



## APPOINTMENT OF A SERVICE PROVIDER FOR RENEWAL OF SAGE 300 PEOPLE LICENSES AND SUPPORT OVER A PERIOD OF TWENTY FOUR (24) MONTHS

### 1. INTRODUCTION

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Energy (DoE). For more information on the company, you can visit our current website: [www.cefgroup.co.za](http://www.cefgroup.co.za)

### 2. SCOPE OF WORK

CEF SOC Ltd invites quotations from **accredited Sage business partners** for the renewal of Sage 300 People annual license subscriptions and support over a period of twenty-four (24) months.

#### Requirements:

The winning bidder will be required to deliver the following:

- Provide annual license subscription for **400 employees**.
- Provide **support and maintenance on time and material basis**. The estimated support hours required **are five (5) hours per month**. Bidder to include support rate per hour in the bid response.
- Provide access to Sage helpdesk.
- Provide a quick, dedicated, and focused response to business-critical incidents.
- Submit a Service level agreement with response times for each priority level.
- Adherence to SLA targets.
- Escalation process.



### 3. EVALUATION CRITERIA

#### 3.1 Phase 1

##### Administrative Evaluation Criteria

**Initial Screening Process:** At this phase bidder's responses are reviewed to check if bidders have responded according to CEF (SOC) Ltd RFQ document.

#### 3.2 Phase 2

##### Mandatory Requirements

Bidder must be a certified Sage business partner for Sage HR and Payroll services.

3.2.1 <u>CERTIFIED PARTNER LETTER</u>	Comply	Not Comply
Bidder must submit a <b>copy of a valid SAGE partnership letter</b> to proof they are a certified Sage business partner for Sage HR and Payroll services/Sage300 People		
<b>Substantiate / Comments</b>		

### 4. PRICING SCHEDULE

Description	Remarks	Quantity	Cost/Rate	Total costs
License subscription fees for 400 employees- year 1 (2023/2024 financial year)	Once off fee	1		
Support and maintenance fees- year 1	Based on 5 hours of monthly support (provide rate per hour)	60 hours per year		
License fees for 400 employees- year 2 (2024/2025 financial year)	Once off fee	1		
Support and maintenance fees- year 2	Based on 5 hours of monthly support (provide rate per hour)	60 hours per year		
<b>Total costs excl.VAT</b>				
<b>VAT (@15%)</b>				
<b>Total costs (All inclusive)-over a period of two (2 )years</b>				

- Separate license costs and support fees.