

## SERVICES REQUISITION FORM

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

Date issued	24 April 2023	RFQ number	RFQ/COS/06/2023
Closing Date:	02 May 2023	Closing Time:	11h00 am
DESCRIPTION OF SERVICES	Provision of ICT Services Support for a Period of 6 Months.		

### 1. BACKGROUND AND PURPOSE

#### Background

- 1.1 The Culture, Arts, Tourism, Hospitality and Sport Sector Education and Training Authority (CATHSSETA) is a Schedule 3A Public Entity established in terms of the Skills Development Act 97 of 1998 as amended (SDA). Its headquarters are situated at 270 George Road, Noordwyk in Midrand and the regional offices are located in Cape Town and Durban.
- 1.2 CATHSSETA's mandate is to promote and facilitate skills development within six (6) subsectors, namely, Arts, Culture and Heritage, Conservation, Gaming and Lotteries, Hospitality, Sport, Recreation and Fitness; and Tourism and Travel Services. CATHSSETA is one of the 21 Sector Education and Training Authorities (SETAs) across the economy mandated to deliver on the National Skills Development Plan (NSDP) outcomes.
- 1.3 CATHSSETA has a staff component of 77 employees. The Information and Communication and Knowledge Management Unit has four (4) staff members.

## **Purpose**

- 1.4 A service provider with expertise and capacity to carry out ICT projects will be required to undertake the following activities:
- Assist to design and implement critical ICT systems to secure the information of the entity;
  - Review the ICT Strategy to ensure it is aligned to the Corporate Strategy of the organisation;
  - Assist to maximise the functioning of the SharePoint and Intranet Services;
  - Assist to maximize the functioning of the Enterprise Resource Plan (ERP) system;
  - Deploy human resource(s) with sound Knowledge and Records Management experience to assist with the documentation and execution backlog in the sub-unit;
  - Deploy ICT human resources with ICT audit background who will liaise with the organisation's internal audit department;
  - Deploy ICT human resource(s) with strong Linux background and databases (Oracle MySQL, Postgres SQL, Microsoft SQL server or equivalent);
  - Assist with the logging and distribution of logged tickets and ensure that all tickets are timeously attended to as per ICT SLA requirements to the business;
  - Assist in the alignment of the ICT Strategy, Policies and Systems with global frameworks such as COBIT and ITIL and other best practices available in the public sector environment;
  - Assist with the effective management of ICT Service Level Agreements (SLA);
  - Assist in the development of a Disaster Recovery System;
  - Ensure that the ICT Audit readiness repository is maintained both on SharePoint and the ICT Shared drive;

- Assist in the development of Standard Operating Procedures (SOPs) for Information, Communication and Technology (ICT) and Knowledge Management (KM); and
- Assist in the implementation of cyber security for CATHSSETA.

## **2. SCOPE OF WORK**

- 2.1. The service provider will be expected to provide fulltime support and be based at CATHSSETA Head Office in Midrand for the duration of the contract;
- 2.2. The service provider will be required to work in collaboration with the existing staff employed in the ICT and KM Unit and to provide support to all CATHSSETA structures, including Management, Board, Employees, and external stakeholders of CATHSSETA; and
- 2.3. The service provider will be expected to assist in preparing responses to audit queries and implementing post audit action plans.

## **3. SERVICE PROVIDER REQUIREMENTS/COMPETENCIES**

- 3.1. Provide CVs and certified qualifications of the human resources; indicating knowledge, capability to deliver on the scope of work to organisations. Service provider must have One (1) Security Engineer that have at least three (3) years' experience on Cybersecurity and penetration testing; One (1) ICT Auditor with Certified Information Systems Auditor (CISA) qualification or equivalent responsible for ensuring that an organization's IT systems are secure, reliable, and compliant with relevant laws and regulations and a Project Manager with at least five (5) years' experience in implementing similar projects.

## **4. REPORTING**



- 4.1. The service provider will report to the Information and Communications Technology and Knowledge Management Manager on all aspects of the contract performance.

## **5. COSTING**

- 5.1 All the projects and implementation costs must be provided as per specified requirements. Technical support costs for six (6) months must be provided for the IT Service provider submission.
- 5.2 The price quoted by the prospective service provider must include Value Added Tax (VAT).

## **6. CONDITIONS OF CONTRACT**

- 6.1 Support and maintenance costs for six (6) months must be provided for IT Service provider submission.
- 6.2 A Service Level Agreement (SLA) shall be signed with the preferred service provider.
- 6.3 The CATHSSETA reserves the right to invite short listed service providers to present their proposals for final decision. CATHSSETA will:
- 6.4 Provide documentation of the current infrastructure;
- 6.5 Provide access to the current infrastructure;
- 6.6 Provide the current organogram; and
- 6.7 Manage and monitor the delivery of services in accordance with the signed SLA.

## **7. EVALUATION CRITERIA**

### **7.1 Criteria 1:**

Compliance evaluation – bidders will first be evaluated in terms of compliance that is



meeting minimum requirements. Bidders who do not fulfil all the requirements or do not submit required documents using the required format, will be disqualified and not move onto the next stage of evaluation.

## 7.2 Criteria 2:

### Functionality Evaluation

Functional criteria – Functionality points are equal to 100 points. Bidders are required to achieve a minimum score of **70 points** on functionality evaluations to qualify to be evaluated on **price and specific goals**. All bidders who do not score the minimum points will be disqualified.

EVALUATION CRITERIA	SUB-EVALUATION CRITERION	WEIGHT
1. A detailed technical proposal in line with the ToR. Clearly define: <ul style="list-style-type: none"> <li>• Cost breakdown;</li> <li>• Delivery timelines;</li> <li>• Resources responsible for implementation of the ICT Service Provider submission;</li> </ul>	Comprehensive responsiveness to all three (3) aspects of the technical proposal requirements	30
	Partial responsiveness to all three (3) aspects of the technical proposal requirements	15
	Not responsive to all three (3) aspects of the specification requirements outlined	0
	5 and more reference letters	30
	3 reference letters	15

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

**Physical Address**  
270 George Road,  
Noordwyk, Midrand, 1687

**Contact**  
**Call Centre:** 0860 100 221  
**Telephone:** 011 217 0600  
**Fax:** 011 783 7745



EVALUATION CRITERIA	SUB-EVALUATION CRITERION	WEIGHT
2. Knowledge and Expertise Provide details of similar projects accomplished with the minimum of five (5) contactable references within the past (five) 5 years. Letters must be on the letterhead of the service provider and must be relevant to this project and specify year/month of service.	1 reference letter	5
	0 reference letter/No reference letter	0

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EVALUATION CRITERIA	SUB-EVALUATION CRITERION	WEIGHT
<p>3. Expertise and knowledge of the company.</p> <p>Please provide CVs and certified qualifications of the human resources; indicating knowledge, capability to deliver on the scope of work to organisations.</p>	<p>A team consisting of:</p> <ul style="list-style-type: none"> <li>• Certified Security Engineer that has at least three (3) years' experience on Cybersecurity and penetration testing;</li> <li>• One (1) ICT Auditor with Certified Information Systems Auditor (CISA) qualification or equivalent and at least three (3) years' experience on the ICT auditing space;</li> <li>• Project Manager with at least five (5) years' experience in implementing similar projects.</li> </ul>	<b>40</b>

EVALUATION CRITERIA	SUB-EVALUATION CRITERION	WEIGHT
	A team consisting of: <ul style="list-style-type: none"> <li>• Certified Security Engineer with less than three (3) on implementation of EDMS/E-Submission.</li> <li>• One (1) or no ICT Auditor with CISA qualification or equivalent and less than three (3) years' experience on the ICT auditing space;</li> <li>• Project Manager with less than five (5) years on implementation of similar projects</li> </ul>	10
	Response with no required expertise	0
	Not responsive to all four aspects of the specification requirements outlined	0

**Bids that do not meet the minimum qualifying score for functionality will be eliminated from further evaluation.**



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## **8. CONTRACT PERIOD**

8.1. The period of the project shall be six (6) months.

## **9. ADMINISTRATIVE REQUIREMENTS**

- Quote/Pricing with a clear breakdown of Scope with total inclusive of VAT.
- Completed and signed SBD4, SBD 6.1
- Valid Tax Compliance Pin issued by SARS.
- Valid B-BBEE Certificate or Sworn Affidavit.
- Central Supplier Database (CSD) Supplier Number.
- All RFQ related responses must include the RFQ number as the subject matter.
- E-mail responses to [supplychain@cathseta.org.za](mailto:supplychain@cathseta.org.za) on or before the closing date and time as stated above.