REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY LICENSES, INSTALL, CONFIGURE AND SUPPORT OPEN AI CHATGPT ENTERPRISE FOR 12 MONTHS

QCTO
Quality Council for Trades & Occupations

www.qcto.org.za

256 Glyn Street, Hatfield, Pretoria, 0083
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1. INTRODUCTION

The QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended) and came into operation on 1 April 2010. The main functions of the QCTO, amongst others, are to develop standards for occupational qualifications, including trades and skills programs, to accredit skills development providers and assessment centres, to conduct assessments, quality assurance and issue certificates to qualifying candidates.

Therefore, the QCTO is responsible for standards generation and maintenance; quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programs.

The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from https://www.qcto.org.za

2. AIM OF RFQ

This RFQ aims to appoint a suitable service provider to supply, configure, implement and support OpenAI ChatGPT Enterprise. The QCTO, through the solution, aims to enhance its conversational AI capabilities and data analysis while prioritising data security and the privacy of its information.

3. SCOPE OF WORK AND DELIVERABLES
The appointed service provider will deliver on the following:

3.1.   Install, configure and implement OpenAI ChatGPT Enterprise version and all the required features.

3.2.   Unrestricted access to the powerful GPT-4 Turbo model, allowing for extensive usage without limitations.

3.3.   The creation of tailored solutions, including organisation-specific chat templates and workflows, enabling businesses to integrate ChatGPT into their operations.

3.4.   Ensure that the solution configurations exclude the QCTO data from training by default, with custom data retention windows, encryption, and data handling policies that ensure user privacy (at rest and in transit).

3.5.   Provide enterprise-grade security features through the solution, such as an admin console for user management, support for single sign-on, and domain verification.

3.6.   Access to deep research, custom workspaces, GPTs, canvas, projects, file uploads, data analysis, and search.

3.7.   The solution should have reporting capabilities for audit purposes.

3.8.   Provide end-user and administrator training on the implemented solution.

3.9.   All licences shall be subscription-based.

4. VENDOR PARTNERSHIP/CERTIFICATION

4.1. Interested service providers must have a suitable Partner status with the product OEM at the stage of responding to this RFQ and during the contract duration.

4.2. At least one member of the service provider's key personnel assigned to the project shall hold a valid certificate from the product vendor at any time during their assignment and have at least three (3) years of professional experience in supporting generative AI tools.

4.3. The service provider should substantiate and prove their experience in managing the ChatGPT software through references and profiles of similar work completed to demonstrate that they have the necessary expertise and capability to execute this project.

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5. Work Schedule

5.1. Once the appointment has been finalised, the service provider will contact the QCTO Supply Chain Management (SCM) team.

5.2. The service provider will be required to provide the login details for the application to the users.

6.   Pricing Schedule

Bidders must note that pricing should be according to the below:

Item	Quantity	Unit price (ZAR)	Total Price (ZAR)
Software Licenses (33 users)	34		
Initial Configuration & Implementation (within 4 weeks)	1		
Support & Maintenance hours (4 hours per month for 12 months)	48 hours		
User Training (33 officials)	12		
Administrator training	2		
Total			
VAT at 15%			
GRAND TOTAL			

7.   MAINTENANCE AND SUPPORT

7.1   The QCTO intends to enter into a support and maintenance contract for 12 months (1 year) after the implementation stage.

7.2   The successful bidder will be required to provide monthly usage statistics/reports for the duration of the contract

8. TRAINING

8.1 The successful bidder must train the specified QCTO officials after implementing the solution.

9. PROJECT TIMELINE

9.1 The successful bidder must be able to supply, configure and install the required services within four weeks of receiving the purchase order.

10. Queries

For technical queries, please send an email to the following personnel.

Nthabeleng Lepota – Lepota.N@qcto.org.za

Nyeleti Maluleke - Maluleke.N@qcto.org.za