

TENDER NO: 270S/2024/25

**TENDER DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE
ELECTRONIC COURSES AND END USER TRAINING FOR THE CITY OF CAPE
TOWN'S HR AND OTHER BUSINESS SYSTEMS ROLLOUT**

Driving the City forward

23 May 2025

Agenda

#	Item
1	Opening, Welcome, Introductions & Session Rules
2	Safety briefing
3	Tender briefing
4	Questions and Answers

TENDER BRIEFING – Tender Document and Responses

The Tender

- **TENDER NO: 270S/2024/25**
- **TENDER DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE ELECTRONIC COURSES AND END USER TRAINING FOR THE CITY OF CAPE TOWN'S HR AND OTHER BUSINESS SYSTEMS ROLLOUT**
- Closing date – 20 June 2025 at 10:00 AM
- Tender Box – 198
- Non-Compulsory briefing session.
- Questions received per email to:
e-mail: **SAPHR.TrainingTender@capetown.gov.za**
Please reference page, reference and topic
- In this Briefing Session:
 - Tender document, response and tender evaluation
 - Questions and Answers

Tender Document and Response

THE TENDER

1) GENERAL TENDER INFORMATION

1. Contract Period - **36 MONTHS FROM THE COMMENCEMENT DATE OF THE CONTRACT.**

(2) CONDITIONS OF TENDER

1. **Binding contract** subject to SCM policy and relevant legislation
2. Tender award:
 - a. Award the tender in its entirety to **one Tenderer** and a stand-by tenderer. (2.1.5.1 –page 5)
 - b. Contract period - 36 months from date of commencement
 - c. Clause 2.2.1 - Eligibility Criteria – **Eligible to tender:** (Page 7)
 - d. Clause 2.2.1.1.2 - Compliance with Requirements in line with SCM Policy, MDB documents, declarations, certificates, good standing with SARS and City of Cape Town, Conflict of Interest. (Page 7)
3. Clause 2.2.1.1.4 Mandatory Requirement – **Proof of Accreditation (valid at date of tender closing) as a service provider by a relevant ETQA.** (Page 8)
4. Clause 2.2.1.1.5 Minimum Score for Functionality – **Minimum requirements** for tenderer (Page 9,10,1, 12, 13)
5. Clause 2.3.10 Evaluation of tender offers (Page 21 onwards)
 - a. **Based on the sum of the prices/rates in relation to a typical basket**
 - b. **90/10 price/preference points system**

Tender Document and Response - Contract

(C1) DETAILS OF TENDERER (Page 27)

(C2) FORM OF OFFER AND ACCEPTANCE (Page 28 - 31)

(C3) OCCUPATIONAL HEALTH AND SAFETY AGREEMENT (Page 32)

(C4) PRICE SCHEDULE (Page 33-35)

1. Clause 5.2: **All-inclusive** prices, excluding VAT. (Page 33)

2. Pricing Methods:

- a. Fixed price items based on per unit of measure e.g. *per hour, per delegate etc*

Tender Document and Response - Contract

(C4) PRICE SCHEDULE (Page 33-35)

Electronic Pricing Schedule

1. Tenderers are hereby advised of the requirement to complete and submit the **Electronic Pricing Schedule** attached to this notice.
2. Each tenderer must submit one *(1) electronic copy of the Schedule of Rates in Excel format, saved on a USB flash drive, and one (1) printed hardcopy*. Both the electronic and hardcopy submissions must be in the identical format as issued by the Employer.
3. It is imperative that the rates reflected in both the printed and electronic copies are an exact replica of each other. In the event of any discrepancy between the hardcopy and the electronic version, the printed hardcopy shall prevail.
4. Tenderers are also required to complete **Schedule 13N** of the tender document as formal acknowledgement of the above requirements.

Tender Document and Response

(C5) SPECIFICATIONS (Page 36 – 43)

- **Introduction & Background**
Overview of current legacy systems (SAP HCM) and digital transformation goals.
Shift to modern solutions (SAP S/4HANA, Microsoft 365, and enhanced LSO utilization).
- **Training Objectives**
Empower staff with digital skills to improve efficiency and reduce service desk calls.
Focus on SAP, S/4HANA, and other business systems training.
- **Scope of Work**
Develop high-quality training materials (e-courses, classroom, virtual).
Deliver training and manage administration (attendance, evaluations, reporting).
- **Service Provider Requirements**
Proven experience in large-scale ERP training (SAP LSO/SuccessFactors LMS preferred).
Expertise in instructional design, e-learning (SCORM 2004 compliant), and multilingual content (English, Afrikaans, Xhosa).
- **E-Learning & Digital Training Standards**
SCORM 2004 compliance for SAP LSO integration.
Metaverse, 2D/3D animations, and mobile-friendly micro-learning examples required.

Tender Document and Response

(C5) SPECIFICATIONS (Page 36 – 43)

- **Course Development Process**
Agile methodology, role-based content, and annual reviews.
Pilot testing, UAT participation, and editable source files delivery.
- **Training Delivery Logistics**
Classroom/virtual (Microsoft Teams) sessions (min. 5 delegates, max. 25).
Venues provided by the City; catering aligned with policy (costs included in pricing).
- **Key Personnel & Roles**
Project Manager, Administrators, Facilitators, Instructional Designers, and Content Developers.
Qualifications, experience, and responsibilities outlined.
- **Financial & Administrative Terms**
Purchase Order (PO) required before development.
Invoicing per department; attendance-based payments.
- **Future Capacity Building**
Train the Trainer" program to transition basic SAP training to CCT employees.
Bi-annual competency evaluations and ad-hoc costed proposals.

Tender Document and Response

(C6) **SPECIAL CONDITIONS OF CONTRACT (Page 45)**

1. Amplification of section (C7) General Conditions of Contract
 - a. Clause 22 and 36 – Penalties and contract performance

(C7) **GENERAL CONDITIONS OF CONTRACT (Page 57)**

1. National Treasury – Conditions of Contract (revised July 2010)

(C8) **SUPPORTING SCHEDULES (67)**

1. Complete in full and return ALL schedules **not marked** “NOT USED / (N/A) NOT APPLICABLE TO THIS TENDER”
2. Schedule F13 Information to Be Provided with the Tender (Page 90)

Q&A Session





CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Thank You

Making progress possible. Together.