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City of Johannesburg

Johannesburg Water SOC Ltd

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## REQUEST FOR INFORMATION

<b>RFI NUMBER:</b>	JW RFI 001/2026 MC	<b>CLOSING DATE:</b>	28 JANUARY 2026
<b>DESCRIPTION:</b>	BUSINESS SUPPORT IN THE MAINTENANCE OF THE HUMAN RESOURCES SAP PAYROLL AND INFORMATION SYSTEM FOR A PERIOD FOR THIRTY-SIX (36) MONTHS.		
<b>ISSUE DATE</b>	22 January 2026		

### ENQUIRIES MAY BE DIRECTED TO:

<u>Bidding procedure enquiries must be sent to</u>		<u>Technical enquiries must be directed to</u>	
<b>CONTACT PERSON</b>	Maria Chirrindze	<b>CONTACT PERSON</b>	Nokuthula Henderson
<b>TELEPHONE NUMBER</b>	011 688 6610	<b>TELEPHONE NUMBER</b>	011 688 1491
<b>E-MAIL ADDRESS</b> (Submissions must be made to this address)	<a href="mailto:maria.chirrindze@jwater.co.za">maria.chirrindze@jwater.co.za</a>	<b>E-MAIL ADDRESS</b>	<a href="mailto:nokuthula.henderson@jwater.co.za">nokuthula.henderson@jwater.co.za</a>

### SUPPLIER INFORMATION

<b>NAME OF BIDDER</b>			
<b>STREET ADDRESS</b>			
<b>TELEPHONE NUMBER</b>	<b>CODE</b>		<b>NUMBER</b>
<b>CELLPHONE NUMBER</b>			
<b>E-MAIL ADDRESS</b>			
<b>VAT REGISTRATION NUMBER</b>			
<b>CENTRAL SUPPLIER DATABASE No:</b>			
<b>MANUFACTURER OR THIRD PARTY</b>			

**Directors:**

Ms Gugulethu Phakathi (Chairperson), Mr Ntshavheni Mukwewho (Managing Director and Executive Director),  
 Mr Johan Koekemoer (Financial Director and Executive Director), Mr Phetole Modika, Mr Siphamandla Mnyani, Mr Siyabonga Mthembu, Mrs Zandile Meeleso, Mr Pholoso Matjele, Mr Kgaile Mogoye, Mr Molate Mashifane, Ms Pamela Mabece, Mr Lunga Bernard

Ms Kethabile Mabe (Company Secretary),

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## 1. PURPOSE OF THE REQUEST FOR INFORMATION

The RFI response proposals is enquired to assist the organisation with business decision making purposes for an upcoming -four (36) months Request for Tender with regards to budget, cost effectiveness, risk assessment, specific goals to include in the tender, award and allocation strategy to incorporate, firm or non-firm prices, pricing schedule and special conditions of tender.

## 2. BACKGROUND

Johannesburg Water invites service providers to respond to a Request for Information for **BUSINESS SUPPORT IN THE MAINTENANCE OF THE HUMAN RESOURCES SAP PAYROLL AND INFORMATION SYSTEM FOR A PERIOD FOR THIRTY-SIX (36) MONTHS.**

This RFI is strictly to solicit market related information from potential bidder(s) for the **Business Support In The Maintenance Of The Human Resources Sap Payroll And Information System For A Period For Thirty-Six (36) Months.**

This RFI does not constitute; an offer; or any impression none so ever to do business with Johannesburg Water.

## 3. SCOPE OF WORK, REQUIREMENTS AND SPECIFICATIONS

### 3.1. SCOPE OF WORK

- a) To provide Business, Functional Support and Software Maintenance SAP Human Resources and Payroll system.
- b) Provision of Maintenance and Support of the Org Publisher Organisational Reporting Structure Tool and Management Reporting tool (Spinifex) integrated with the SAP HR/Payroll (PY) system.
- c) HR and Payroll Consultant Services as when it is required by Johannesburg Water.
- d) Licensing of Spinifex and OrgPublisher Organisational Structure Tools as per specification.

### 3.2. GENERAL REQUIREMENTS:

#### Directors:

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- a) The tenderer must provide all the necessary hardware and resources at their operational centre, to render an effective service. Support services will also be required to be provided by the tenderer on site at JW premises on a routine basis.
- b) The tenderers will be required to be contractually bound to hold all data, meetings and minutes and system information/configuration/outputs/special requirements etc. as confidential. Furthermore, the conditions will prevent copying, reverse engineering, exchanging or reproducing any information, developments, system configuration, reports and/or methodologies. The usual indemnities for patent and copyright infringements as well as claims etc. will be required to be contractually entered into. Of special note for protection in this agreement are non-standard reports especially developed for JW. Tenderers may submit proposals for how this may be addressed contractually.
- c) Non solicitation of employees will be a further contract requirement that the tenderer will be required to commit to. Tenderers may submit proposals for how this may be addressed contractually.
- d) Tenderers must provide their requirements in terms of payment for services rendered and also conditions and mechanisms to resolve billing/payment disputes.
- e) Incorrect outputs caused by the system application will be rectified at the expense of the tenderer.
- f) The tenderers will be required to provide an undertaking to ensure all legislative requirements (inter alia the Basic Conditions of Employment Act No 75 of 1997) are complied with within the scope of the SC. Furthermore, the expectation is that the tenderer provides best practices in any development work undertaken or changes made and that they liaise and work in close co-operation with SAP South Africa.
- g) All tenderers must include in their submission / Tender a complete record of their experience and track record in providing the type of service requested herein using the SAP HR/PY system. JW reserves the right to call for a formal presentation by tenderers on the short list to substantiate their experience and competency in providing the service required herein.
- h) An important reporting requirement is the statutory reports to the SETA in order that JW may effectively claim refunds and so sustain its significant training programme. The sector format and reporting requirements are likely to change in the future while this SC is in force. The tenderer will therefore be required to reconfigure the system and develop new reports to align the whole process to these new requirements. Tenderers in their response to this RFP must therefore demonstrate their competency and knowledge of the current SETA requirements and also commit to their ability to provide the new requirements when these become known.

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- i) The tenderer may adapt their standard contract documentation to conform to the conditions stipulated herein. However, the tenderer will in any event be required to liaise and reach agreement with Johannesburg Water legal officers prior to drawing up final SC contract documents for signature by both parties.
- j) The tenderer must provide a dedicated Account Manager, who is an experienced SAP HR consultant and knowledgeable in HR business processes, to oversee the successful implementation and effective ongoing operational service provision in accordance with the SC entered into. In addition a competent junior consultant will be required occasionally (maximum six hours per month) to provide ad hoc reports that may require some manipulation of the system. The monthly fee must include this support and resources.
- k) The tenderer will be required to subcontract a reputable printer to print the routine pay slips and tax certificates and any other printing considered desirable by the tenderer. This sub contract is outside the scope of the SC where the tenderer is fully accountable for the deliverables and especially the deadlines of such print contractor and will not in any way absolve the tenderer from the deliverables and deadlines of the whole process concerned.
- l) Tenderers must submit a detailed schedule with their response to this RFP of the number of personnel they guarantee to provide to successfully execute the requirements contained herein. The schedule must detail 'K' levels, experience in SAP HR and Payroll, length of service with the tenderer and formal qualifications. Contingency resources available must also be listed. Failure to submit such a schedule will render the Tender submissions invalid.
- m) The tenderer will be required to provide at its own expense a communication (data) link of adequate capacity from their operational centre to the JW headquarters. The cost must form part of the JW monthly fee. The operation and maintenance of this link will be the responsibility of the tenderer and will form part of the performance and retention mechanism herein.
- n) The SAP HR application is supported by an organisational management and reporting structure tool specifically for SAP solutions. The tenderer will be required to be competent in the use of this tool to support JW in the effective use of it. Furthermore, when it is required to upgrade the tool in future to a more updated version, the tenderer must demonstrate their ability to support it effectively. See the monthly services required in this respect above. Tenderers must provide proof of this competency in their response to this RFP.
- o) The tenderer will be required to enter into a Service Level Agreement with JW. Should it appear to JW that the tenderer is not executing the services in accordance with the true intent and meaning of the contract notwithstanding the performance and retention outlined herein, then notice shall be given in writing to the tenderer and failure to

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comply within a reasonable time the SLA shall be terminated as agreed therein. Tenderers must indicate their agreement to this condition and may submit proposals as to how this can be addressed contractually. JW reserves the right to decide on acceptance of such proposal.

p) JW will be responsible to forward any specifics to the tenderer via a Change Request Document (CRD), duly signed by an authorised person, for development or investigation of any new requirements. It will be the responsibility of the tenderer to obtain clarity if the request is not clear or should any ambiguities exist. All such requests must be followed by a quotation on cost and delivery date for consideration by JW. Work completed on accepted quotes of any requests by JW must be prior tested and certified by the tenderer before being tested and signed off by JW.

## REQUIREMENTS

- a) Tenderers are required to specifically describe in their technical submission how JW is to be indemnified from risk of loss in the payment process to employees and third parties.
- b) The tenderer will be required to acknowledge that the system as configured, data and records are and will at all times remain the property of JW.

### 3.3 SAP HR MODULES IMPLEMENTED:

SAP HR System include the following modules for approximately 3 200 employees:

- Enterprise structure.
- Payroll excluding vendor & third-party payments.
- Organizational Management.
- Personnel Administration.
- Time Management.
- Management Reporting.
- Training & Event Management.
- Qualifications, Skills, licenses & NQF Management.
- Job Profiles.
- Personal / Individual & Company Development Plans.
- Career & Succession Planning.
- Performance Management.
- Statutory NQF/SETA & Management Reporting on Training & Development.
- Labour Relations.

### 3.4 SYSTEM CONFIGURATION TO SUPPORT BUSINESS PROCESSES:

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Tenderers must allow for the time and effort to fully familiarize themselves with the system configuration and outputs and how these relate to the business policies, processes and procedures for all the required information and reports.

The effort required by the tenderer must be clearly indicated in the response. How much time will be required to take over from the current service provider and the time with Johannesburg Water's managers in order to ensure proper understanding of the whole function, must be set out.

The ultimate objective is that a seamless transition from the current arrangement to the new tenderer be achieved. Tenderers must also provide in a document the methodology they will adopt to achieve this objective.

This must be stating the total time in hours required. It must also include the total associated costs given in terms of hours and rate per hour.

### **3.5 MAINTENANCE OF SOFTWARE AND UPGRADES:**

The tenderer will apply upgrades regularly in an effort to ensure that the SAP HR application is current. The tenderer will be required to ensure close co-ordination and co-operation with JW's IT department when this is done.

Downtimes for fixes or patches must be done during off-peak times outside of those stated in the finalized Monthly/Annual Timetable herein.

The functionality of the HR system post patch upgrades will also be the responsibility of the tenderer who must carry out all the necessary testing and information runs both in the Development, QA and PRD environments always ensuring that they are left in a synchronized state and that the patch/upgrades have not affected the HRIM functionality.

Tenderers must include in their responses; processes they intend to implement to carry out testing after patch upgrades.

### **3.6 SUPPORT AND KNOWLEDGE TRANSFER SERVICES REQUIRED:**

- a) Scope:** tenderer to provide, as a standard service, access to a Support / Knowledge Desk facility in terms of all the functionality and services provided. Only authorized HR-users as per an agreed schedule determined by JW should have direct access to the Support / Knowledge Desk where there shall be a competent HR resource at hand to resolve issues raised. Tenderers must provide documentation of previous experience in providing such services and support.
- b) Availability:** The Support / Knowledge Desk facility must be available as follows: Monday to Friday from 08h00 to 17h00 (except on national public holidays). Exceptions to these times will be by special arrangement.

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- c) Contact and Problem Handling:** Tenderers must provide telephone and e-mail address of the service provider Support / Knowledge Desk to enable easy access to JW authorized users for all services rendered in the SC. Requests for assistance By JW with comments must be logged and identified by a number and tracked until their closure by the tenderer. This includes monitoring of progress until a resolution has been reached, communicating the solution to the JW (caller, number, etc.) and then closing the problem.
- d) Prioritisation:** The priority of the problem will determine the escalation procedures and priority of response that the Support / Knowledge Desk will process. The priority and escalation procedures are described in this clause hereunder.
- e) JW Support Structure:** JW will provide in-house support for all their employees and try to solve any request or problem given. Those that cannot be dealt with will be forwarded to the tenderer help desk service via authorised HR-users by telephone or e-mail.
- f) Service Level Priorities:** Support processing procedure is defined as the target-time period within which to provide feedback and resolve the problem. The target-time may vary according to the Priority Level assigned to each request, query, issue or problem logged with the tenderer help desk. Tenderers must provide e-mail addresses and telephone numbers.

The services need only be provided during business hours, and all calculations of fees must be for times that relate to business hours. Overtime rates (by special arrangement) should be stated as required in the tender schedule hereunder.

Baseline services should be 90% complete of helpdesk logs within the stipulated target times as shown in the Priority Table hereunder.

Diagnostic work must be carried by the tenderer wherever required as part of the monthly fee. Should any problem or resolution be outside the scope of this agreement, such work must be charged on a time and material basis at a rate to be specified.

Authorisation for time and material work must be set out as per a separate SOW and must not commence until authorised by JW. Tenders must set out the rates per hour for this service in the fee schedule hereunder.

Any development of work authorised by JW to be carried out by the tenderer will be accepted by JW and signed for, however before this is done the tenderer will be required to certify that

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the development work has been robustly tested, and that the configuration achieves the desired result consistently.

**g) Priority Table:** On receipt of the telephone call or e-mail message at the SLA Helpdesk this must be logged and categorised according to one of the following priority definitions.

Description	Situation	Minimum Feedback	Target Completion Time
Critical	A critical situation is when the system is unavailable or seriously impaired by a problem. The impact on business is critical and causes a payroll (non-payment) stop for the current month. Payroll stop is when employees pay cannot be processed. Furthermore, it has the potential impact on Labour Relations and business.	30 minutes	3-5 business hours (Dependant on high availability of the system in place)
Severe	A severe situation is when there will be major impact on business and on labour relations. Difficulty is experienced in processing data and will not cause a pay stop; however, it will affect some people's pay, e.g. creating an EFT for third-party payments where no penalty applies. Also processing of critical reports for business deadlines that have a financial impact.	1 hour	5 Business hours
Moderate	A moderate situation is when there is no direct immediate impact on business or labour relations. Normal business can continue and no direct serious impact on JW or its employees, e.g. queries on the understanding of the current month payslips and additional requests of current months reports.	2 hours	8 Business hours
Minor	A minor situation is when there is no impact on business or labour relations. These are items such as advance payment calculations, queries on previous month's salaries paid ad hoc non-standard reports for any purpose.	2 hours	16 Business hours

**h) Responsibility and Liability:**

The SLA Provider will only be required to accept responsibility or liability for not responding to any request, query and problem processed via e-mail or fax or telephone and to resolving the issues which had been raised.

**i) Escalation:**

JW will follow an agreed escalation process for any concern or issue in terms of non-service or delivery as stipulated. Tenderers must indicate their proposed escalation

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procedures to the highest level where service / problem resolution will need to be guaranteed.

**All the services and support of this section must be included in the monthly fee (except where resolution of diagnostic work done is outside of scope of SC).**

### **3.7 CO-OPERATION WITH JW IT DEPARTMENT:**

The tenderer will be required to always co-operate with the Johannesburg Water IT Department and be prepared to attend routine monthly co-ordination meetings and other work sessions that may be required for upgrades and routine maintenance on the servers.

The tenderer will be responsible for the HR application and the associated business processes as it applies to the system. Including the application of HR patches initiated by the tenderer or JW must be done as a mini project each time requiring close co-operation between the tenderer and JW IT who will drive the project. At all times close liaison between the tenderer and JW IT will be necessary to ensure back-up and maintenance schedules are carried out effectively.

The testing of the HR application after any changes made on the servers will be the sole responsibility of the tenderer and their senior manager will be required to sign acceptance of the changes made as well as certify that the HRIM is in order and that it has not been affected functionality by the patches or changes made.

The tenderer must also be prepared to provide any information and effort pertinent to the orderly running of the network and computer installations at JW.

The tenderer will be required to attend to and maintain any HR interfaces to the SAP Financial client at Johannesburg Water computer centre.

A document committing to these requirements must be included in the tenderer's response.

### **3.8 JOHANNESBURG WATER RESPONSIBILITY:**

Johannesburg Water IT Department will provide the platform which the HR application runs on.

All operational issues pertaining platform i.e. network, system servers, routers, LAN and WAN, licenses as well as desktop hardware will be supplied and maintained by JW for its end users including remote access excluding data services provided by the tenderer.

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#### **4. USER MEETINGS / OPERATIONS MEETINGS:**

Johannesburg Water will nominate one or more of its managers to attend user meetings when required by JW or requested by the SSP.

Reasonable notice of such meetings is necessary and either party should undertake to provide at least seven (7) days' notice with appropriate agenda to all persons required to attend.

The purpose of such meetings would be to allow for concerns and feedback on service and to deal with application specific and SC issues.

Operations meetings will be routine and weekly and shall focus on operational issues such as deadlines and deliverables. Operational managers concerned with operations and processes will address issues to ensure timely deliverables. The costs for these requirements must be included in the monthly fee.

#### **5. MONTHLY TIMETABLE:**

Typical requirements to be confirmed with successful tenderer before the implementation of the SLA

#### **MONTHLY TIMETABLE FOR HOSTING SOLUTION (As an example)** **Johannesburg Water – 2026**

#### **6. HR / PAYROLL INPUT BACK-UP SERVICES SUPPORT:**

##### **a) Scope:**

SSP will be required to provide a service for ad hoc requests from JW to provide input and assistance and back-up services to JW for shortage of staff for any reason.

This will be to have accurate inputs to the system and to meet the timelines as indicated in the monthly timetable. The aim is to have assistance available to cater for unforeseen circumstances to achieve successful pay runs and other critical deadlines.

##### **b) Services Required:**

An on-site or off-site SAP HR/Payroll input back-up service to JW is required based on the following:

##### **c) Charges:**

Charges must be set out separately and tenders to state the total cost per instance for on-site and off-site support back-up services

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## 7. PERFORMANCE AND RETENTION PROPOSED:

JW requires that the performance of the SSP is assessed for the proper fulfilment of the SC. The JW IT network, server and system performance will be / is excluded from the SC but forms part of the overall performance of the HRIM and therefore requires close liaison by the SSP particularly in diagnosing the problem wherever it may exist.

The requirement is that a User Committee (UC) consisting of members representing both JW and the SSP review the performance and compliance of the SLA as well as the overall HRIM system performance.

The UC, which shall consist of 2 members representing Johannesburg Water and 2 members representing the SSP, will meet regularly to carry out the assessment. The UC must monitor the performance of the SSP and seek to resolve problems reported.

As far as the SLA is concerned the two main areas to be measured is (1) the response to issues reported by JW and proposed auditable resolution by the SSP and (2) the time to implement successful resolution of issue so reported.

- a) The principle measurements will be:-
  - i) Response time regarding Service and Operational problems.
  - ii) Time to: -
    - Diagnose
    - Draft plans of action to resolve problem
    - Communicate action to Johannesburg Water.
    - Complete and resolve problem.
- b) The retention or penalty will be a calculation on the level of criticality, timing and response criteria agreed with the SSP and the total monthly payment that is due. This aspect will be agreed with the SSP prior to finalization of the SC. The proposal will be based on the following as managed by the UC:-
- c) Accuracy of Payment and Data:  
Accuracy is defined as payment amount and information (as appears on salary slip) reflecting the actual data captured by the JW's Payroll section. Critical is defined as the number of Maximum Allowable Errors (MAE) in the payment amount. The (MAE) is presented below:

**Note:** Accuracy of data furnished by JW shall be the responsibility of JW and the process of data capturing shall be coordinated and agreed with SSP.

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
MAE	30	30	20	10	5	5

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d) Retentions Platform:

This section represents the minimum target and / or performance that the Committee should consider.

e) The UC shall comply with the following:

The committee shall monitor the performance of the SSP based on the following objectives:

The retention shown in the following table will be applied separately for non-compliance with respect to response and completion times, downtime and accuracy measured separately as the average of any two consecutive months.

The percentages listed in this table are given as examples and the UC shall agree on the appropriate percentages at the outset.

The SSP must note the payment split requirement below.

- Response time.
- Completion time.
- Accuracy.
- Downtime.

Component	Helpline				System		Information	
Indicator	Response (1)	Completion (2)		Downtime (3)		Accuracy (4)		
Fee Payment Split	15%		20%		35%		30%	
Retention								
Weight (Wt)	Wt	(-)	Wt	(-)	Wt	(-)	Wt	(-)
Critical / Severe	60%	15%	60%	15%				
Moderate	40%	7%	30%	5%				
Minor	10%	5%	20%	2%				
Prime Time					70%	30%		
Non-Prime Time					30%	15%		
Service Demand								
Critical			15%	3%			70%	14%
Non Critical			5%	1%			30%	6%

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#### Note on the calculation of retention:

The retention is the product of the 'weighting' and the 'fee payment split' e.g. for an instance where the 'response time' was over the acceptable limit and this failure fell into the priority definition of 'critical', then the penalty is calculated as follows:-

$$\begin{aligned}\text{Penalty} &= \text{Weighting} \times \text{Fee payment split} \times \text{total monthly payment due} \\ &= 60\% \times 15\% \times \text{total monthly payment due} = A \\ &= 9\% \times A\end{aligned}$$

A retention will be imposed (as per the above table) for any non-compliance in every payment cycle. This percentage shall be retained for a period of thirty (30) days during which period the SSP shall rectify the identified problems, failing which the retained amount shall be forfeited to JW as a penalty imposed against SSP. Should the SSP rectify the problems within the 30 days period the amount retained by JW shall be reimbursed in the following payment cycle.

Tenderers are invited to propose an alternate performance and retention mechanism that will be effective to achieve the desired aims and objectives of the SC from both a supplier and client perspective. Johannesburg Water reserves the sole right to implement the measurement, performance and penalty mechanisms it considers effective.

## 8. FEES:

The initial cost of the take-on and take-over from the current SP must be quoted / structured separately and for the services provided, tenderers must structure the fees (excluding VAT) payable by JW monthly per employee.

To cater for variations in the number of employees, a minimum monthly fee for the services provided must be stated or if not essential, to be stated as 'not applicable'.

All fees to be quoted for the first year of the RFP and tenderers must quote an escalation fixed price increase for the second and third year. If the escalation amount is not consistently applicable to all elements throughout, then tenderers must clearly state the increase per element / item.

Monthly fees must not include requests / queries that require configuration or customisation of the application. Such requests, queries, issues must not be entertained by the SSP unless JW does it in writing and followed by a signed / authorised Statement of Work (SOW).

Such Statements of Work would include the duration to complete / perform such request. Details of JW request(s) will be attached as an Appendix to the SOW. SSP to certify that work carried out has been fully tested. Copies of such SOW documents will be forwarded by JW HR department to the JW IT department.

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Note: No off-cycle pay run or rerun will be allowed or performed after the tax financial year end, namely the last day of February each year

## 9. PRICE SCHEDULE

### Estimated Cost

ITEM	Unit	Year 1	Year 2	Year 3
Maintenance Support – SAP HR\PY (Inclusive of all implemented modules). Based on 3 200 employees.	Per Annum	R	R	R
Provide and support ESS & MSS access to 1300 users				
Maintenance Support and Licence fees for Spinifex /Management Reporting Tool.	per annum	R	R	R
Maintenance Support and Licence fees for OrgPublisher Organisational Structure Tool.	per annum	R	R	R
HR Related Consultant fees (Approximated to 200 hours per level per annum)	Per Level per hour: Level K1 (Junior Consultant)	R	R	R
	Level K2 (Associate consultant)	R	R	R
	Level K3 (Consultant)	R	R	R
	Level K4 (Senior Consultant / Project Team Leader)			
	Level K5 (Principal)			
<b>TOTAL (Excluding VAT)</b>		R	R	R
<b>VAT (15%)</b>		R	R	R
<b>TOTAL (Including VAT)</b>		R	R	R

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