

## **ANNEXURE A: SCOPE OF WORK**

### **APPOINTMENT OF A SERVICE PROVIDER FOR RENEWAL OF SAGE 300 ERP, BPM, VRM AND ASSETWARE LICENSES INCLUDING SUPPORT OVER A PERIOD OF (36) 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 proposals from accredited Sage business partners for the renewal of Sage 300 ERP, BPM, VRM and Assetware annual license subscription including support over a period of (36) months.

The winning bidder will be required to deliver the following:

- Provide annual license subscription for the following products
  - Sage 300 ERP;
  - AccTech eWorkflow (BPM);
  - VRM;
  - Assetware;
  - Asset Tracker
- Maintenance of integration packages between BPM, VRM and Sage 300 ERP as and when required;
- Minor system enhancements as and when required;
- CEF requires time and material support and maintenance. As such, the bidder must include in their bid response a support rate per hour and monthly support fees based on estimated support hours stated below.
- The estimated support hours required are 15 hours per month on an "as and when" required. (the bidder will only invoice for the hours used per month)
- Access to a telephone and online helpdesk platform;
- Service level agreement with response times for each priority level;
- Adherence to SLA targets and clearly defined escalation process.