



QUESTIONS AND ANSWERS

PROVISION OF ANNUAL LICENSES FOR A CLOUD-BASED ACCOUNTING PLATFORM FOR MICRO, SMALL, AND MEDIUM ENTERPRISES (MSMES) IN THE EASTERN CAPE – RFQ00094/2025

QUESTION	ANSWER
I would just like to confirm email submission will be accepted without a physical copy being delivered?	Yes, email submission will be accepted without a physical copy.
Please can you advise if Payroll software needs to be quoted for or if you have an existing package (if yes what package is it)? Please could you advise the below if payroll software needs to be included with the accounting package: Employee count Modules	There is no existing package so would need to be quoted. Minimum for 20 employees.
Please can advise the max amount of employees as costing is based on the maximum amount?	No the minimum of employees the system could include is 20 , so in essence that is the maximum
The Accounting systems (annual licenses) are priced on the number of entities as well as users. How many users are we looking as per entity? The base package normally comes with 1 company and 2 users	3 minimum
For the Payroll systems (Annual licenses), we also need the number employees per company/entity.	Minimum 20
With regards the system support do you have a number of hours require per month/year or do we just quote an hourly rate = 1hr?	More a helpline so inclusive quote.
With regard to the 4 training sessions (being 2 in Yr1, 1 in Yr2, and 1 in Yr 3) - I see an allocation of 20 on the table further down below. Is this the number of hours? Please clarify for me.	No for number of ppl can be virtual training
The RFQ requires that the accounting system must have multiple users enabled - Each user significantly changes the price of the accounting system. For the purposes of the RFQ, how many users must we include for pricing?	Minimum 3 users

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As above, generation of payslips is also depended on the number of payslips generated. For pricing purposes, how many employees should we include?	Minimum of 20
Regarding the training pricing, should we price per training session or for all 4 training sessions? In the columns for Yr 1 onwards should we put in the unit price per training / the unit price for all 4 training sessions / the total price for 20 training sessions per year?	Please put in the unit price per training
Will the training be group-based or individual-based?	Group-based and can be virtual
<p>Please can you advise if Payroll software needs to be quoted for or if you have an existing package (if yes what package is it)?</p> <p>Please could you advise the below if payroll software needs to be included with the accounting package: Employee count Modules</p>	<p>I suggest it is included.</p>
We would like to respond to the abovementioned RFQ request, however, may you kindly advise what your current financial solution is that you are using.	<p>I do not think it would be appropriate to share this information. We have used a product but are seeking similar or alternative products that meets the specifications.</p> <p>I assume they want to offer it to us as a reseller but that is not what we are after.</p>

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