

SCOPE OF WORK FOR THE PROVISION OF MAINTENANCE AND SUPPORT FOR THE IDU CONCEPTS OVER A PERIOD OF 12 MONTHS FOR CEF SOC LTD.

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 Mineral Resource and Energy (DMRE). For more information on the company, you can visit our current website: www.cefgroup.co.za

2. BACKGROUND

CEF is currently using Idu-Concept version 5 with the modules listed below.

- Idu-Concept Core module
- Idu-Concept Budgets
- Idu-Concept Reporting
- Idu-Concept Financial Adjustment
- Idu-Concept Analytics Enterprise

Therefore, CEF wishes to approach market to source a service provider on a 12 (twelve) months support and maintenance contract.

3. SCOPE OF WORK

CEF requires a twelve (12) months' maintenance and support contract for IDU Concept budget and reporting system. The service provider must provide as a minimum:

- Provide licenses for 21 users and 4 admin users
- Providing day to day maintenance and support on Idu-Concepts
- Maintenance of integration packages between Idu-Concept and Sage 300 ERP as and when required
- Timely update the system by installing latest patches to guarantee its faultless performance and enhance development capabilities
- CEF requires time and material support and maintenance. Include a support rate per hour and monthly support fees based on estimated support hours in the bid response.
- The estimated support hours required are 5 hours 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