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**SERVICES REQUISITION FORM**

**YOU ARE HEREBY INVITED TO SUBMIT A QUOTATION FOR THE CULTURE, ARTS,
TOURISM, HOSPITALITY AND SPORT SECTOR EDUCATION AND TRAINING AUTHORITY
(CATHSSETA)**

Date Issued	27 November 2025	RFQ Number	RFQ/COS/045/2025
Closing Date:	02 December 2025	Closing Time:	11H00
DESCRIPTION:		APPOINTMENT OF A SERVICE PROVIDER FOR PROVISION OF MAINTENANCE AND SUPPORT OF THE CATHSSETA ENTERPRISE RESOURCE PLANNING SYSTEM FOR A PERIOD OF SIX (6) MONTHS	

SCOPE OF WORK**SPECIFICATIONS****1. OVERALL OBJECTIVE**

- 1.1. To appoint a competent service provider to render maintenance and support services for the CATHSSETA Information Management System (CIMS) and SAGE for a period of six (6) months. Both systems are hosted within the CATHSSETA data centre at the head office in Midrand.

2. DETAILED SCOPE OF WORK**2.1. (CIMS) MAINTENANCE/UPDATES**

- 2.1.1 Application maintenance;
2.1.2 Application code enhancements/patch implementation;
2.1.3 Third-party license management, where applicable;

Request for Quotations – CIMS and SAGE support and maintenance

Page | 1

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**SPECIFICATIONS**

- 2.1.4 Application monitoring to ensure uptime Service Level Agreement (SLA) standards are met;
- 2.1.5 Implement security updates;
- 2.1.6 Troubleshooting and error resolution;
- 2.1.7 Enhancements and modifications to the existing modules at no additional cost;
- 2.1.8 New development (as required and costed separately, providers must indicate their development rates in their costing);
- 2.1.9 Prepare the NLRD and SETMIS reports as per the SETA's reporting requirements;
- 2.1.10 Prepare ad-hoc reports as per the sector requirements; and Provision of support services as and when required relating to:
- 2.1.11 Training of new employees;
- 2.1.12 Preparation for year-end audits; and
- 2.1.13 Attending to audit queries.

2.2. SAGE 200 EVOLUTION/SAGE 300/BPM FOR SAGE MAINTENANCE

- 2.2.1 Maintenance of the SAGE application related to:
 - 2.2.1.1 Ensure optimal operation of the system and business efficiency;
 - 2.2.1.2 System patches and upgrades;
 - 2.2.1.3 System bug fixes; and
 - 2.2.1.4 New features/Enhancement updates and introduction.
 - 2.2.1.5 Performing the following Sage Evolution Administrative duties:
 - 2.2.1.5.1 Creating new users on the system;
 - 2.2.1.5.2 Maintenance of user access and review;
 - 2.2.1.5.3 Running monthly system integrity and diagnostic checks;

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**SPECIFICATIONS**

2.2.1.5.4 Providing system audit reports; and

2.2.1.6 Provision of support services as and when required relating to:

2.2.1.6.1 Training new employees;

2.2.1.7 Troubleshooting, resolving and providing advice to user processing issues;

2.2.1.7.1 Preparing and submission of Mid-year and Year-end Payroll Tax Submissions;

2.2.1.7.2 Preparation for year-end audits; and

2.2.1.7.3 Attending Audit request

2.3. SUPPORT

2.3.1 Manage 24/7 systems support helpdesk;

2.3.2 Operate 24/7 systems support contact centre;

2.3.3 Provide dedicated technical human resources to the organisation; and

2.3.4 Provide monthly support reports.

2.4. PROJECT MANAGEMENT

2.4.1 Provide monthly reports (project management, hosting, contact centre and 24/7 support desk queries) and as detailed under the scope of service above; and

2.4.2 Participate in Information and Communication Technology (ICT) Steering Committee meetings as required.

2.5. MONITORING AND REPORT REQUIREMENTS

The following reports/information should regularly, be regularly submitted to the CATHSSETA's

2.5.1 CEO or his/her delegate:

Request for Quotations – CIMS and SAGE support and maintenance

Page | 3

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- 2.5.1.1 Management Reports: Provide monthly reports as detailed above; and;
2.5.1.2 Attend quarterly meetings with Management or as and when required.

3. SERVICE PROVIDER COMPETENCIES AND QUALIFICATION REQUIREMENTS

- 3.1 As part of the proposal to be submitted to CATHSSETA, the service provider is to demonstrate the capacity and resources to implement the project and must include:
- 3.1.1 A detailed methodology to be followed in delivering the project (how the services will be carried out).
 - 3.1.2 Budget/breakdown of costs.
 - 3.1.3 Timelines for delivering the assignment.
- 3.2 The service provider would be expected to have the following:
- 3.2.1 Bidder's experience: Bidders to submit reference letters (proven track record of providing applications maintenance and support). This must be presented in the form of a written letter on official letterhead from clients where similar services have been rendered, not older than five (5) years. Provide the project name, organisation, and the contactable reference name and details.
 - 3.2.2 The service provider must provide a company profile indicating relevant experience in providing application support and maintenance services.
 - 3.2.3 The service provider must demonstrate the capacity of cross-function team.

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**4. PERIOD OF PERFORMANCE (CONTRACT PERIOD)**

- 4.1. The appointed service provider/firm(s) will enter into a contractual agreement with CATHSSETA for a period of six (6) months commencing from the appointment date.
- 4.2. A Service Level Agreement shall be signed with the preferred service provider upon appointment and acceptance thereof.

5. FUNCTIONALITY EVALUATION CRITERIA

- 5.1. Responses will be evaluated in accordance with the tabled **functionality criteria**. Prospective service provider requires a minimum score of 70 points to qualify for **price and specific goals** evaluation, and the appointment would be based on the highest points scored.

EVALUATION CRITERIA FOR FUNCTIONALITY		WEIGHT/ POINTS
1.	Capability to implement the project	25
2.	Company experience	20
3.	Reference letters	10
4.	Project manager experience	15
5.	Experience of developers and business analysts	15
6.	Qualifications of the Human Resources /Support Team of ERP (including SAGE) support team	15
Total		100

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**5.2. Notes for Bidders:**

- 5.2.1. Bidders must score at least 70 points to qualify for price and specific goals evaluation.
- 5.2.2. Partial or missing documentation under any criterion will result in zero scoring.
- 5.2.3. All supporting documents must be clearly labelled and referenced in the proposal.

FUNCTIONALITY EVALUATION			
Criteria	Sub evaluation criteria	Weighting	Scores
The bidder must demonstrate an understanding and ability to roll out the project with the following key aspects, but not limited to, scope of work- (methodology, execution plans, etc.) 1. Detailed Maintenance Plan (system updates, patches, backup, etc.), 2. Detailed Support Plan (call logging process, call centre details, etc.)	• Response addressed all three (3) of the requirements.	25	
	• Response addressed two (2) requirements.	15	
	• Response addressed one (1) requirement.	10	
	• Non-responsive	0	

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FUNCTIONALITY EVALUATION			
Criteria	Sub evaluation criteria	Weighting	Scores
3. Detailed system development and enhancement plan			
The company's Experience in the implementation and support of an ERP System. Bidders are to demonstrate experience in the deployment, support, and maintenance in hosting, support, and maintenance of an Enterprise Resource Planning (ERP) System in a SETA environment.	5 years' experience and more	20	
	3 to 4 years' experience	5	
	Less than 3 years' experience	0	
Contactable References on similar assignments: Bidders must submit letters relevant to the service rendered with contactable clients that were serviced in the past 5 years.	Submitted four (4) or more reference letters	10	
	Submitted two (2) to three (3) reference letters	5	
	Submitted less than two (2) reference letters	0	

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Page | 7

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FUNCTIONALITY EVALUATION			
Criteria	Sub evaluation criteria	Weighting	Scores
NB: The Reference Letters must be on the letterhead of the previously serviced clients and should reflect at least the name of the client, description of the service rendered, contract duration, year completed, contactable reference name and contact details.			
Project Manager's CV demonstrating experience in experience in implementing ERP solutions and relevant project management related qualifications.	Submitted project manager qualifications and CV demonstrating 5 years' experience and more.	15	
	Submitted project manager qualifications and CV demonstrating 3 to 4 years' experience.	5	
	Submitted project manager qualifications and CV demonstrating 2 or few years' experience.	0	

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FUNCTIONALITY EVALUATION			
Criteria	Sub evaluation criteria	Weighting	Scores
Submit CVs of two (2) Developers and one (1) Business Analyst who must each have at least 5 years' experience in developing/maintaining ERP solutions.	• 5 years' experience and more.	15	
	• 3 to 4 years' experience.	10	
	• 2 years or less years' experience.	0	
Experience of the Human Resources /Support Team of ERP (including SAGE) support team. The SAGE support team (three support team members) each have experience in implementing/supporting SAGE finance, SCM and HR solutions.	• 5 years' experience and more.	15	
	• 3 to 4 years' experience.	10	
	• 2 or fewer years' experience.	0	
		100	

Note! Bids that do not meet the minimum qualifying score for functionality will be eliminated from further evaluation.

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**6. PRICING SCHEDULE**

- 6.1. The bidder must provide a signed costing proposal on the company letterhead, and all prices must be inclusive of all applicable taxes.

7. ADMINISTRATIVE REQUIREMENTS

- 7.1 Quote/Pricing with a clear breakdown of Scope with total inclusive of VAT.
7.2 Completed and signed SBD4, SBD 6.1.
7.3 Valid Tax Compliance Pin issued by SARS.
7.4 Valid B-BBEE Certificate or Sworn Affidavit.
7.5 All RFQ related responses must include the RFQ number as the subject matter.
7.6 Central Supplier Database (CSD) Summary Report.
7.7 Company Registration Document (CIPC).

8. PRICING AND SPECIFIC GOALS EVALUATION

- 8.1. For the evaluation of this tender, the **80/20 preference points scoring system** will be applied. This means 80 points are allocated to price and 20 points to specific goals as per the standard bidding document (SBD) 6.1 attached to this RFQ.

Element	Maximum Points	Evaluation Details
Price	80	Based on the submitted pricing schedule
Specific Goals	20	Based on claimed specific goals as per the attached Standard Bidding Document (SBD 6.1)

- 8.2. To claim points for specific goals, bidders will be required to **complete, sign and submit SBD 6.1 together with a valid B-BBEE Certificate or Sworn Affidavit.**

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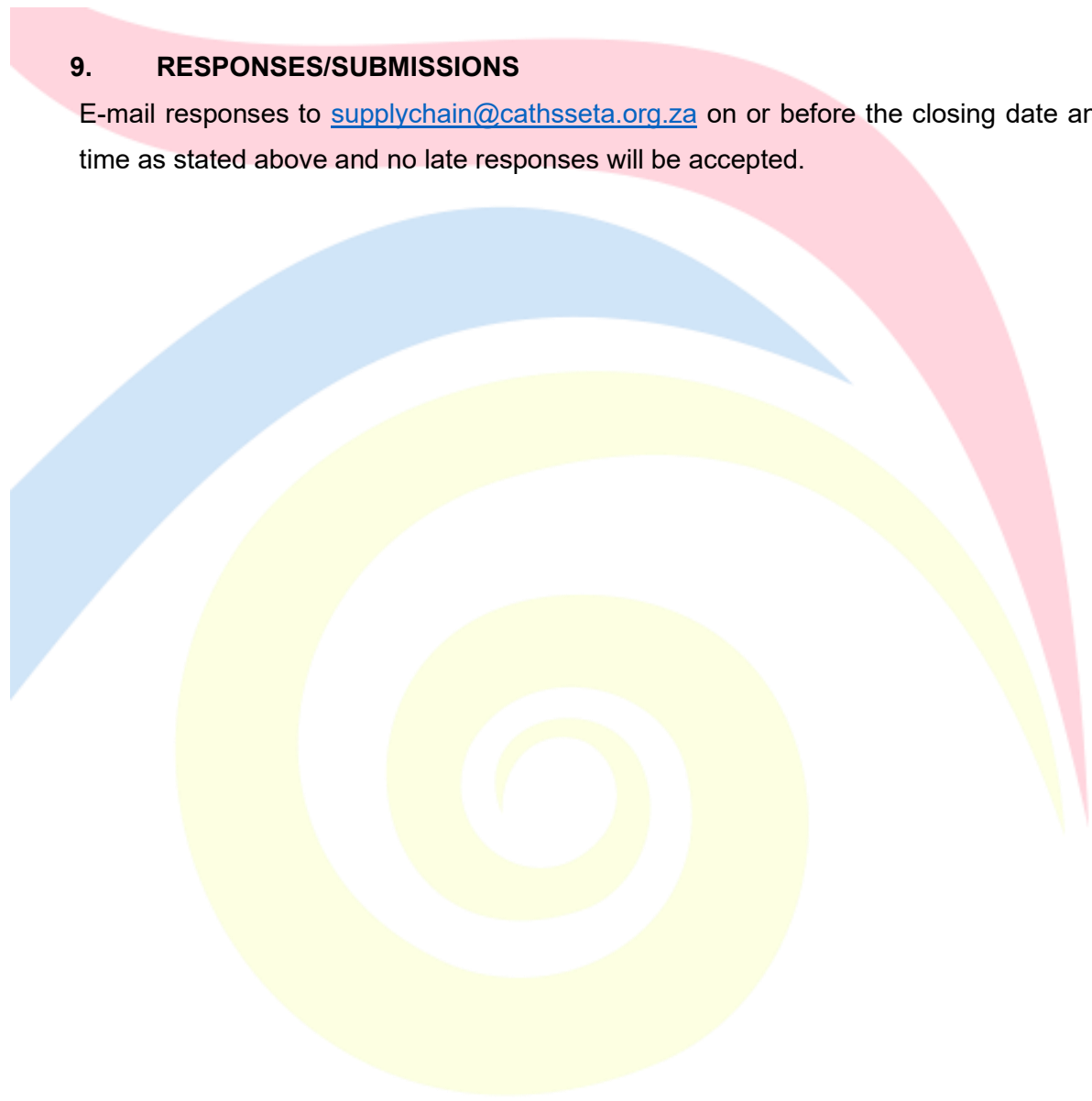
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- 8.3. Failure to submit the required documents will result in zero points allocated for specific goals.

9. RESPONSES/SUBMISSIONS

E-mail responses to supplychain@cathsseta.org.za on or before the closing date and time as stated above and no late responses will be accepted.



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