment of approximately 40 employees. The Agrément South Africa head office is located at CSIR Campus, Meiring Naude Road, Brummeria, Pretoria

2. INVITATION FOR PROPOSALS

These terms of reference are intended to provide a scope of work and deliverables to appoint a service provider to provide an efficient and fully functional end-to-end Integrated Human Resource IT Platform system linked to the electronic Employee Self Service System (ESS) and Finance system, which meets the following criteria for 40 users. It is imperative for the functionality of the system to have the capability to accommodate more than 40 users.



The outputs of the required system should include the following:

2.2 Human Resource Master Data:

The system shall maintain, including but not limited to the following on staff personal information:

- 2.2.1 Organogram management and sign off
- 2.2.2 Staff number, staff name and other personal information (nationality, race etc)
- 2.2.3 Educational and professional certification records
- 2.2.4 Past employment history records
- 2.2.5 Spouse, dependents, and emergency contact information
- 2.2.6 The system shall maintain, including but not limited to the following for employment records:
 - 2.2.6.1 Reporting line (immediate supervisor, subordinates)
 - 2.2.6.2 Appointment date, conversion date, confirmation date and all career related transactions.
 - 2.2.6.3 Employment status (permanent, contract, temporary, intern)
 - 2.2.6.4 Staff deployment (appointments, transfers, secondments, rotations, promotion)
 - 2.2.6.5 Job band and salary
- 2.3 Resignation reason and resignation date
- 2.4 The system shall have the capability to perform, including but not limited to the following:
 - 2.4.1 Create organisation structure and headcount establishment for the financial year
 - 2.4.2 Notification prompt whenever a personnel action is required for specific staff (contract renewal, employment pass expiry etc)
 - 2.4.3 Allow staff to view and edit selected information in master data, such as updating of contact information
 - 2.4.4 Allow supervisor to view selected information, such as career history, leave records
 - 2.4.5 Set access for other staff to view selected information
 - 2.4.6 Upload of multiple attachments in various formats (PDF, Word, etc)



2.4.7 Performance Management (Target setting, Appraisal):

The system shall provide, including but not limited to the following:

- 2.4.7.1 Flexibility to create Key Performance Indicator (KPI) setting forms
- 2.4.7.2 Create multiple year-end appraisal forms for different groups of staff (with different competency levels), with fields for weightage, scales, and ratings.
- 2.4.7.3 Flexibility to port details in KPI for year-end assessment
- 2.4.7.4 Allow for multiple reviews (i.e. first three months, mid-year, year-end review)
- 2.4.7.5 Define approval flow and routing process and routing process (e.g., review by multiple managers from different departments for transfer cases)
- 2.4.7.6 Staff to enter, edit, view, submit and print appraisal form
- 2.4.7.7 Upload of multiple attachments in various formats (PDF, Word, photo, etc)
- 2.4.7.8 Auto-calculate final scores based on weightage and scoring
- 2.4.7.9 Notify approvers to approve KPI's and appraisals, with periodic email reminders
- 2.4.7.10 Track the submission status, including where the forms are pending
- 2.4.7.11 Allow for moderation
- 2.4.7.12 Interface of final appraisal grade(after moderation) from the performance appraisal module to master employee data
- 2.4.7.13 Able to extract, view and print appraisal history

2.4.8 Leave Benefits:

The system shall have the capability to perform, including but not limited to the following:

- 2.4.8.1 Create or modify leave schemes and leave types when necessary
- 2.4.8.2 Maintain leave entitlement for various leave schemes and leave types (e.g., childcare leave, eldercare, family leave, marriage leave)
- 2.4.8.3 Auto calculate pro-rated leave entitlement for staff who did not serve full calendar year of service
- 2.4.8.4 Auto calculate employee's leave entitlement based on years of service
- 2.4.8.5 Allow the approval flow and routing process to be defined (e.g., no pay leave of less than one month to be approved by immediate supervisor, no pay leave of one month or more to be approved by CEO)
- 2.4.8.6 Provide for staff to apply, amend, cancel, view, and print the status of their leave application
- 2.4.8.7 Notify approvers to approve leave applications, with periodic email reminders

- 2.4.8.8 Ensure that the leave is approved prior to application date
- 2.4.8.9 When leave is taken prior to approval – leave to be deducted as unpaid unless appropriate motivation is provided and accepted by HR and approved by the CEO.
- 2.4.8.10 Flag when leave is in forfeiture cycle with regular reminders.
- 2.4.8.11 Calculate leave provision and costing at any specified point in time based on leave balance
- 2.4.8.12 Upload of multiple attachments in various formats (PDF, Word, etc)

2.4.9 Learning and Development:

The system shall have the capability to perform, including but not limited to the following:

- 2.4.9.1 Allow staff to determine their learning plan.
- 2.4.9.2 Create a list of pre-selected courses with fields like course title, course provider, cost ,etc.
- 2.4.9.3 Allow staff to apply for courses not in the pre-selected list
- 2.4.9.4 Provide for staff to apply, amend, cancel, view, and print the status of their training application.
- 2.4.9.5 Notify approvers to approve learning plans and course application, with periodic email reminders
- 2.4.9.6 Create a training evaluation form for post-course feedback
- 2.4.9.7 Track learning progress of individual staff
- 2.4.9.8 Track budget utilisation
- 2.4.9.9 Flag when the study period is completed – at least from three months prior to completion date
- 2.4.9.10 Reminders for results to be electronically uploaded and provided
- 2.4.9.11 Link the payback period – in the event of termination – to be flagged that the employee owes money
- 2.4.9.12 Upload of multiple attachments in various formats (PDF, Word, etc)
- 2.4.9.13 Generate Workplace Skills Plan (WSP) and Annual Training Report (ATR) as per Department of Labour reporting.



2.4.10 Employee Relations Module

- 2.4.10.1 Name, title, nature of misconduct and sanction
- 2.4.10.2 In the event of poor performance – the initial discussions
- 2.4.10.3 Poor performance monitoring
- 2.4.10.4 If consistently improved performance – then close off the matter, where no improvement/inconsistent improvement – implementation of the poor performance hearing and sanction

2.4.11 Employment Equity Module

- 2.4.11.1 Name, surname, designation, race, and category of employee
- 2.4.11.2 As per the Employment Equity reporting for the department of employment and labour

2.4.12 Payroll Administration

The system shall perform automatic calculation of payroll (with formulas as determined by legislation), including but not limited to the following:

- 2.4.12.1 Regular monthly payroll for different groups of staff (i.e., permanent, contract, temporary, interns, hourly rated, etc)
- 2.4.12.2 Allowances, payments, and deductions
- 2.4.12.3 Bonuses (based on different criteria, e.g., length of service)
- 2.4.12.4 Retroactive salary and other pay items.
The system shall have the capability to:
- 2.4.12.5 Allow access to creation of unlimited new codes (e.g., division, department, cost centre, occupation, wage types) and pay types (e.g., monthly rated, hourly rated)
- 2.4.12.6 Maintain salary scale by salary structure
- 2.4.12.7 Maintain compensation history monthly and year to date basis
- 2.4.12.8 Have an upload program for HR user to upload pay items
- 2.4.12.9 Integrate payroll and leave provisions/balance
- 2.4.12.10 Process additional payroll runs (off-cycle, special run, bonus run)
- 2.4.12.11 Generate payroll-related files, IRP, payslip, etc. in the format required by the relevant authorities
- 2.4.12.12 Online Filing system
- 2.4.12.13 The system needs to have an automatic interface to the finance accounting system to transfer required payroll data.



2.4.13 General:

For all the modules, the system shall provide for the following:

- 2.4.13.1 Different access for different groups of users (Master User, HR Administrators, Management Committee, Supervisors, Staff).
- 2.4.13.2 Autosave and logout after a period of inactivity
- 2.4.13.3 Audit trail availability to capture all actions performed by users
- 2.4.13.4 Auto backup of data on the server daily (a full cloud hosted solution is preferred)
- 2.4.13.5 Allow users to generate reports using standard reports or ad-hoc queries
- 2.4.13.6 All reports to be available for export to Word, Excel, PDF, or other formats
- 2.4.13.7 Able to generate graphical charts on the report data
- 2.4.13.8 The solution platform should have an open API capability, to facilitate any future interfaces or integration requirements with other application systems.

2.4.14 Change Management and Training:

The following materials and information are to be provided to assist with training of users and ensure smooth adoption of the system. The Gallery shall have the right to reproduce unlimited copies of such document for internal use without any additional cost.

- 2.4.14.1 Digital training guides
- 2.4.14.2 Interactive training guides/Training videos
- 2.4.14.3 Change Framework and Change Project Plan
- 2.4.14.4 The tenderer shall conduct a minimum of two (2) training sessions (minimum half day duration) for the different groups of users: HR Administrators, Supervisors
- 2.4.14.5 The tenderer shall conduct a minimum of two (2) mass presentation briefings and training to all staff on the usage of the system.
- 2.4.14.6 The Gallery can request for more training sessions with the aim to ensure adequate training are provided to all the relevant staff using the system.



2.4.15 Technical Requirements

- 2.4.15.1 Real-time capturing and updating on the system.
- 2.4.15.2 The system should allow for mobile approval.
- 2.4.15.3 The application must have as its underlying database Microsoft SQL Server. File based databases will not be accepted.
- 2.4.15.4 The application must have a supported Windows compatible installation.
- 2.4.15.5 The application must be able to operate and be supported in a Microsoft Hyper V virtualized environment.
- 2.4.15.6 The application must be web-based with support for the latest SSL encryption standards (e.g., TLS 1.2 and 1.3) as well as secure cypher suites.
- 2.4.15.7 The application must support a highly available presentation and database layer.
- 2.4.15.8 The application must support customizable role-based access control as a minimum.
- 2.4.15.9 The application must have password complexity and expiry for built-in accounts and support for Active Directory (Native AD or LDAPS) integration for login accounts.
- 2.4.15.10 Passwords in the database should be encrypted when stored.
- 2.4.15.11 Technical support must include application and security updates and alerts for known vulnerabilities on a regular basis.
- 2.4.15.12 The application must have built in audit trail functionality for all transactions.
- 2.4.15.13 The application must have an alerts and reminders function for critical events that must go to targeted users.
- 2.4.15.14 The application must have a seamless electronic interface for exchanging information between the finance functions (e.g., payroll) and the HR functions (e.g. leave information which is captured, operated, and stored on the Employee Self Services (ESS) electronic system)
- 2.4.15.15 The application must have an easy to use and user-friendly administration function for allowing ASA to perform tasks such as creation/modification/deletion of user accounts, defining access rights, initiation of application-level backup and restore, performing of patch update.

2.4.16 User requirements

- 2.4.16.1 Migration of existing HR and payroll data (current systems will be provided upon request for security reasons)
- 2.4.16.2 User and Administrative training
- 2.4.16.3 Technical Training



2.4.17 Payroll (Critical)

- 2.4.17.1 Backed by years of payroll experience
- 2.4.17.2 Reliable and secure
- 2.4.17.3 User-friendly reporting & reporting histories & payslips. Maintain compensation history monthly and year to date basis
- 2.4.17.4 Use pre-defined payslip definitions to set up once-off or fixed payments and deductions. Automatic PAYE, UIF, SDL calculations & union payment calculations.
- 2.4.17.5 Allow (but not limited to) the processing of annual, ad hoc and performance bonuses, travel allowance and reimbursive kilometres, overtime, leave pay-outs, independent contractors, bursaries and other non-cash benefit, medical aid, pension, provident & retirement funds.
- 2.4.17.6 Automated, timely updates to software to ensure compliance with local legislation and legal reporting
- 2.4.17.7 Automated and timely updates ensure the ASA is always up to date with tax legislation and regulatory requirements (Legislative reporting required by the Department of Labour and SETAs, including OID, EEA2 and EEA4, Monthly Employer Declarations (EMP201), Interim or Annual Employer Reconciliation Declarations (EMP501), Tax Certificates (IPR5) or UIF Declaration to the Department of Labour) This will assist to avoid penalties for not filing on time or calculating tax incorrectly.
- 2.4.17.8 Leave days to integrate from HR system
- 2.4.17.9 Audit trails & audit reports
- 2.4.17.10 Stringent access control
- 2.4.17.11 Allow for payroll batch imports into the relevant bank used by the ASA
- 2.4.17.12 Payroll journal to transfer from payroll system to accounting package/general ledger.
- 2.4.17.13 Immediate telephone support for payroll queries
- 2.4.17.14 Consultant support
- 2.4.17.15 Added advantage would be if the suppliers offer payroll training for legislative updates.



3. PROPOSAL REQUIREMENTS

The Proposal must be in the following format:

3.1 Detailed proposal

3.1.1. Detailed approach

Information containing the specific steps, resources and timing associated with the approach for the delivery of the services should be detailed in this section. Detail regarding the migration process should be explained.

3.1.2. Deliverables and turnaround times

This section should include a list of deliverables and the associated turnaround times that are aligned to the services required as set out in paragraph 2.1 above.

3.2 Track record

3.2.1. Quality

The proposal should provide details of the approach on how to ensure and measure a quality service delivery. It should provide details of any industry- recognized quality standard (if applicable) to which it is, or will become, compliant (including a timeframe for compliance, if not already achieved), as well as awards received over the last two years.

3.2.2. References **(It should be noted that proposals will be disqualified if contactable references are not provided)**

The proposal should include at least three (3) contactable references from clients who received similar services over the immediate past 12 months. This should preferably include clients having similar scope of services, industry, and scale as ASA.

The Proposal should include a brief description of the services provided for each client. The Service Provider must ensure that ASA has the appropriate access to the clients listed.

The referees must be contactable, and the contact details provided must include:

- Contact Person
- Organisation / Company name



- Phone Number
- E-mail address
- Cell number (if possible)

3.2.3. Project participants' experience

The Service Provider should submit details describing the relevant experience of its proposed project participants. The information should include a description of the education, knowledge, and relevant experience as well as certifications or other professional credentials that clearly show that the Service Provider is and/or its representatives are qualified to perform the required work. The résumés of the proposed project participants should be submitted. The documentation should thoroughly describe how the proposed program manager has provided expertise for similar contracts and projects. The Service Provider may include any supporting documentation that would support its descriptive narrative.

3.3 Price

- 3.3.1. The Service Provider should provide a pricing schedule which clearly sets out the cost of providing the required services, together with any other charges as per the services required set out in paragraph 2.1 above. All other charges should be explained.
- 3.3.2. The terms provided and the fees quoted for the proposed services should include a proposed escalation in fees over the period of the contract.
- 3.3.3. All assumptions made in drafting the proposal, must be detailed.
- 3.3.4. The prices quoted should indicate whether they include or exclude value added tax (VAT).
- 3.3.5. Prices quoted must be valid for at least 90 (ninety) days from the closing date of this bid.



4. TERMS OF CONTRACT AND SERVICE LEVEL AGREEMENT

Before the bid is awarded, the successful bidder shall be required to enter into a Service Level Agreement (SLA) with ASA. The SLA shall form the contractual basis for the delivery of the service as well as how performance shall be measured.

Contract extensions are at the sole discretion of ASA.

5. EVALUATION

The bids shall first be evaluated for functionality. The functionality component consists of two areas on which the proposals shall be evaluated, namely a technical component and a track record and experience component. A minimum score of 70% must be obtained on functionality before a proposal is considered for further evaluation.

Details of the functionality scoring and how the points shall be allocated are as follows:

Functionality	Points
Technical – Services offered and technical approach and deliverables including turnaround times	
Refer to the minimum criteria table (Annexure B) for the technical evaluation criteria. It should be noted that the proposals must cover all of the criteria as indicated in Annexure B. All criteria – 70 points If any if the critical criteria have not been met – Zero points If evidence of the criteria is not provided in these submissions or presentations (On request) no points will be allocated.	70
Level of support-post implementation	
Dedicated support services/line (5 points if there is support services/ line and zero if there is none).	5
Dedicated support official (5 points if there is an official and zero if there is none) Minimum 5 years' experience (2 points) Above 5 years (5 points)	5
Presentations – Content, live demonstration	10
Proof of similar projects with contactable references:	10



Functionality	Points
3 or more similar projects supported with contactable references (5 points)	
5 or more similar projects supported with contactable references (10 points)	
Total for Functionality	100

ASA shall apply the **80:20 Preference Point System** in the evaluation of the proposals that obtained a score of at least 70% for functionality. The points shall be allocated as follows:

CRITERIA	WEIGHT
Price	80
B-BBEE Status level	20
Total Score	100

B-BBEE Contributor Status level points shall be awarded as outlined in the Table below:

B-BBEE Status Level of Contributor	Number of points
1	20
2	18
3	16
4	12
5	8
6	6

B-BBEE Status Level of Contributor	Number of points
7	4
8	2
Non-compliant contributor	0

6. CONDITIONS

6.1. General conditions

All bidders responding to this Request for Quotation must meet the following conditions:

- a) The proposal must include a **cover letter** clearly stating the name of the firm as well as the name, address, and telephone number of the bidder's representative.
- b) A **CSD Registration Report** downloaded from the Central Supplier Database (CSD) of National Treasury as proof of registration on the CSD. No bids will be considered if the bidder is not registered on the CSD.
- c) **A valid B-BBEE Certificate** or Sworn Affidavit (If copy must be certified) **failure to submit will result in no points awarded however you will not be disqualified.**
- d) The bidder must address each of the requirements as stated in sections 2 and 3 above;
- e) An incomplete proposal shall result in the bidder being disqualified;
- f) The bidder shall furnish such additional information that ASA may require;
- g) ASA shall not be liable for any cost incurred in the preparation of the proposal;
- h) ASA may invite bidders for an oral interview prior to the approval of a bid.
- i) ASA shall not be liable for the costs incurred by the bidder in connection with such interview;
- j) Any false declaration of information shall result in the exclusion of the proposal from consideration;
- k) The bidder must complete the attached **SBD4, SBD 6.1 and General Conditions of**



Contract.

7. PROCEDURES FOR SUBMITTING BID PROPOSALS

The **closing date** for this request is 24 January 2023 at 12:00pm. Proposals must reach ASA before or on the closing date and time. Late submissions will not be considered. Proposals must be e-mailed to Mmosha@agrement.co.za

8. FINAL APPROVAL

ASA reserves the right not to accept the lowest bid. ASA also reserves the right to reject any or all of the proposals, and/or not to appoint any service provider at all.



1. Annexure A – PRICING SCHEDULE

The price needs to be provided for each category below:

Description	(R) Once-off	(R) Recurring
Cost of the System: (Please provide separate costing for the below) 1. HR 2. Finance (Payroll)		
Cost of support services		
Training costs		
Cost of user manuals/guides		
Cost of Migration		
Cost of ad hoc consulting		
System installation costs		
Other (specify)		

2. Annexure B – Technical Evaluation

Description	Critical Requirements
2.1.1. Human Resource Master Data	✓
2.1.2 Performance Management (Target setting, Appraisal)	✓
2.1.3. Leave Benefits	✓
2.1.4. Learning and Development	✓
2.1.5 Employee Relations Module	✓
2.1.6 Employment Equity Module	✓
2.1.7. Payroll Administration	✓
2.1.8. General	✓
2.1.9. Change Management and Training	✓
2.1.10 Technical Requirements	
2.1.10.1 The application must be SQL relational database based, preferably Microsoft SQL Server. File based databases will not be accepted.	✓
2.1.10.2 The application must have a supported Windows compatible installation.	✓
2.1.10.3 The application must be able to operate and be supported in a Microsoft Hyper V virtualized environment.	✓
2.1.10.4 The application must be web-based with support for the latest SSL encryption standards (e.g TLS 1.2 and 1.3) as well as secure cypher suites.	✓
2.1.10.5 The application must support a highly available presentation and database layer should the need arise.	✓
2.1.10.6 The application must support customizable role-based access control as a minimum.	✓

Description	Critical Requirements
2.1.10.7 The application must have password complexity and expiry for built-in accounts and support for Active Directory (Native AD or LDAPS) integration for login accounts.	✓
2.1.10.8 Passwords in the database should be encrypted when stored.	✓
2.1.10.9 Technical support must include application and security updates and alerts for known vulnerabilities on a regular basis.	✓
2.1.10.10 The application must have built in audit trail functionality for all transactions.	✓
2.1.10.11 The application must have an alerts and reminders function for critical events that must go to targeted users.	✓
2.1.10.12 The application must have a seamless electronic interface for exchanging information between the finance functions (e.g. payroll) and the HR functions (e.g. leave information).	✓
2.1.10.13 The application must have a easy to use and user friendly administration function for allowing ASA to perform tasks such as creation/modification/deletion of user accounts, defining access rights, initiation of application level backup and restore, performing of patch update.	✓
2.1.11 User requirements	
2.1.11.1 Migration of existing HR and payroll data (current systems will be provided upon request for security reasons)	✓
2.1.11.2 User and Administrative training	✓
2.1.11.3 Technical Training	✓
2.1.13 Payroll	✓