



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: RFB 2881-2024
Enquiries: Pumza Nqoma
Tel: 012 482 2030
Date: 05 June 2024

PROSPECTIVE BIDDERS

RFB 2881-2024 - REQUEST TO APPROVE THE ESTABLISHMENT OF A NEW 3-YEAR DEVELOPMENT, SUPPORT AND LICENSE MAINTENANCE AGREEMENT FOR THE INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM) SYSTEM FOR SITA.

Bidders are invited to submit tender responses for **RFB 2881-2024: Request to approve the establishment of a new 3-year development, support and license maintenance agreement for the Information Technology Service Management (ITSM) system for SITA.**

NOTE: There will be a compulsory briefing Session

Date: 11 July 2024

Time: 11:00 – 12:00 (South African time)

Place: Microsoft Teams [Join the meeting now](#)

The **Closing Date** for bid submission is **03 July 2024.**

Notes to the bidders:

- You must ensure that you are registered on the CSD and all your company details have been updated on the CSD.
- The following will apply for this Bid:

- CLOSING OF BIDS

Bidders must submit their Bid responses through the tender box at Erasmuskloof (459 Tsitsa Street) at 11h00am on the Bid closing date **03 July 2024.**

- ADMINISTRATIVE PRE-QUALIFICATION REQUIREMENTS

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

- (i) that was delivered at the correct physical or postal address and within the stipulated date and time as specified in the “Invitation to Bid” cover page, and;
- (ii) in the correct format as one original document, two copies and a copy on memory stick.

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),

- **BID PRICING SCHEDULE**

Bidders will complete the bid pricing schedule in the Excel spreadsheet format provided, include this as part of the hard copy submission documents as well as a memory stick.

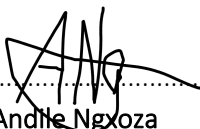
The published bid document is packaged as follows:

Bidders must submit their bid response 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
One (1) Original file inclusive of RFB Document, Technical/ Functional Response and Pricing/ Costing.	
One (1) Hard copy inclusive of RFB Document, Technical/ Functional Response and Pricing/ Costing.	
One (1) Electronic copy on USB in Portable Document Format (PDF) of the RFB Document, and Technical/ Functional Response.	
One (1) Electronic copy on USB in Portable Document Format (PDF) of the Pricing/ Costing	
Responses through the tender box at Erasmuskloof (459 Tsitsa Street) at 11h00am on the Bid closing date 03 July 2024	

All queries to this bid must be submitted in writing to the following email address:
pumza.ngoma@sita.co.za

Yours sincerely


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Andile Ngxoza

Senior Manager: Basic & Tactical Sourcing