

Date: 13 November 2020

BID NUMBER - PROJ/2020/21/01.

DESCRIPTION OF BID: THE INSETA CALLS FOR A SUITABLY QUALIFIED SERVICE PROVIDER FOR THE PROVISION OF AN OFF THE SHELF ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM, SUPPORTED & MAINTAINED OVER FOR A PERIOD OF FIVE (5) YEARS

CONSOLIDATED QUESTION AND ANSWER DOCUMENT

1. QUESTION:

1.1 We will need an estimate of the transactional volumes in order to supply a software pricing estimate. Acumatica has an open user license meaning that you may have as many users as you want but is priced according to monthly consumption which calculated on the highest number of “Commerce” or “ERP” transactions.

1.2 *Monthly Commerce Transactions.* The number of Commercial Transactions is the **single** highest volume of transactions within these transaction types:

- Sales Orders,
- Shipments,
- AR Invoices,
- Customer Payments,
- Purchase Orders,
- Purchase Receipts,
- AP Bills, and
- Vendor Payments

Can you please provide us with estimated monthly transaction volumes?

1. ANSWER:

INSETA has specified a user-based solution

2. QUESTION & ANSWERS

Can you kindly assist in clarifying the below questions relating to SBD3.1 pricing schedule:

- 3.1 We note that each module has its own pricing line, can you advise if this fee should be for the configuration of each module or should it be for professional support fees?

The table below is to guide bidders on the pricing schedule required. If the bidder's solution is module based in terms of pricing or once off fee for all modules or based on professional/ project fees per module, bidder must indicate.

- 3.2 There's a line item named customization is this for the overall EPR customization or specific modules?

Where customisation is required bidder must indicate and cost accordingly.

- 3.3 For integration with MIS solution this price will be dependent the amount of work required to configure communication between EPR and MIS, the price cannot be determined up front.

Bidder must make provision for integration where integration is required and stipulated.

- 3.4 Can you advise how and where on the SBD3.1 documentation can we fit this fee?

Any required integration cost must be stipulated under customization costs as integration.

Item No	Description (pricing to include all modules)	Price
1.	Finance	
2.	Payroll	
3.	Human Resources	
4.	Supply Chain Management	
5.	Change Management Approach	
6.	System Testing	
7.	On-going Support Services	
8.	Training	
9.	Data migration, extraction, scrubbing, auditing and conversion process and security	
Sub- Total		
1.	Customization	
2.	Project Management Fees per hour	
3.	Maintenance & Support (including all back up fees) (price increase fixed at 5% CPI) Year 1 Year 2 Year 3 Year 4 Year 5	
	Discounts (where applicable)	
	Sub – Total	
	Total Bid Price	

3. QUESTION:

Is it compulsory to include Payroll (which is currently outsourced) in the tender proposal or will the outsourcing continue with the current SP.?

3.1 ANSWER:

Section 8.1.4 (a) of the Terms of reference clearly stipulates the modules to be implemented by when – please section as reference.