



REQUEST FOR QUOTATION (RFQ)

**SUPPLY, INSTALLATION, MAINTENANCE AND SUPPORT OF
INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM)
SYSTEM**

1. SCOPE OF WORK

i. Introduction

The objective of this specification is outline the scope of work for the Information Technology Service Management (ITSM) System. The ITSM system automate the process of managing the services IT provides to business while optimizing efficiency and providing a platform to enable continuous improvement. This specification provides the scope of required services and will be used as the specification document when sourcing the ITSM system.

ii. Required services

- a. Supply and installation of BMC Track-IT Software
- b. Maintenance, Support Services and Licenses for 12 months
- c. Training of CATHSSETA administrators and users (Skills transfer)

iii. Software features

The following are the minimum functionalities and features the ITSM tool must provide:

- a. Helpdesk (8 x Agents/Technicians)
- b. IT assets audits (120)
- c. Software License Management
- d. Remote Access and Control
- e. Mobile Helpdesk
- f. User Self Service
- g. Dashboard and Reporting