

<b>DOCUMENT TITLE</b>	Specification: Supply of ERP and related software system support to Necsa
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### **1. Introduction**

Necsa currently utilizes Microsoft Dynamics SL (MSDsl) 2018 as the Finance ERP solution. The Financial Systems Department is responsible for maintaining the ERP system at Necsa; currently Microsoft Dynamics SL 2018 (MSDsl).

In addition to MSDsl, Necsa also utilises the following additional financial and related software:

- Solver Bi360
- Plumblin FA
- Fast Path

### **2. Scope of work and services required**

Necsa requires a competent qualified service provider to enter into a service level agreement with Necsa to provide support on MSDsl and related software listed above as per Necsa requirements. The following support function can be requested and will be included in the SLA:

ERP System and related software support functions:

- New development work
- Customizations of current functionalities
- Meetings and consulting
- Upgrading of the software to the latest released versions
- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or emergency onsite assistance

The duration contract will be for a period of two and half years; 01 January 2026 to 30 June 2028 and the total support hours will not exceed 800 hours.

### **3. Specification**

Necsa has the following requirements of the service provider:

- A letter from Dynamics Africa to confirm that the service provider is a reselling partner for Dynamics Africa and MSDsl.
- Qualified to provide support for MSDsl and related listed software solutions.

- Letter from Dynamics Africa to confirm that the service provider supports MSDsl.
- 10 Years' experience in providing support for MSDsl
- Letter of recommendation from three current customers utilising MSDsl