



REQUEST FOR PROPOSALS (RFP)

PROCUREMENT REF. NO: MACRA/IPC/ACC-VIP/PR/2017/07

PROVISION OF SUPPORT SERVICES FOR SAGE ACCPAC 300 ERP AND SAGE VIP PAYROLL SYSTEM TO MACRA

1.0 INTRODUCTION

Malawi Communications Regulatory Authority (MACRA) is a regulator for ICT industry and issues licences to telecommunications operators, broadcasters, postal and courier operators and all users of spectrum in Malawi. In its 2016-2017 budget has made a provision towards the cost of engaging a reputable and experienced firm to provide support services for the SAGE ACCPAC 300 ERP and SAGE VIP Payroll system on a retainer Service Level Agreement (SLA).

2.0 BACKGROUND

The Authority seeks the services of a SAGE ERP Business partner to offer support for the SAGE ACCPAC 300 ERP system and VIP Payroll system. MACRA deployed the SAGE ACCPAC 300 ERP system in October 2011 and it has recently upgraded to Sage 300 ERP 2014 (6. 2) version. Since the deployment of the system, its financial, procurement, and Human Resources management processes have heavily relied on it. It is therefore imperative to identify a reputable and reliable partner to offer support for the deployed SAGE ERP system within the Authority if the benefits of the same are to be realised.

Apart from the various modules that have been deployed, the authority has a licensing software (Automated Spectrum Management System) that controls licenses issued as this is a major source of revenue stream for the institution. The service provider needs to be mindful that integration between Sage 300 ERP and Licensing software will be implemented at some point, this will be a different project and managed in that manner. To that effect the Authority will be implementing the Integration module for its spectrum

licensing and SAGE ERP. The integration shall focus on converting an order file from the spectrum licence system into an invoice in SAGE ERP.

3.0 OBJECTIVE OF THE ASSIGNMENT

The objective of the assignment is to provide support of SAGE ACCPAC 300 ERP and SAGE VIP Payroll system and other relevant modules in an efficient and effective manner.

4.0 SCOPE OF THE ASSIGNMENT

The successful consultant scope of services shall include but not limited to the following;

- Provide second level support and respond to all issues reported to the consultant by the Authority regarding any system failure in relation to both Sage 300 ERP and SAGE VIP Payroll.
- Provide support with report customizations as may be required by the Authority from time to time.
- Provide advisory support on SAGE ERP matters from time to time including new updates, new modules etc and carry a review of current systems and provide advice on areas which require changes or modification to improve operational efficiency.
- Provide necessary support for installation and configuration of any new modules that may be required by the Authority from time to time.
- Provide necessary training in all modules to end users on agreed interval as part of continuous capacity building and skills transfer to the Authority and able to customize software as per management's requirements.
- Provide advice and guidance on integration of the SAGE ERP to other critical data base applications/systems such as Spectrum Management, Payroll and Human Resources.
- Timely provision and installation of tested patches, hotfixes and updates for the SAGE ERP system as soon as they are released by the system developer. The updates shall be rolled out not later than a month of their release.

- Working hand in hand with MACRA IT personnel in ensuring the integrity of both system and provide technical advice on how to improve efficiency of the systems
- Liaise with the system developers in terms of annual licenses for the software. MACRA is aware that annual license fees are payable by the Authority but the service provider must assist and facilitate this process
- Provide technical information to the external auditors relating to the performance of the systems and prepare monthly and incident reports relating to issues resolved during the engagement year.

5.0 QUALIFICATIONS/PROFILE OF CONSULTANT

The Consultant is expected to have good background on both Sage 300 ERP and SAGE VIP Payroll package and should be a recognized agent of the system developers. The Consultant should be conversant with processes and procedures in public service and this must be proven by over five years experience working in Public Service or consulting for the Government or any renowned private sector institutions.

6.0 METHOD OF SELECTION

The consultant shall be selected using the Quality and Cost Based Selection (QCBS) procedures and therefore Technical and Financial Proposals should be submitted separately from the financial proposal

7.0 DETAILED RFP DOCUMENT

Interested consulting firms **MUST** obtain a detailed RFP document at the address below during working hours from 08:00 - 17:00 except weekend and public holidays:

Malawi Communications Regulatory Authority (MACRA)
MACRA House
Ginnery Corner
Salmin Amour Road
P/Bag 261
Blantyre
MALAWI

Attention: Procurement Specialist

Tel: +265 1883 611

Fax: +265 1883 890

E-mail: jngalawa@macra.org.mw

8.0 PROPOSAL SUBMISSION

Completed copies of proposals in sealed envelopes clearly marked "**TERMS OF REFERENCE FOR THE PROVISION OF SUPPORT SERVICES FOR SAGE ACCAPAC 300 ERP AND SAGE VIP PAYROLL SYSTEM**" should be submitted in two separate envelopes one marked "**Technical Proposal**" and the other one marked "**Financial**". The submissions must be delivered to the following address below not later than **Friday 12th May, 2017 at 15:00 hours**:

The CHAIRPERSON
Internal Procurement Committee,
Malawi Communications Authority – MACRA
Salmin Amour Road,
Ginnery Corner
P/ Bag 261,
Blantyre.
MALAWI

E-mail: dq-macra@macra.org.mw

Tel: +265 1 883 611

Fax: +265 1 883 890

9.0 OPENING OF TECHNICAL PROPOSALS

Opening of proposals shall take place in the Boardroom at MACRA Offices, Ginnery Corner, Salmin Amour Road, Private Bag 261, Blantyre, Malawi on **Friday 12th May, 2017 at 15:00 hours** and bidder's representatives and the general public who wish to attend the ceremony are most welcome. **MACRA** is however not bound to accept the lowest or any proposal but reserves the right to exercise choice of lowest evaluated, substantially responsive proposal and can cancel the procurement proceedings at any stage.