

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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REQUEST FOR QUOTATION

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

Date issued	29 SEPTEMBER 2022	RFQ number	
Closing Date:	07 OCTOBER 2022	Closing Time:	15h00pm
DESCRIPTION OF SERVICES:	EXPERIENCED SERVICE PROVIDER TO RENDER INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM) SERVICES FOR A PERIOD OF SEVEN (7) MONTHS		

ADMINISTRATIVE REQUIREMENTS

- Proposal must contain Pricing with clear breakdown of all activities and resources allocated and RFQ total inclusive of VAT
- Completed and signed Bidder's Disclosure **SBD4** and **SBD 6.1**
- Valid Tax Compliance Certificate issued by SARS
- Valid B-BBEE Certificate or Sworn Affidavit
- Central Supplier Database (CSD) Summary Report

Technical enquiries must be sent via e-mailed and proposals must be forwarded to this email address supplychain@CATHSSETA.org.za on or before the closing date as indicated above for consideration.

Board chairperson: Mr David Themba Ndhlovu

Board members: Ms Edith Margareth Tukakgomo • Mr Moses Motha • Mr Itumeleng Kennilworth Dichabe • Mr Nkanyezi Joseph Ntuli
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1. BACKGROUND AND PURPOSE

- 1.1. The Skills Development Act (No 97 of 1998) (SDA) makes provision for the establishment of Sector Education and Training Authorities (SETAs) for each national economic sector and thereby aims to develop the skills of the South African workforce by increasing the investment in education and training in the labour market; and encouraging employers to play a meaningful role in developing employees, particularly the previously disadvantaged. The Culture, Arts, Tourism, Hospitality and Sport Sector Education and Training Authority (CATHSSETA) was established through the SDA, to research and establish nationally recognised Sector Skills Plan (SPP) supported by skills development programmes serving the interest of the following sectors:
- Culture, Arts and Heritage
 - Tourism and Travel Services
 - Hospitality
 - Gaming and Lotteries
 - Conservation; and
 - Sport, Recreation and Fitness
- 1.2. These sectors are diverse and unique, and they play a significant role not only in the economy, but also in the broader quest for social cohesion and formulation of a unique South African national identity.
- 1.3. CATHSSETA's internal Information and Communication Technology and Knowledge Management (ICT/KM) Unit, which provides support and maintenance of all CATHSSETA ICT services however ICT/KM Unit does not have Information Technology Service Management (ITSM) System and services at this moment. Thus CATHSSETA is looking for a suitable service provider to render ITSM services.

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2. SCOPE OF WORK

- 2.1. CATHSSETA is a medium sized organisation with a staff compliment of approximately 90 employees with its Head Office located on 270 George Road, Noordwyk, Midrand , KwaZulu Natal & Free State Regional Office, Thekwini TVET College, 262 Daintree Avenue, Asherville, Durban and Western Cape Regional Office based at Northlink College Tygerberg, Rothschild Boulevard, Panorama.
- 2.2. CATHSSETA seeks the services of a highly qualified and experienced service provider who can provide **Information Technology Service Management System (ITSM)** support services. The deployment off a service desk solution that is Information Technology Service Management System, along with qualified key support resources. The vision of the ICT and Knowledge Management Unit within the CATHSSETA is to deploy a solution that will migrate the culture of a responsive ICT services to a culture of proactive ICT services.
- 2.3. IT service management (ITSM) must encompass all elements of managing information technology services, including planning, designing, building, implementing, deployment, improvement, and support for both internal and external stakeholders with a goal to consistently improve ICT services to best meet business objectives.
- 2.4 Service providers must ensure that the proposed solution includes the right technology, processes, and people for the organization to realize its long-term objectives. CATHSSETA requires an ITSM that will improve the quality and speed of service delivery and maximizes customer satisfaction.
- 2.5. CATHSSETA requires a reputable service provider to supply, install, license and support of ITSM solution for a period of seven (7) months. Support must have at least four resources, one (1) supervisor and three (3) service desk agents.
- 2.6. The service provider will be required to develop ITSM framework and introduce ITSM to all CATHSSETA employees (77 employees).
- 2.7. Training of CATHSSETA ICT personnel (4) on the new solution will be required.
- 2.8. Training of CATHSSETA employees (77) on how to use the system and self service will be required.

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- 2.9. A detailed proposal with timeframes of how the service will be deployed must be attached
- 2.10. Proposal must detail the following ITSM processes:
- Service Strategy
 - Service Design
 - Service Transition
 - Service Operations
- 2.11. A detailed Continual Service Improvement (CSI) process to ensure CATHSSETA ICT continually improves the effectiveness and efficiency of ICT processes and services.
- 2.12. The required communication channels for ITSM will be as follows:
- Telephone
 - E-mail
 - Web portal
- 2.13. The solution must be web based to give agents the ability to access the system remotely.
- 2.14. The solution must have the capability to provide an end user self-help wiki to facilitate for basic self-service and problem resolution. The desire is to minimise the number of tickets logged as users would be resolving the basic problems on their own, eg printer not printing, password reset, etc
- 2.15. The solution must have the capability to escalate tickets and the tickets must have an SLA which monitors the duration of the ticket resolution cycle.
- 2.16. The system must be able to provide monthly SLA reporting.
- 2.17. The desired solution must have the capability to create custom workflows with built in notification capability and escalation functionality.
- 2.18. The desired solution must include an agent that can be deployed to every end-user's machine to monitor system health and provide alert functionality failure.
- 2.19. The solution must provide CATHSSETA with a dashboard to view the state of tickets and customer satisfaction.
- 2.20. The system must provide customer feedback survey functionality.

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The service provider must demonstrate capacity to provide advisory support services with the following governance areas:

- Policies
- SOP's
- Service Catalogue
- ITSM Service Strategy

3. SERVICE PROVIDER COMPETENCIES AND REQUIREMENTS

The service provider is expected to have at least but not limited to the following competencies:

- Have experienced personnel where key staff assigned to the project have at least 5 years' experience in IT Service Management (provide CV's and certified certificates).
- All resources to be familiar with ITIL Framework.
- Adequate capacity, service desk tool and equipment to provide the service.
- Project management skills.

4. DURATION

The appointed service provider will enter into a contractual agreement (SLA) with CATHSSETA for a period of seven (7) months commencing from 01 October 2022 ending 30 April 2023.

The contract will be awarded to the service provider that scores the highest total number of points.

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5. REPORTING

The Service Provider will report to the Manager Information and Communication Technology and Knowledge Management on all aspects of the contract performance.

6. CONDITIONS OF THE CONTRACT

- All quoted prices accepted from the successful service provider/s will remain fixed and firm from date of acceptance until the 30 April 2023, the service provider/s must take this into consideration.
- The RFQ should be submitted with a detailed proposal of service.
- Proposal must be submitted with a detailed cost breakdown and total amounts must be inclusive of VAT.
- A Service Level Agreement shall be signed with the preferred service provider.
- The CATHSSETA reserves the right to invite short listed service providers to present their proposals for final decision

7. EVALUATION CRITERIA

The evaluation process will be done on accordance with the following criteria: **Stage 1** Functionality Evaluation and **Stage 2** – Price and B-BBEE Evaluation in accordance with the **80/10** preference point system contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000).

FUNCTIONALITY EVALUATION

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EVALUATION CRITERIA	SUB-EVALUATION CRITERION	WEIGHT
1. Experience in similar projects (At least 3 signed letters to be submitted from companies where similar service has been conducted)	3 Reference Letters	20
	2 Reference Letters	15
	1 Reference Letter	10
	Not responsive to RFQ requirements/No Reference Letter	0
2. Methodology and Plan (Comprehensive proposal to deliver the scope of work required. Detailed ITSM service and support plan)	A methodology and plan are fully complete and displays detailed costing with clear delivery timeframes to deploy the service	40
	A Methodology and plan provided are complete and contains some costing	20
	A very vague methodology and plan with no costing	5
	No Methodology and plan	0
3. Expertise and knowledge of the company. Please provide CVs of the resources; indicating knowledge, capability to deliver on the scope of work to organisation. Specialist Expertise and Experience	4 CVs with relevant expertise and certification	30
	3 CVs with relevant expertise and certification	15
	2 CVs with relevant expertise and certification	10

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Detailed CV & qualification and copies of certificates of team Lead. All resources MUST be ITIL certified, and the team leader MUST be a Certified Service Strategist, Project Management Certified and Enterprise Architecture Certified.	1 CV with relevant expertise and certification	5
4. Project plan clearly defines how the ITSM, and support will be carried out.	Complete Project Implementation Plan with timelines	10
	Incomplete Project Implementation	5
	No Project Plan	0

Proposals must score a minimum of 75 points to qualify for evaluation on Price and BBBEE.

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

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