



# sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

## **SOUTH AFRICAN SOCIAL SECURITY AGENCY**

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### **ENTERPRISE RESOURCE PLANNING**

### **Support and Maintenance**

### **Terms Of Reference**



*paying the right social grant, to the right person,  
at the right time and place. NJALO!*

South African Social Security Agency

Head Office

SASSA House • 501 Prodinsa Building cor. Beatrix & Pretorius Streets

Pretoria • Private Bag X55662 Arcadia • Pretoria 0083

Tel: +27 12 400 2420 • Fax: +27 12 400 2387

[www.sassa.gov.za](http://www.sassa.gov.za)

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## ACRONYMS

<b>Acronym</b>	<b>Description</b>
<b>CEO</b>	Chief Executive Officer
<b>CFO</b>	Chief Financial Officer
<b>DSD</b>	Department of Social Development
<b>EXCO</b>	Executive Committee
<b>FIN</b>	Finance
<b>HCM</b>	Human Capital Management
<b>HO</b>	Head Office
<b>ICT</b>	Information Communication Technology
<b>MANCO</b>	Management Committee
<b>RO</b>	Regional Offices
<b>SASSA</b>	South African Social Security Agency
<b>SCM</b>	Supply Chain Management
<b>Service Provider</b>	In this document reference to Service Provider also means Bidder and vice versa
<b>Response Template</b>	Microsoft excel spread sheet provided by SASSA to all Bidders to complete with Resources information and costs

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## **SECTION A – OBJECTIVES AND BACKGROUND**

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### **1. OBJECTIVES**

#### 1.1 OBJECTIVES OF TERMS OF REFERENCE

The main objective of this Terms of Reference is to acquire an all-inclusive on site ERP Support & Maintenance Service (on the Oracle platform) for the South African Social Security Agency for a period of three years (Contracting is envisaged to commence on 01 August 2021 to 31 July 2024).

SASSA requires a comprehensive service which should include any aspect related to support and maintenance not limited to application of patches, upgrades, re-implementations, implementations of various Oracle modules (existing and new) training, any overtime, 24 hour DBA services etc. that might be required.

### **2 BACKGROUND**

#### 2.1 BACKGROUND TO THE ORGANISATION

As a government entity, SASSA executes an important mandate as part of the service delivery machinery deployed to alleviate abject poverty. In meeting its mandate, it is required to have processes, structures and systems in place to ensure that the services are delivered efficiently, cost-effectively and to the satisfaction of those who benefit from these services, namely the customer.

#### 2.2 SELECTION OF A SOLUTION.

The Agency has been utilising the Oracle EBS core modules of HCM, Payroll, SCM and Financials since April 2009. The Oracle Employee Self-Service module was deployed thereafter with Absence/Leave Management deployed in 2016 and then Expense Claims in 2018. It is of critical importance to the organisation to retain and sustain the “clean audit” it has been obtaining for the past years.

#### 2.3 PHASED IMPLEMENTATION OF ERP.

The following Modules are in the process of being implemented;

- I-Recruitment and
- Performance Management
- I-Procurement (implemented only in SCM)
- I-Assets

Amongst others, the following products still need to be installed:

- Single Sign-on

The following Oracle modules are being procured and will be implemented during the contract term;

- Oracle CX (Customer Experience)
- Oracle Sourcing
- Oracle Contract Management
- Oracle Mobile Approvals

#### 2.4 SUPPORT AND MAINTENANCE

SASSA has always outsourced its support and maintenance services and the current contract for these services will terminate in the near future and SASSA now seeks to issue a request for a bid for implementation as per the above, support and maintenance services for a period of three years (thirty six months).

The support and maintenance services is all inclusive application and development support of all Oracle modules implemented at SASSA and future modules which may be procured. The agency will be considering Cloud based modules in the future. The Oracle EBS at SASSA interfaces with other external systems and the support and maintenance will include such.

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## SECTION B – SCOPE AND EXTENT OF THE SERVICES

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### 1. SCOPE OF THE TERMS OF REFERENCE

#### 1.1 REQUIRED SERVICES

The successful bidder will be expected to execute and conduct the following services / tasks for the Agency for a period of three (3) years:

Provide full scale on-site support and maintenance services to the Agency by supporting all Oracle applications, as well as the users and business users whose work is related to the system or integrates with the system, which will accrue to the benefit of SASSA Head Office as well as the SASSA Regions.

The successful Bidder will be required to provide a comprehensive service (**in terms of User Support - typical Help Desk services, Functional services, Technical services, System Administrator (user access management), Audit Management services, Programme and Project Management services, Training Services and DBA services**) to SASSA for all Business Support and Maintenance services.

Support and maintenance services for these three years will include amongst others matters such as:

- *Upgrades,*
- *24 hour monitoring of Service Requests with Oracle,*
- *Assistance with the provisioning of reports and responding to audit queries*
- *Development and Running of reports on GL Wand,*
- *Development and Running of Apex reports*
- *On-going training and skills transfer (either individually or classroom based); etc,*

Support and maintenance services will be required for the following areas on the Oracle e-Business Suite system:

- *Oracle Human Resource Management*
- *Oracle employee self-service*
- *Oracle Payroll*
- *Oracle Financials and Supply Chain Management*
- *Oracle I-Modules*
- *Training coordination on OLM and UPK*



- *Oracle System Administration and DBA*
- *User access management and workflow*
- *Oracle Technical support*

Support and maintenance services will also be required for the following future products:

- *Oracle applications (i.e., AME, Single sign-on etc.)*
- *Oracle Middleware (i.e. Web Logic, IDM, IAS etc.)*
- *Oracle and MS SQL databases*
- *Oracle Access Manager (OAM)*
- *Oracle Internet Directory (OID)*
- *Oracle CX*
- *Oracle Sourcing*
- *Oracle Contract Management*
- *Oracle Mobile Approvals*

## 2. PROVISION OF SPECIFIED FUNCTIONS

### 2.1 SPECIFIED FUNCTIONS REQUIRED

The successful bidder will be expected to provide support and to maintain the following functions as part of the comprehensive inclusive service:

- *Oracle Application Support functions (24 hours basis)*
- *Service Management*
- *Audit Management*
- *Programme and Project Management*
- *User Support (Typical Helpdesk function)*
- *HRMS Management*
- *Payroll Management*
- *Financials and Supply Chain Management*
- *User access management*
- *Training Management (OLM & UPK)*

- *Technical Services*
- *Application Database Administration*
- *System Administration and Workflow Administration*
- *Solution Architects*
- *System Development and Reports Management*
- *Database Support Functions – Oracle and MS SQL (24 hours basis)*
- *Database Administration*
- *Support and Maintenance Management*
- *Patch Management*
- *Backup and Recovery*
- *DR Testing*
- *Performance tuning*
- *Oracle Web Logic Support Functions (24 hours basis)*
- *Installation and configuration*
- *Support and Maintenance*

## 2.2 COMPONENTS INCLUDED

This support and maintenance services include, amongst others, also the following components:

- *System Support and Maintenance (User Support - Help Desk functions, Functional and Technical);*
- *Constant enhancements of the procedures, processes and policies for the Business Solution Centre;*
- *Month and year-end closures;*
- *Training coordination*
- *User access and workflow administration*
- *System Reports development / creation and enhancements;*
- *System Enhancements and Upgrades;*

- *System Configuration Management*
- *System Change Control*
- *Change Management*
- *Version Control*
- *Release Management*
- *Quality Assurance i.e. testing, acceptance, standards and procedures*
- *Risk and Issue Management*
- *Call management and Support*
- *Resource and Time Management*
- *Stakeholder Management*
- *Programme, Project and Audit Management.*

### 2.3 SERVICES BASE

The following services form the scope of this terms of reference and will be delivered by the Bidder through the SASSA Business Solution Centre:

- *Service, Programme, Project and Audit Management services*
- *Support and maintenance (Functional and Technical) of all Oracle Applications; MS SQL*
- *Support and maintenance of any new modules/ functionality/ products (including I-Modules, Single Sign-on, AME etc.);*
- *System Enhancements and System upgrades;*
- *Report and custom concurrent programs development,*
- *Performance tuning*
- *Disaster Recovery- and business continuity planning and testing;*
- *Continuous update of core training material (incorporating business processes; system processes etc. into one training delivery platform) coordination, (scheduling,*

*enrolments and assessments) support and maintenance thereof on Oracle Learning Management and*

- *Ensuring SASSA sustainability in terms of comprehensive training updates, knowledge and skills transfer, implementation and roll-out of existing, new enhancements and upgrades when required.*

### 3. LOGISTICS AND TIMING

#### 3.1 SUPPORT AND MAINTENANCE SERVICES LOCATION

The support and maintenance services will be performed on-site from the SASSA Head Office premises in Pretoria. Sufficient space, desks and equipment is made available for the Bidder in this regard. Regional support will be provided telephonically, via conferences etc. from the Pretoria location. Implications of the Covid-19 pandemic in terms of working arrangements will be considered during contracting of the successful bidder.

#### 3.2 COMMENCEMENT DATE

Contracting is envisaged to commence on 01 August 2021 to 31 July 2024. The Service Level Agreement must be concluded within 30 days after the award. All resources included in the bid documents must be available from the envisaged date of commencement of the contract.

#### 3.3 DURATION

The support and maintenance contract will be valid for a period of three (3) years and will automatically end without any parties giving notice.

The Bidder will be notified in time if any further extension might be required.

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## SECTION C – SUPPORT LEVELS: DETAILED REQUIRED SERVICES

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### 1 SUPPORT LEVELS

#### 1.1 ON SITE SUPPORT

SASSA insists on having on-site support services to be provided at the SASSA Head Office in Pretoria and which services will form part of; and slot into the ERP Business Solution Centre of SASSA. Regional support will be provided from this premise telephonically, through conferences etc. Occasionally, travel might be required to the Regions which will be borne by SASSA.

#### 1.2 FIRST LINE SUPPORT

Support services will firstly include the attendance to all incidents reported through an (existing) call management system which will sit at first line support.

In this regard and in line with the requirement for the provision of on-site services, the bidder must ensure that it will provide support staff with appropriate skills, experience and fluency in English language to carry out the services defined. Despite this being a fully provided services contract; resources must be at the premises at a minimum between 08:00 in the morning till 17:00 in the afternoon.

The following activities relating to the Application are to be done as part of the on-going inclusive services for the 3 year period:

- *Problem Analysis;*
- *Allocation of severity and priorities*
- *Obtaining user acceptance where required*
- *Informing SASSA Oracle Application users of progress*
- *Following up with Oracle Support for problem resolution;*
- *Applying / Testing / Demonstrating corrective processes suggested by Oracle with assistance of Support Staff / DBA;*
- *Guiding users;*
- *Following BSC change management procedures;*
- *Assisting / guiding problem identification / resolution of problems not related to Application but affecting the service delivery to users of the Application;*
- *Performing user access function and workflow management*

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***Important to note that 80-90% of service requests must be resolved at first-line support – i.e. telephonically whilst users are still online, as well as e-mail.***

### 1.3 SECOND LINE SUPPORT - FUNCTIONAL

Support services will firstly include all the services mentioned under first line support, as well as the attendance to all incidents reported through a call management system. It thus pertains to the investigation, analysis and solution design of requested assistance and enhancements, such as:

- *Report Modifications and new Reports;*
- *Change of processes / New Processes mapping within the Oracle Modules implemented;*
- *Changes for improvements of existing processes;*
- *Oracle Application version upgrades and all Oracle enhancements;*
- *Assisting BSC in terms of Oracle database version upgrades;*
- *Maintaining the present interfaces with other systems (eg;Bankserv, SafetyWeb, National Treasury, GEHS, QLink, BI system, Socpen (file transfers) etc*
- *Implementing the existing interfaces with new systems;*
- *Implement BSC change management procedures;*
- *Assisting and completion of reporting requirements, which includes development of new reports, enhancements of existing reports by being able to use both system scripts for development, as well as Apex, GL Wand and Reports Wand; etc.*
- *Secondly, when there are increased problems, increase in call volumes or urgent resolutions that need additional resources, the successful bidder will organise additional resources for that time without any additional cost;*
- *On occasion, communication with Oracle Support is needed round the clock or other critical situations; at least one resource should be present round the clock (24/7) until FULL resolution has been achieved.*
- *Responsible for all investigations, development of test scenarios and test scripts and development / updating of all test related documentation in terms of all implementations, re-implementations, enhancements and system upgrades. (Please note that all enhancements and upgrades are included in the support and maintenance services and will not be costed and paid for separately).*
- *Also responsible for investigation and communication to SASSA of future Oracle Functionality and Technical releases.*

- *Complete the update of system documentation.*
- *Maintenance of system management guides and procedures.*
- *Provision of ad-hoc training to SASSA Business on an ad-hoc basis when required*
- *Skills and knowledge transfer to SASSA resources.*

#### 1.4 SECOND LINE SUPPORT - TECHNICAL

Technical Support services include all the services which are required to be performed by Technical resources as well as the Applications Database Administrator (DBA) and the System Administrator

SASSA's Oracle System interfaces, amongst others, to the following systems and or Third Party products:

- *Social Pensions system (SOCPEN) (file exchange)*
- *Business Intelligence System (BI)*
- *Assisted Computer Language (ACL tool)*
- *Bankserv*
- *National Treasury (Central Supplier Database (CSD), Safety web etc.)*
- *Q-link*
- *Government Pension Administration (GPAA)*
- *Government Employee Housing Scheme (GEHS)*
- *Oracle Identity and Access Management System (OIAM)*

Operational support from the DBA to SASSA consist of, at minimum, but would not be limited to the following:

- *Database Installation*
- *Database patches/fixes and upgrades*
- *Database performance monitoring*
- *Database copying and/or replication*
- *Oracle Database security*
- *Network security related to accessing databases*
- *Backup, Disaster and Error Recovery*
- *RDBMS tools*

- *Database Fault tolerance*
- *Database interfaces*
- *Troubleshooting RDBMS related errors*
- *Data Quality*
- *Configuring and managing OEM and management packs*

Training supplied by the DBA to SASSA resources should include at a minimum these aspects and must be comprehensive.

Please note that all enhancements and upgrades are included in the support and maintenance services and will not be paid for separately.

Over and above the aforementioned; the primary responsibilities of the DBA focuses on all aspects of Database Administration to define standards for maintenance and management of a Relational Database Management System (RDBMS) and providing support or information for other hardware/software infrastructure.

#### 1.5 SPECIFIC REQUIREMENTS PERTAINING TO 1ST AND 2ND LINE FUNCTIONAL SUPPORT

The following three specific requirements (which are not all inclusive) must as a minimum be provided:

##### Faults

All software faults shall be corrected. Fault Resolution will include:

- *On-site diagnosis of problems*
- *On-site resolution of problems*
- *Escalation of unresolved faults and management thereof*

##### Software Support

- *Answering questions concerning the operational use of the application software.*
- *Provide assistance required in the running of the software which includes and is not limited to:*
  - *Assistance with modification of queries.*
  - *Assistance with use of Standard Oracle queries.*
  - *Liaison between users, technical staff and Oracle Support, inclusive of logging of SRs (Service Requests) Assist technical staff to understand functional aspects.*



#### Ad hoc user training

- *Show users how to do specific tasks.*
- *Assist users in the use of the user guide.*
- *Assisting users in diagnosing problems*
- *Assess and confirm the reported problem.*
- *Advise users on efficient diagnosis tools to use.*
- *Guide users in analysing and resolving the problems.*
- *Assisting users with period end processes*
- *Suggesting corrective procedures for data / process mistakes.*
- *Functional changes to the implemented system:*
- *Modifications of existing elements, links and formulae.*
- *Assistance with Ad hoc tasks like modification of existing lists of values.*
- *Modification of existing reports.*
- *Writing new requested reports.*
- *Creation of all new elements*

*All system enhancement/changes if it is not a result of business process change*

*Update the documentation to reflect the enhancements / changes*

*Assistance with functional testing of software following applications of patches*

Implementations, re-implementations, Upgrades and Enhancements shall be covered

## **2 EXPECTED ROLES AND RESPONSIBILITIES**

### **2.1 SERVICE MANAGEMENT**

The Service Management component consists of a dedicated; on-site service manager (Programme Manager) and administration services ((Project Management and Help desk Office) for quality assurance and configuration management) that will be called on to maintain existing baselines and provide regular status snapshots on conformance and quality adherence.

## The Service Management

The Service Management components include the following roles and responsibilities which includes the development, establishment, implementation and co-management of all of the following aspects:

- *Providing the framework, guidelines and development, of documentation for establishment of service levels between the BSC and other SASSA LOB's (HO and Regions).*
- *Definition and implementation of policies and procedures for the Business Support Centre*
- *Definition of; enhancement of; and provision of SASSA ERP system support configuration management standards and procedures.*
- *Definition, implementation of system support and version control policies and procedures.*
- *Planning and management of system enhancements, (inclusive of monitoring of resource percentage of time allocation on enhancements), system changes, system patches, upgrades, testing cycles.*
- *Establishment of release management policies and procedures.*
- *Resource management and planning:*
- *Resource requirements will be driven around system support and system enhancement requests including minor and major system changes. The identification of Business and system process changes and the planning of training and knowledge transfer to key SASSA staff to implement developed and approved changes.*
- *Resource management can be summarised in the following categories:*
- *Identifying scope of work*
- *Mapping of scope of work to existing resources*
- *Identifying specific/additional resource needs*
- *Completion of resource schedules and resource plan, inclusive of staffing practices, leave; replacements etc.*
- *Regular monitoring of resource compliment and scope of work.*
- *Definition of the knowledge and skills transfer strategy and plan; implementation thereof and regular monitoring of planned progress against planned activities.*
- *Change Control policies and procedures*

- *Maintenance and enhancement of system change control procedures and policies*
- *Maintenance and enhancement of BSC change control management forum where necessary*
- *Management and planning of approved change requests including: requirements definition, system testing, acceptance and implementation*
- *Identifying of resource required to complete approved change requests.*
- *Finalising of monthly invoicing, inclusive of:*
- *Identification and tracking of deliverables where applicable; and*
- *Comprehensive monthly progress and status reports on all application; technical and call management environments.*
- *Responsible for i-Modules (when rolled-out) support and maintenance to same extent as all above.*
- *Provision a management tool to monitor service requests and consolidate knowledge gained, should the current SASSA systems be unsupportive / not meeting the specific requirements of meeting the ERP requirements. Through this tool most SASSA ERP support issues can be further summarised, giving SASSA users, controllers, coordinators and support staff a tool for simple queries.*

### **Administration Function (Project Management and Help desk Office)**

The Administration Function components include, amongst others, the following roles, responsibilities and aspects:

#### **Reporting, Issue and Risk Management**

This includes functions such as:

- Business report for SASSA
- BSC reports (weekly, monthly, quarterly etc.)
- Issue and Risk Management (development and safekeeping of Risk and Issue logs, Risk memo's, etc.)

#### **Configuration and other management process**

This includes functions such as:

- Version control
- Release management

- Change control
- Quality control
- Problem and issue management
- Specific template development (examples)

#### BSC Library (using existing CLM Live-Link document management system)

This includes the development (where not already in existence), support and maintenance of the following:

- Structures and Naming conventions
- Standardization and Templates
- Procedures and access
- Indexing
- Intranet usage
- Training and test scripts - regular updates
- The Project Management resource can also fulfil the functions of the Help Desk Management, provided that the both aspects will receive adequate attention. SASSA will indicate if this is not the case, in which instance the Bidder will have to provide an additional resource at no additional cost.

## 2.2 HELP-DESK MANAGEMENT

- *The help-desk manager defines ERP system support call management and resolution policies and procedures and oversee the integration with national SASSA help-desk call logging software solution.*
- *The help-desk defines support tasks, allocates tasks to support staff and monitors ERP help-desk resources workload and support progress.*
- *The help-desk manager defines metrics to measure support effectiveness and to assist in measuring resource performance management.*
- *The help-desk manager is responsible to maintain a consolidated view of service requests across SASSA's Head Office and Regions.*
- *The help-desk manager monitors the status of service/support calls and oversees the process of service request allocation to SASSA coordinators and system controllers.*

- *The help-desk manager ensures that support protocol is followed for, service requests, system change requests, configuration baseline requests and releases of approved system changes.*
- *The help-desk manager ensures that all reports required by SASSA (for monitoring, presentations, reporting etc.) are supplied timeously and correctly.*
- *The on-going management and reporting of service request will be monitored in weekly and monthly summary that will be conducted by the services and help-desk managers.*

The Agenda for the WEEKLY meetings will cover most of the monthly meeting items in greater detail, as well as the following possible additional items:

- *Help-desk reports*
- *Outstanding deliverables*
- *Ratio of open to closed calls*
- *Categories of calls*
- *Severity of calls*
- *Action items*

The Agenda for the MONTHLY meetings will generally consist of the following items:

- *Summary of support calls for the broken down per area and category of call*
- *Process and technical optimization*
- *Pressing matters*
- *Action item reviews*
- *Future activities*
- *Prioritizing*
- *Accomplishments*
- *Skills and knowledge transfer progress*
- *Review service levels to date*
- *Progress against plan – budget (financial control)*
- *Responsible for i-Modules (when rolled-out) support and maintenance to same extent as all above.*

## **Training Coordination**

- *Create training schedule and publish to Regional Coordinators*
- *Create catalogue and course content structures on OLM for training and assessments*
- *Coordinate user access to functions (Responsibilities) after training has been completed*
- *Training reports (monthly, quarterly and yearly)*
- *Identification of training gaps or interventions*
- *Update training manuals*
- *Coordinate training room bookings*
- *Review and update training materials*
- *Provide classroom and online training when required*

## **User Access and Workflow Administration**

- *Create usernames and reset password*
- *Allocate responsibilities*
- *Ensure filing of access documents*
- *Provide user access and workflow reports*
- *Maintain supervisor hierarchy*
- *Maintain workflow*
- *Ensure no segregation of duties conflicts (Responsibilities)*

### **2.3 ERP HELPDESK SERVICE**

SASSA ERP system users will report any system queries and/or system problems to the SASSA helpdesk (1st line support) whereby the help-desk operator will allocate the call to an ERP Business Support Centre resource.

These calls may also include calls that have been escalated for resolution by SASSA. Each request is termed a Service Request (SR) (not to be confused with the Oracle Service Requests) and will be issued with a service request identifier number.

- *Logging a service requests enables the help-desk to track, categorise and report on the progress of all SR's logged by the SASSA ERP user community.*

## Functional Application Specialists

The functional specialists (2nd line support) identify user requirements, design solutions, configure the system, test, implement, roll-out and support the ERP systems within their support responsibility including the following:

- Oracle System Support: (SR)
- *Oracle ERP System Enhancements (WR)*
- *Functional Requirements definition*
- *Requirements mapping*
- *System design and Build*
- *System testing and acceptance*
- *Implementation and Roll-out*
- *Providing assistance and appropriate communication to the ERP help-desk*
- *Identifying of Resource shortfalls and gaps*
- *Advice SASSA on ERP system enhancements feasibility and impact*
- *Oracle Upgrades (patches, minor and major upgrades)*
- *Implementation and testing of new Functionality*
- *Adherence to Change Control policies and Procedures*
- *3rd Party Interfaces*
- *ERP System Processes and Procedures*
- *System Procedures Manual*
- *Assistance with Training Material completion*
- *Assistance with month-end, as well as financial year-end closures*
- *Training and Knowledge transfer*

## Technical Application specialist

These specialist teams (also part of 2<sup>nd</sup> line support) design, test, implement and support the ERP systems within their support responsibility including, amongst others, the following:

- *Oracle System Support: (SR)*

- *Oracle ERP System Enhancements (WR)*
- *Technical Requirements definition*
- *Requirements mapping*
- *System design and Build*
- *System testing and acceptance*
- *Identifying of Resource shortfalls an Gap's*
- *Providing assistance and appropriate communisation to the ERP help-desk*
- *Oracle System maintenance*
- *Oracle System Monitoring*
- *Oracle Backup and Recovery*
- *Advice SASSA on ERP system enhancements feasibility and technical impact*
- *Oracle Patch Application*
- *Oracle Upgrades (patches, minor and major upgrades)*
- *Implementation, testing and support of new Functionality*
- *System and Database Upgrades*
- *Configuring Management including*
- *Change Control*
- *Version Control*
- *Release Management*
- *3rd Party Interfaces*
- *Oracle System Processes and Procedures – Tutor*
- *System Procedures Manual*
- *Assistance technical material completion when required*
- *Technical Assistance (interfaces, workflows, reports, extracts etc.) with month-end, as well as financial year-end closures*

(Refer to the functions of the DBA mentioned earlier for a more detailed and comprehensive list).



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### 3 LOCATION FOR PERFORMANCE OF SERVICES

#### 3.1 ON SITE VERSUS REMOTE SERVICES

SASSA requires that all Bidder resources must be full time on-site in Pretoria and should be competent and capable in the area that they will be supporting the Agency, as well as being fully conversant and fluent in English.

Remote services will not be acceptable to SASSA given the current conditions and requirements with regards to the system at SASSA. (Remote assistance to Regions will be provided from SASSA on-site location in Pretoria)

Bidder resources will adhere to all applicable SASSA policies such as dress code, the code of conduct etc.

#### 3.2 OFFICE ACCOMMODATION AND OTHER FACILITIES

To enable the Bidder to provide the Services called for; SASSA shall provide, at such time as the Parties shall agree, the following to the Bidder:

##### **Office Accommodation and Related Equipment**

- Office accommodation sufficient to accommodate the Bidder's personnel.
- The necessary furniture for use by the Bidder's personnel.
- Where relevant, the necessary network infrastructure, appropriately configured for use by the Bidder's personnel.
- The successful service provider must provide their resources with laptops that comply with SASSA's security policy.

SASSA can provide the following when the laptops are added to SASSA's domain:

- Anti-virus software and updates on the laptops if required.
- Windows Operating system patching of the laptops if required.
- SASSA will implemented full disk encryption on all laptops used on the SASSA domain
- Where relevant, access to the necessary server(s), appropriately configured with the required operating system, database and relevant software modules.

- Telephone and e-mail facilities, provided that these facilities shall be used solely for purposes of the Project.
- Such other facilities as the Parties may agree from time to time.

### **Safety**

- Practices as observed by the Basic Conditions of Employment Act will be observed.
- The Bidder shall ensure that its personnel comply, at all times, with all SASSA safety regulations, such as signing “in and out” every day where applicable.

## **4 HOURS WORKED AND WORK OUTSIDE NORMAL HOURS**

**Despite this contract being a full services contract, in other words the Bidder is fully responsible for the provision and successful implementation of all services, SASSA will provide clarity in terms of elements such as office hours and resource numbers and resource levels given the SASSA experience in this regard.**

### **4.1 NORMAL WORKING HOURS**

Maintenance and support should be available from 08:00 to 17:00 Monday to Friday, with a facility for 24x7 support and maintenance outside these hours, as well as over weekends at no additional cost to SASSA.

It should be noted that the DBA usually performs quite a number of his services and functions during the evening.

These timeframes are applicable to all resources.

In the event of a problem which SASSA classifies as critical (e.g. system not functioning), the response time must not exceed 2 hours.

## **5 RESOURCE REQUIREMENTS: EXPECTED RESOURCES**

### **5.1 RESOURCE LEVELS**

Different levels of consultants can be identified namely:

#### **Service Manager**

- 10 years' experience in Service and/ or Project Management
- Microsoft Office
- Microsoft Projects

**Administrative Resource**

- 3 years' experience in office and/ or Project Administration
- Microsoft Office

**Principal Consultant and DBA** – where the principal consultant is an expert on more than one business area (SCM/FIN etc.) and will be the Stream Lead

- 8 years' experience as Principal Consultant
- 3 years' experience as Stream Lead
- Microsoft Office

**Senior Consultant** – where the senior consultant is proficient in a specific business area (SCM/FIN etc.).

- 5 years' experience as Senior Consultant
- Microsoft Office

**Consultant**

- 3 years' experience as a Consultant
- Microsoft Office

SASSA is more interested in the Principal, Senior and also Consultant levels. Since Resources will also perform a helpdesk function as first line support, it is crucial that they are fluent in English as most of the support is provided telephonically and by email.

**5.2 CONSULTANTS EXPERIENCE AND KNOWLEDGE**

The successful bidder must provide sufficient proof that the on-site consultants have implemented, supported and trained the following Oracle modules:

**Finance:**

- Accounts Receivable
- Accounts Payable
- General Ledger
- Cash Management
- Oracle Property Manager

### **Supply Chain Management**

- Fixed Assets
- Inventory
- Purchasing (including I-Procurement, Supplier portal)

### **Oracle HR**

- Core Human Resource Management
- Employee Self Service and I-Modules

### **Oracle Payroll**

#### 5.3 SASSA SPECIFIC RESOURCE NUMBERS AND LEVELS

SASSA requires a total number of 30 full-time on site resources. Regulations with regards to the Covid-19 pandemic will be observed and resources may be expected to work off-site. The amount of work to be delivered will still require the same number of resources as they are allocated to Oracle modules to be supported and implemented. The Service Level Agreement will provide for this arrangement as and when it arises. Bidders should provide proof of Oracle certification of resources:

A Services Manager as specified.

A Help Desk Manager/Administrative Resource

- (The Help Desk/Administrative Resource will head the Project Management Office services.)

Three (3) Principal Functional Consultants for the following areas:

- Financials (1)
- SCM (1)
- HCM and Payroll (1)

These Principal consultants will be team leaders for the areas which directly report into the Service Manager.

The three (3) Principal consultants must be supported by six (6) Senior Consultants, namely for the following areas / modules:

- Payroll (1)
- HCM (1)
- Purchasing, i-Procurement and Cost Management (1)

- GL, Accounts Receivable, Bank and Cash (1)
- Accounts Payable, Asset Management and Property Manager (1)
- Inventory and Order Management (1)

Given the number of challenges remaining within SASSA relating to the system, as well as the SASSA knowledge of the amount of calls received; it is strongly recommended that consultants must be supported by a minimum of ten (10) Consultants, namely for the following areas / modules:

- Payroll (2)
- HCM (2)
- User access and workflow Administrator (1)
- Financials (2)
- SCM (2)
- OLM, UPK and Employee Self Service (1)

The consultants should also assist with first line support when required.

*Bidders should consider whether the resources would be sufficient given that each month a minimum of 80% of all received calls (functional and technical) will have to be closed as will be determined in the Service Level Agreement.*

It should be noted that it would be expected of the Bidder to present at least one Senior Consultant who has fundamental knowledge of GL Wand and Reports Wand and who can define templates and parameters.

In terms of the Technical aspects it is recommended that SASSA be provided with three (3) Principal developers for:

- Finance / SCM
- Principal Developer OAF Skills and
- HCM / Payroll.

These Principal developers should in turn be supported by four (4) senior developers for the areas of:

- Payroll (1)
- HCM (1)
- Financials (1)
- SCM (1)

Over and above all of these, the services of **two (2) Principal Applications DBA** who can complete all the required services as indicated would be a minimum requirement.

*Bidders should ensure that Resources who are allocated to core modules also has knowledge and experience on I-Modules and Employee Self Service modules relating to those core modules.*

The Bidder will be fully responsible and accountable for the management and delivery of services to SASSA and if the service is impacted negatively in any way; SASSA reserves the right to bring on board additional consultants at the expense of the Bidder.

In relation to the aforementioned SASSA requires the CV's of all the recommended resources and Oracle certification for certified resources. Please note that all these resources MUST be available from 01 August 2021. Alternative resources will be considered due to unforeseen circumstances and their experience and skills must be equivalent to the one submitted with the bid.

## **5 CONTRACT AND SERVICE STANDARDS**

### **6.1 CONTRACT**

The successful bidder will enter into a contract with SASSA which will outline the overarching services to be provided under this agreement.

### **6.2 SERVICE LEVEL AGREEMENT**

SASSA requires that all service standards set must be met at all times. In this regard further detailed service standards will be defined and agreed in a Service Level Agreement by the parties once the contract has been signed.

### **6.3 MEASUREMENT OF SERVICES AND PENALTIES**

The Service Level Agreement between SASSA and the Bidder will address the measurement and prioritization of service levels, as well as the response and resolution times.

Penalties associated with the prioritization of service levels and the response and resolution times will be implemented and detailed in the Service Level Agreement.

### **6.4 REPORTING AND COMMUNICATION**

The recurring reporting and communication requirements between SASSA and the Bidder will be defined in a Service Level Agreement. It is recommended that communications be open and formal to promote transparency and buy-in (commitment).

## 6.5 PAYMENT OF RESOURCES AND OTHER BIDDER COSTS

The issue of payment cycles, penalties and other matters will be elaborated on in the service level agreement. It is important to note that SASSA does not want to be prescriptive on the management of the Bidders operational and resource Bidder costs; however, the Bidder should note the following:

The Bidder should at all relevant times of bidding, invoicing and payment of services from SASSA to the Bidder be registered and verified on Central Supplier Database. SASSA will impose their right not to pay a Bidder without the relevant required legislative documents and a lack of these at any time; may also be seen as a breach of contract by the Bidder.

The Bidder must be in a position to and should issue a monthly statement when submitting invoices to SASSA.

The Bidder will be paid within 30 days of an invoice being received by SASSA.

## 6.6 VETTING OF ALL BIDDER RESOURCES

Please note that SASSA retains the right to request all Bidder resources to undergo a vetting process – given the confidential nature of the SASSA information.

## 6.7 REFERENCE CHECKS

SASSA reserves the right to contact the references provided by the Bidder.

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## SECTION D – BID REQUIREMENTS

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### 1 SPECIFIC CONTENTS OF THE PROPOSAL

The proposal must include as a minimum the following details:

#### 1.1 PREVIOUS EXPERIENCE

The Bidder should provide SASSA with references of organisations which will be contacted with regards to the work previously undertaken by the bidder.

Bidders must have a minimum of 3 years Oracle EBS implementation and/or support experience. Bidders must complete Annexure A (Response Template) to support their experience. Experience which is parallel to one another will be counted as one.

Bidders must submit reference letters to support experience mentioned in Annexure A (Response Template).

#### 1.2 RESOURCES KNOWLEDGE AND EXPERIENCE

The Bidder must complete the attached Response Template (Annexure B & C) with regards to the resources, knowledge and experience

The Bidder must provide Curricula Vitae of all resources included in Annexure B & C

All resources should be available from 01 August 2021. A Bidder may not recommend resources that he is unable to attain should he be awarded the tender; or only use resource CV's to meet the tender specifications.

#### 1.3 KNOWLEDGE AND UNDERSTANDING

Knowledge and understanding of the Public Sector and prescribed legislations.

Knowledge and understanding of the Oracle E-Business Suite version 12.2.8 and above system and application

Knowledge and understanding of Accrual Accounting

#### 1.4 SKILLS AND KNOWLEDGE TRANSFER

Skills and knowledge transfer plan to SASSA employees, and other partners to SASSA. Provisions of the skills and knowledge transfer plan will be agreed and outlined in the Service Level Agreement.



## 1.5 RISK AND ASSUMPTIONS

Service-related risks and assumptions

## 1.6 COST BREAKDOWN

A cost breakdown (Annexure C) of the entire support and maintenance service including VAT detailing:

Total cost of the all-inclusive support and maintenance costs on a monthly basis for the duration of the contract.

All inclusive cost per resource. All **sections (A, B, C)** of Annexure C must be completed.

**NB. The contract cost is fixed for the duration of the contract. There will be no contract price increase or escalations.**

## 1.7 ORACLE PARTNER CERTIFICATION \*\*

Successful Bidder must be a certified Oracle Partner.

In the case of a Partnership or Consortium, all parties must be certified Oracle Partners.

A proof of Oracle Partner certification must be submitted

**\*\* Please note that SASSA reserves the right to confirm your Oracle Partner Certification with Oracle**

**NOTE:** Bid Evaluation can only be done on the basis of information provided as requested. The comprehensiveness of the bid can therefore be decisive in the awarding of the contract.

## 1.8 PRE-QUALIFICATION CRITERIA FOR PREFERENTIAL PROCUREMENT

As a PREQUALIFICATION CRITERION, it is required of the bidder to sub-contract a minimum of 30% of the total contract value and value of the service/s to EMEs or QSEs that are 51% owned by either or a combination of the following enterprises:

- Black people who are youth; or
- Black people who are women; or
- Black people with disabilities; or
- Black people living in rural or underdeveloped areas or townships; or
- Cooperatives which are 51% owned by Black people; or
- Black people who are military veterans; or
- Black People

As proof of compliance to paragraph 1.8 above the bidder must submit proof of subcontracting agreement between the main bidder and the subcontractor/s as well as BBBEE certificate of the subcontractor.

**The subcontracting agreement to be submitted with the bid document must indicate;**

- Services/roles and resources sub-contracted,
- Percentage of the services/roles and resources sub-contracted and
- Monetary value of the services/roles and resources sub-contracted for the term of the agreement.

The bidder must attach the Oracle partnership certificate of the sub-contracted company (ies)

Subcontracted company (ies) must be registered on the Central Supplier Database. Proof of registration to be submitted with this bid.

It is the responsibility of the bidder to ensure that they subcontract with qualified and capable subcontractors. Bidders are responsible for all due diligence on their subcontractors.

**NB: Failure to comply with all of the above listed pre-qualification criteria will result in disqualification of your bid.**

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## SECTION E – EVALUATION INFORMATION

### 1 EVALUATION OF THE BID

#### 1.1 BID EVALUATION PRINCIPLES

The bid proposals shall be evaluated in accordance with the 90/10 principle. The evaluation shall be conducted as follows:

- **First Stage;**

Phase 1: Prequalification

Phase 2: Special conditions

Phase 3; Administrative Compliance

Phase 4; Functionality Criteria

- **Second Stage – Price and Preference Points.**

Responses to the functional requirements must be attached as directed, using the response template (Annexure B and C) provided.

#### 1.2 BID EVALUATION CRITERIA

##### **First Stage**

##### **Phase One – Prequalification**

- Bidders will be evaluated based on Paragraph 1.8 on the previous page.

**Failure to comply with all the above requirements will result in your bid being disqualified**

##### **Phase Two – Special conditions**

- Bidders must submit a letter from Oracle Corporation or Oracle Partner certificate as proof/confirmation of Oracle partner registration
- Bidders must have a minimum of 3 years Oracle EBS implementation and/or support experience. Bidders must complete Annexure A (Response Template) to support their experience. Experience which is parallel to one another will be counted as one.
- Bidders must submit reference letters to support experience mentioned in Annexure A (Response Template). Reference letters will be verified.

- Bidders must provide CV's of all resources included in (Annexure B)
- Cost breakdown must include all items in section C of the Service Cost worksheet in Annexure C

**Failure to comply with all the above requirements will result in your bid being disqualified**

**Phase three – Administrative Compliance**

Bidders must submit the following:

- Tax compliance status Pin issued by SARS
- Proof of company registration with Central Supplier Database (CSD)
- Submission of all SBD forms fully completed and signed

**Failure to submit the above may invalidate your bid.**

**The table below contains details of the evaluation criterion and the weights of each Functional Requirements component.**

Criteria below will be evaluated according to the following values

**1=Poor      2=Average      3=Good      4=Very Good      5=Excellent**

<b>EVALUATION CRITERIA</b>	
<b>FIRST STAGE:</b>	
<b>Phase Three – Functionality Criteria</b>	<b>Weights</b>
Oracle Certification of resources (Bidders to submit copies of Oracle Certification of resources) <ul style="list-style-type: none"> <li>• 0 to 2 resources = 1</li> <li>• 3 to 4 resources = 2</li> <li>• 5 to 6 resources = 3</li> <li>• 7 to 8 resources = 4</li> <li>• More than 8 resources = 5</li> </ul>	10

<p>GL Wand Resource/s</p> <ul style="list-style-type: none"> <li>• No resource = 1</li> <li>• 1 resource = 3</li> <li>• 2 resources = 4</li> <li>• More than 2 resources = 5</li> </ul>	<p>10</p>
<p>Service Manager (Number of years of experience. CV will be used to verify)</p> <ul style="list-style-type: none"> <li>• Between 0 and 5 years = 1</li> <li>• Between 5 and 10 years = 2</li> <li>• Between 10 and 15 years = 3</li> <li>• Between 15 and 20 years = 4</li> <li>• More than 20 years = 5</li> </ul>	<p>10</p>
<p>Administrative Resource (Number of years of experience. CV will be used to verify)</p> <ul style="list-style-type: none"> <li>• Between 0 and 2 year = 1</li> <li>• Between 2 and 3 years = 2</li> <li>• Between 3 and 4 years = 3</li> <li>• Between 4 and 5 years = 4</li> <li>• More than 5 years = 5</li> </ul>	<p>10</p>
<p>Principal resources and DBA (Number of years of experience. CV's will be used to verify)</p> <ul style="list-style-type: none"> <li>• Between 0 and 5 years = 1</li> <li>• Between 5 and 8 years = 2</li> <li>• Between 8 and 9 years = 3</li> <li>• Between 9 and 10 years = 4</li> <li>• More than 10 years = 5</li> </ul>	<p>20</p>

Senior Consultants (Years of experience. CV's will be used to verify) <ul style="list-style-type: none"> <li>• Between 0 and 3 year = 1</li> <li>• Between 3 and 5 years = 2</li> <li>• Between 5 and 6 years = 3</li> <li>• Between 6 and 8 years = 4</li> <li>• More than 8 years = 5</li> </ul>	20
Consultant (Years of experience. CV's will be used to verify) <ul style="list-style-type: none"> <li>• Between 0 and 1 year = 1</li> <li>• Between 1 and 2 years = 2</li> <li>• Between 2 and 3 years = 3</li> <li>• Between 3 and 4 years = 4</li> <li>• Between 4 and 5 years = 5</li> </ul>	20
	100
<b>SECOND STAGE: Preference Criteria</b>	<b>Weights</b>
Price	90
BBBEE Status Level of Contribution	10

Bidders who score less than 70 of the 100 points of the Functionality Points will be disqualified, and thus will not be evaluated further.

In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (90/10 system)</b>
1	10
2	9
3	6
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

- Bidder(s) must submit a B-BBEE Status Level Verification Certificate from Verification Agency accredited by the South African National Accreditation System (SANAS) or in case of bidder(s) qualifying as EMEs submit a sworn affidavit signed by the EME representative and attested to by a Commissioner Oath or B-BBEE certificate issued by the Companies and Intellectual Property Commission.
- Bidders are required to submit proof of B-BBEE Status level of contributors. Proof includes valid B-BBEE Status Level Verification Certificates together with their bids to substantiate their B-BBEE rating claims.
- Bidders who do not submit B-BBEE Status Level Verification Certificates or who are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE but will not be disqualified from the bidding process. They will score points out of 90 for price only and zero (0) points out of 10 for B-BBEE.
- A trust, consortium or joint venture (including unincorporated consortium and joint ventures) must submit a consolidated B-BBEE Status Level verification Certificate.
- Public entities and tertiary institutions must also submit B-BBEE Status Level Verification Certificates together with their bid.
- Bidders must ensure that the B-BBEE Status Level Verification Certificates submitted are issued by the following agencies:

**Bidders other than EMEs**

- ✓ Verification agencies accredited by SANAS; or

**Bidders who qualify as EMEs**

- ✓ Sworn affidavit signed by the EME representative and attested by a Commissioner of oaths.
- ✓ B-BBEE certificate issued by the Companies and Intellectual Property Commission.

**Certificates issued by IRBA and Accounting Officers have been discontinued and bidder(s) who submitted such certificate(s) will be considered invalid certificate and points for B-BBEE level of contribution will not be awarded.**



## 2 BID CONDITIONS

- Bidders who score less than 70 out of 100 points under the Functional Evaluation will be disqualified and will not be considered further.
- Bidders should ensure that resources provided in this bid and after award are fluent in English both verbally and written.
- Bidders may attend a non-compulsory Information Session which will be held online on Microsoft Teams.
- Bidders should submit email address/es for the online information session which will be held on Microsoft Teams
- The Agency reserves the right to award the bid: - to one or more Bidders; in whole or partially or not to award the bid at all.
- The Agency will contract and also conclude Service Level Agreement(s) with the successful bidder(s).
- The General Conditions of Contract as stipulated by the National Treasury will be applicable.
- The Agency reserves the right to negotiate price with the successful bidder.
- The main bidder to submit a signed contractual agreement stipulating the services, percentage and monetary value to be sub-contracted for the duration of the agreement.
- The successful bidder will be required to submit monthly report of work performed by the subcontractor, invoices submitted by subcontractor and proof of payment to subcontractor. Such reports must be co-signed by both the main bidder and the sub-contractor.