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NOTICE TO SERVICE PROVIDERS

REQUEST FOR INFORMATION (RFI): 03/2022 SOFTWARE AND IMPLEMENTATION SERVICES FOR ENTERPRISE RESOURCE PLANNING (ERP)

Date of Issue	Friday, 21 st October 2022
Closing Date:	Monday, 28 th November 2022 at 11h00
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1. BACKGROUND

- 1.1. 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 obligations, 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.
- 1.2. Legal Aid SA has 135 branch offices across the country, with the head office located in Braamfontein and a workforce of 2,700.

2. INTRODUCTION AND PURPOSE

- 2.1. Respondents are hereby invited for the supply of information for software solutions. This RFI is neither a tender, an RFP nor an RFQ.
- 2.2. This RFI is for planning purposes only and should not be construed as a solicitation, nor should it be construed as an obligation on the part of Legal Aid SA to make any purchases. This RFI should not be construed as a means to pre-qualify vendors. Legal Aid SA may utilise the results of this RFI in drafting a competitive tender specification for the subject services/products/equipment. Any future RFP that may be issued will comply with Legal Aid SA's procurement processes and the PFMA.
- 2.3. The purpose of this request is to gather information and acquire a clear understanding of what the market has to offer regarding technical specifications for the Software and Implementation Services for Enterprise Resource Planning (ERP).

3. PROJECT GOALS

- 3.1 As businesses expand and their operations become more complex, it is natural for them to review the efficacy of their current systems and search for enterprise-wide software packages that address their holistic needs in a comprehensive manner; all of these needs could likely be met by a single ERP system.

- 3.2 Legal Aid SA is also evaluating the efficacy of their two isolated ERP systems, with the intention of exploring the market for available comprehensive ERP systems that meet the requirements and incorporate additional requirements outlined in this RFI document.
- 3.3 The overall goal of this project is to take advantage of the newest technology and harness efficiencies by reviewing business processes or implementing technology to enhance existing business processes performed by Legal Aid SA. The organisation is planning to replace its current software systems environment with a new system or combination of software systems, and to adopt systems functionality to support core processes. In doing so, the organisation seeks to address several challenges in the current environment, including, but not limited to:
- 3.3.1 Consolidating information, linking system processes and functions and eliminating separate departmental spreadsheets or isolated databases in favour of a single system that integrates the Legal Aid SA financial and non-financial applications through a common database.
 - 3.3.2 Streamlining business processes to take advantage of best practices through automation, integration and workflows.
 - 3.3.3 Encouraging system use and productivity, provide a user-friendly and intuitive user interface.
 - 3.3.4 Eliminating the need for redundant data entry and data silos.
 - 3.3.5 Eliminating the need for manual input when preparing the annual budget and financial statements.
 - 3.3.6 Improving and/or providing necessary reports and reporting capabilities, and access to data through inquiry or drilldown capabilities.
 - 3.3.7 Allowing for interface with third-party systems for system integration.
- 3.4 In order to address these challenges and others, Legal Aid SA has initiated a project to adequately plan for, select and implement a replacement or upgraded software systems environment. Section 5 – Project Scope, outlines the features and functionality desired in a future system(s), as well as the professional services necessary to implement that system(s). The

organisation has determined that it lacks the specialised capabilities and technical expertise necessary to replace its current software systems environment internally using its own employees; the size and scope of the project makes the use of the organisation’s personnel and resources not feasible when compared to the experience and expertise of potential vendors and contractors.

4. PREQUALIFICATION OF VENDORS

4.1 Legal Aid SA does not employ a prequalification process. No vendors are either prequalified or precluded from responding to this RFI. The organisation has not engaged in any formal discussions or demonstrations with vendors in the past twelve months.

5. PROJECT SCOPE

5.1 The scope of work below defines the functional and non-functional requirements of the system expected from the Software and Implementation Services for Enterprise Resource Planning (ERP).

5.2 *Table 1: 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	20
2	Workflow Requirements	5
3	Reporting Requirements	64
4	Financial Management	65
5	Purchasing Management	35
6	Fleet Management	42
7	Payroll	39
8	Human Resource Management	60
9	Time Entry	5
10	Integration Requirements	21
Total Functional Requirements		390

Table 1: Functional Requirements Totals

- 5.3 The List of Functional and Technical Requirements/Capabilities contained in Annexure A – 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 interface scope.
- 5.4 Completion of Annexure A – Consolidated ERP Functional and Technical Requirements:
- 5.4.1 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 cream shaded area to indicate their response.
- 5.4.2 Furthermore, when providing responses to the requirements in Annexure A, the bidder shall use the response indicators contained below in *Table 2: Response Indicators*.
- 5.4.3 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.
- 5.4.4 If a bidder is not proposing on certain functionality, a response of "No Bid" shall be provided for all applicable areas. A response of "No Bid" should not be used as a replacement for an "N" response. 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 A		
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 April 2023, 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 B – 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 2: Response Indicators

5.4.5 Any bidder-submitted materials or documentation not specifically requested through this RFI may be included as Supplements to the Proposal as identified in Table 4.

5.5 The following table, *Table 3: 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

		<ul style="list-style-type: none"> •Department (5 digits) •Item (5 digits)
	Chart of Accounts Structure	
	Banks Used	FNB
Budgeting – Operational and Capital	FY21 Operating Budget	R346,346,751
	FY21 Capital 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/Decentralised)	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.)	99,999
	Fixed Asset Threshold	R5,000
HR and Personnel Management, Performance Management and Benefits Administration	Total Number of Employees (Full/Part Time)	Approximately 2,700
	Number of Permanent Employees	9,999
	Number of Contract Employees	999
	Number of Retirees	99
	Number of Bargaining Units	2
	Number of Benefit Plans	99
Payroll	Number of Leave Plans	99
	Pay Frequency	Bi-Monthly (15th/last day of month)
	Number of Employees Paid per Cycle (average)	Approximately 9,999
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 3: Functional Area Statistics

5.6 Software Upgrades

5.6.1 Legal Aid SA shall be entitled to any and all updated and upgraded versions of the software covered in the contract that becomes available from the contractor. Such updates and upgrades shall be provided at no cost to Legal Aid SA so long as a valid maintenance and support agreement, or if applicable, software as a service licencing agreement, is in place.

5.7 Data Conversion and Migration Plan

5.7.1 Legal Aid SA's Finance and Human Resources Departments currently employ Syspro and SAP ERP systems, respectively. It is expected that data conversion will occur throughout the ERP system migration. The successful bidder will be expected to support Legal Aid SA in the migration of both standalone ERPs to the new system. It is anticipated that the bidder will assist Legal Aid SA with data extraction from existing systems and data cleansing prior to preprocessing. The bidder will be responsible for coordinating the whole data conversion, defining file layouts and importing and validating data into the new ERP.

- i. Describe your overall approach to data conversion and how you would collaborate with Legal Aid SA to determine which data should be converted.
- ii. Please describe the technique your business recommends for retaining old data.

5.8 Report Development

5.8.1 As part of the initial deployment of the system, it is anticipated that the bidder will lead the development of any reports necessary to meet specific reporting requirements. Through technical training on the tools used for report generation, database structure and architecture, et cetera, the bidder is expected to provide specialised expertise and information to Legal Aid SA staff during the development of required reports.

Include the following details regarding your approach to reporting:

- i. A summary of various reporting techniques, including business intelligence.
- ii. Methods for Legal Aid SA to identify, specify and create bespoke reports required for deployment.

5.9 Implementation and Training

5.9.1 The bidder must establish a training plan to teach Legal Aid SA end-users according to the following methodology:

- i. End-user implementation training will be offered either on-site or remotely via online tutorial sessions organised by the bidder, with involvement from the relevant Legal Aid SA process owner team lead supporting the process area in the new software system.
- ii. Legal Aid SA's IT employees will get training on the technologies necessary to support the new ERP system as part of the technical implementation training.

5.9.2 The bidder must include a comprehensive description of the training approach, including the following:

- i. General timeframes in which the training will be conducted.
- ii. The bidder must list the nature, level and amount of training to be provided in each of the following areas:
 - a. Technical training (e.g., programming, operations, et cetera)

- b. User training
- c. Other staff (e.g., executive level administrative staff)

5.10 Change Management Approach

5.10.1 Legal Aid SA is cognisant that the movement from the current environment to a new solution may present change management challenges. The bidder must explicitly describe their approach to change management, including any specialised methodologies, processes or tools that will be utilised.

5.11 System Documentation, Manuals and Testing

5.11.1 As part of the initial training and ongoing operational assistance, the bidder is expected to supply user manuals and online help for use by Legal Aid SA. In addition, the bidder will be required to supply technical documentation.

- i. Describe the available documentation (user guide, technical guide, training materials, et cetera) for the proposed system.
- ii. Describe the types of documents you anticipate creating throughout the project's duration.

5.11.2 The bidder should also define their proposed approach to the following types of testing that are anticipated to be done on the project, as well as the type of assistance they intend to provide Legal Aid SA in relation to such testing:

- i. System testing
- ii. Integration testing (in relation to the ERP modules)
- iii. Stress/performance testing
- iv. User acceptance testing (UAT)

5.12 Knowledge Transfer

5.12.1 The bidder should detail their approach for transferring knowledge back to Legal Aid SA so that staff are able to support and maintain the application after the implementation engagement has concluded.

5.13 Other Activities Proposed by the Bidder

5.13.1 Additional aspects that, in the opinion of the bidder, will enhance the overall implementation.

5.14 Ongoing Support Services

5.14.1 The bidder should specify the nature and conditions of any post-implementation support options including:

- i. Post-implementation support that is included in the proposal response.
- ii. Onsite support (e.g., system tuning, application configuration, interface issues, report development, network optimisation, user training and tips to optimise the user experience).
- iii. Telephone support.
- iv. Help Desk services (if there is a service level agreement for your help desk, please provide a copy with your RFI response).
- v. Toll-free support line.
- vi. Users group (i.e. – information about it, where it is held and when. If no, are you planning one?).
- vii. Online knowledge base (i.e. – how it accesses, who updates it, et cetera).

5.15 Formal Presentation

5.15.1 Legal Aid SA anticipates inviting prospective suppliers to make a formal presentation and demonstration regarding their proposal to a team of Legal Aid SA representatives based on an evaluation of all received bids. Legal Aid SA will plan in advance for these consultations.

6. TECHNICAL PROPOSAL ORGANISATION GUIDELINES

6.1 Respondents are instructed to insert the completed Tab forms (Annexures A and B) 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 RFI.

6.2 *Table 4: Technical Proposal Organisational Guidelines* contains the organisation guidelines for proposal responses.

Proposal Tab No.	Technical Proposal Section
Tab 1	Company Introduction and Relevant Experience
Tab 2	Software Solution
Tab 3	Project Approach and Implementation Methodology
Tab 4	Key Proposed Personnel and Team Organisation
Tab 5	Project Schedule
Tab 6	System and Application Architecture
Tab 7	Data Conversion and Migration Plan
Tab 8	Security and Software Hosting
Tab 9	Testing and Quality Assurance Plan
Tab 10	Training Plan
Tab 11	Ownership of Deliverables
Tab 12	References
Tab 13	Sample Contracts, Warranty and Escrow
Tab 14	Exceptions to Project Scope and Contract Terms
Tab 15	Functional and Technical Requirements Response
Supplements	Any proposer-submitted materials or documentation not specifically requested through this RFI may be included as Supplements to the proposal in a separately marked "Supplements" tab of the proposal

Table 4: Technical Proposal Organisational Guidelines

7. COSTING

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- 7.1 A detailed costing that breaks down by line item the procurement, implementation, maintenance and support.
- 7.2 Once-off cost and recurring monthly fees for a period of five years must be clearly indicated.
- 7.3 Costing must be indicated clearly and unambiguously. All costs submitted should be VAT inclusive, if you are a VAT vendor.

- 7.4 The number of units (e.g., hosting licences) must be specified if they are limited in any way. Any unit costs (e.g., costs for additional user licences 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.
- 7.5 Costing must be in South African Rands.
- 7.6 Quotes must be valid for a duration of six months from the closing date of the RFI.
- 7.7 Costing must account for all potential expenses associated with adopting the ERP software, including but not limited to:
- 7.7.1 **Software Licencing Cost:** Software licence costs include all costs related to licencing the software application and include third-party software licence fees, where applicable.
 - 7.7.2 **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.
 - 7.7.3 **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.
 - 7.7.4 **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.
 - 7.7.5 **Annexure B:** 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 hosted option, vendor-based hosted option and SaaS (cloud-based hosting), which must be

completed depending on the available options for the recommended solution configurations.

8. RIGHTS TO SUBMITTED MATERIAL

8.1 It shall be understood that all proposals, responses, inquiries or correspondence relating to or in reference to this RFI, and all reports, charts and proposals referencing information submitted in response to this RFI, 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.

9. CONFIDENTIAL INFORMATION

- 9.1 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.
- 9.2 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. These confidentiality obligations also apply to the respondent's employees, agents and subcontractors, and the respondent shall be liable for a breach of the confidentiality obligations 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.

10 RFI SUBMISSION INFORMATION

10.1 RFI 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

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

10.3 Printed responses to the RFI must be supplied electronically via USB (no CDs or DVDs are permitted).

END OF THE REQUEST FOR INFORMATION DOCUMENT