

Postal Address
P.O. Box 1329, Rivonia
2128, South Africa

Physical Address
270 George Road,
Noordwyk, Midrand, 1687

Contact
Call Centre: 0860 100 221
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GOODS/SERVICES REQUISITION FORM

**YOU ARE HEREBY INVITED TO SUBMIT A QUOTATION FOR THE CULTURE, ARTS,
TOURISM, HOSPITALITY AND SPORT SECTOR EDUCATION AND TRAINING AUTHORITY
(CATHSSETA)**

Date Issued	27 March 2025	RFQ Number	RFQ/COS/075/2024 (RE- ISSUE V3)
Closing Date:	02 April 2025	Closing Time:	11H00
DESCRIPTION:	APPOINTMENT OF A SERVICE PROVIDER TO RENDER APPLICATIONS SUPPORT AND MAINTENANCE OF SAGE AND THE CATHSSETA INFORMATION MANAGEMENT SYSTEM (CIMS) FOR A PERIOD OF SIX (6) MONTHS		

1. SCOPE OF WORK

SPECIFICATIONS

**CATHSSETA seeks to appoint a service provider to render the following services
for a period of six (6) months:**

1. PROJECT SCOPE AND SPECIFICATIONS

A. CATHSSETA Information Management System (CIMS) Maintenance/Updates;

- Application maintenance;
- Application code enhancements/patch implementation;
- Third party license management, where applicable;
- Application monitoring to ensure uptime Service Level Agreement (SLA) standards are met;

- Implement security updates;
- Troubleshooting and error resolution;
- Enhancements and modifications to the existing modules at no additional cost;
- New development (as required and costed separately, providers must indicate their development rates in their costing);
- Prepare ad-hoc reports as per the sector requirements; and Provision of support services as and when required relating to:
 - Training of new employees;
 - Preparation for year-end audits; and
 - Attending to audit queries.

B. SAGE 200 EVOLUTION/SAGE 300/BPM FOR SAGE MAINTENANCE

- Maintenance of the SAGE application related to:
 - Ensure optimal operation of the system and business efficiency;
 - System patches and upgrades;
 - System bug fixes; and
 - New features/Enhancement updates and introduction.
- Performing the following Sage Evolution Administrative duties:
 - Creating new users on the system;
 - Maintenance of user access and review;
 - Running monthly system integrity and diagnostic checks;
 - Providing system audit reports; and
 - Provision of support services as and when required relating to:
 - Training new employees

- Troubleshooting, resolving, and providing advice to user processing issues.
- Preparing and submission of Mid-year and Year-end Payroll Tax Submissions
- Preparation for year-end audits
- Attending Audit queries

C. SUPPORT

- Manage 24/7 systems support helpdesk;
- Operate 24/7 systems support contact centre;
- Provide dedicated technical human resources to the organisation; and
- Provide monthly support reports.
- Number of users: 80.
- Size of data: 1 TB.

D. PROJECT MANAGEMENT

- Provide monthly reports (project management, hosting, contact centre and 24/7 support desk queries) as detailed under the scope of service above.

E. REQUIRED TECHNICAL COMPETENCIES:

1. Application Programming Interface (API).
2. Standard Query Language (SQL).
3. Full stack developer.
4. Linux.

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2. ADMINISTRATIVE REQUIREMENTS

- 2.1 Quote/Pricing with a clear breakdown of Scope with total inclusive of VAT.
- 2.2 Completed and signed SBD4, SBD 6.1.
- 2.3 Valid Tax Compliance Pin issued by SARS.
- 2.4 Valid B-BBEE Certificate or Sworn Affidavit.
- 2.5 All RFQ related responses must include the RFQ number as the subject matter.
- 2.6 Central Supplier Database (CSD) Summary Report.
- 2.7 Company Registration Document (CIPC).

3. PRICING AND SPECIFIC GOALS EVALUATION

- 3.1. For the evaluation of this RFQ, the 80/20 preference points scoring system will be applied. This means 80 points are allocated to price and 20 points to specific goals as per the standard bidding document (SBD) 6.1 attached to this RFQ.
- 3.2. To claim points for specific goals, bidders will be required to complete, sign and submit SBD 6.1 together with a valid B-BBEE Certificate or Sworn Affidavit. Failure to submit the required documents will result in zero points allocated to the bidding company.

4. RESPONSES/SUBMISSIONS

E-mail responses to supplychain@cathsseta.org.za on or before the closing date and time as stated above and no late responses will be accepted.