



SITA SOC Ltd, 459 Tsitsa Street, Erasmuskloof, Pretoria, South Africa • PO Box 26100, Monument Park, 0105, South Africa
Tel: +27 12 482 3000 • Fax +27 12 367 5151 • Reg. No 1999/001899/30 • www.sita.co.za

Our Ref: RFI 2880-2024
Enquiries: Audrey Matlapeng
Tel: 012 482 2339
Date: 11 June 2024

PROSPECTIVE BIDDER

RFI 2880-2024: Request for Information (RFI) of the Information Technology Service Management (ITSM) system and Proof of Concept (POC) for SITA.

Bidder is invited to submit tender for: RFI 2880-2024: Request for Information (RFI) of the Information Technology Service Management (ITSM) system and Proof of Concept (POC) for SITA.

The briefing session will be held as follows:

A Non-Compulsory Virtual Briefing Session will be held as follows:

Date: 18 June 2024

Time: 11h00 am (South African Time)

Venue: Online (Teams)

Link: [Join the meeting now](#)

The final date for **clarification questions** is **26 June 2024**.

The **closing date** for bid submission is **08 July 2024**.

Notes to the bidders:

- You must ensure that you are registered on the CSD and that all your company details have been updated on the CSD.

Non-Executive Directors:

Mr K Pillay (Chairperson), Ms L Petlele (Deputy Chairperson), Ms N Pietersen, Ms K Sibanda,
Ms L Abrahams (Dr), Mr M Mnisi, Mr L Keyise, Ms L Mseme, Ms R Naidoo

Executive Directors:

Mr S Dzengwa (Managing Director: Acting) Mr MK Kgauwe (Chief Financial Officer),

RFI 2880-2024: Request for Information (RFI) of the Information Technology Service Management (ITSM) system and Proof of Concept (POC) for SITA.

- The following will apply for this Bid:

- **CLOSING OF BIDS**

Bidders must submit their Bid responses through email (tenders@sitaco.za) at 11h00 on the Bid closing date.

- **ADMINISTRATIVE PRE-QUALIFICATION REQUIREMENTS**

Submission of bid response: The bidder has submitted a bid response documentation pack:

- (i) that was delivered at the correct email address and within the stipulated date and time as specified in the "Invitation to Bid" cover page, and;
- (ii) in the correct format as an original document.

- **BID PRICING SCHEDULE**

Bidders will complete the bid pricing schedule in the Excel spreadsheet format provided, include this as part of the response documents.

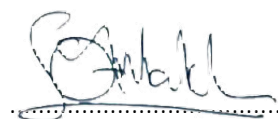
The published bid document is packaged as follows:

Bidders must submit their bid responses as follows and must tick in the box to confirm if the bid response is submitted as such:

Manner of submission	Bidder to tick ✓ to indicate that the bid response has been submitted in this sequence
tenders@sitaco.za	

All queries to this bid must be submitted in writing to the following email address:
audrey.matlapeng@sitaco.za

Yours sincerely



Seatile Makhokolo

Senior Manager: Framework Contracts