

TENDER DESCRIPTION:	REQUEST FOR PROPOSALS (RFP) FOR THE APPOINTMENT OF A SUITABLY QUALIFIED SERVICE PROVIDER TO RENDER MAINTENANCE, TECHNICAL SUPPORT, LICENSING, SYSTEM CHANGES, AND ENHANCEMENTS TO THE AGRISETA'S CURRENT SAGE X3 ENTERPRISE RESOURCE PLANNING (ERP) AND SAGE 300 PEOPLE SYSTEMS, INCLUDING THE DESIGN, IMPLEMENTATION, AND SUPPORT OF E-RECRUITMENT, PERFORMANCE MANAGEMENT AND DEVELOPMENT SYSTEMS, AND CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM FOR A PERIOD OF THIRTY-SIX (36) MONTHS, WITH AN OPTION TO EXTEND FOR A FURTHER TWENTY-FOUR (24) MONTHS AT THE SOLE DISCRETION OF AGRISETA.
TENDER NO:	AGRISETA/2026/01
BRIEFING SESSION:	09 APRIL 2026
TENDER CLOSING AND TIME:	29 APRIL 2026 @ 11:00AM.

QUESTIONS AND ANSWERS:

1. Question 01

Since the bid specifies a contract period of thirty-six (36) months, with an option to renew for a further twenty-four (24) months at AgriSETA's sole discretion, kindly clarify whether the quotation should cover only the initial 36-month period or include the potential 24-month extension as well.

Answer:

The quotation should be based on the initial contract period of thirty-six (36) months, as indicated in the tender document. The additional twenty-four (24) months is an

optional extension and will be exercised at AgriSETA's discretion. Closer to the expiry of the initial contract period, the possibility of extending the contract will be discussed with the appointed service provider. Therefore, for now, bidders are required to submit quotations covering only the 36-month period.

2. Question 02

Please provide us with the site code for Sage 300

Answer 02.

The site code: **U50063**

3. Question 03.

What is the licensing for GL.

Answer:

The organisation is currently licensed under the existing support and maintenance contract. However, going forward, the appointed bidder will be responsible for facilitating the licensing process.

4. Question 04

The tender document refers to implementation; however, the current requirement is for recruitment and performance management only. Given that there are licenses for equity, skills, and personnel management modules, is implementation also required for these existing modules, or does the implementation requirement apply only to the recruitment and performance management components

Answer

The bidder will make that determination, based on whether their proposed solution is centred around in includes the existing Sage modules. The recruitment and PMDS functionalities are not limited strictly to the Sage system. Bidders may propose solutions based on Sage modules, as Sage does offer modules for personnel management, recruitment, skills, and PMTS functionalities. In such

cases, the quotation should be based on the activation or utilisation of the relevant Sage modules.

Alternatively, bidders may propose a separate system, provided that it can integrate with Sage and other existing systems.

The key requirement is that the solution must support the implementation of recruitment and PMTS functionality, regardless of the platform used, as long as integration is possible.

Furthermore, the organisation has recently deployed a Learning Management System (LMS) developed by one of our sister SETAs (MICT SETA). Any proposed solution should therefore consider possible integration with this LMS. If integration requires an additional module whether within Sage or an alternative system bidders may include this in their pricing.

Question 05.

The tender document refers to hours for changes and enhancements. In addition, is there an estimated number of monthly hours required for support and maintenance?

Answer

There are currently no predefined monthly hours allocated for support and maintenance. Bidders may base their proposals on a standard 8-hour support model aligned to normal business hours. At this stage, there is no requirement for 24-hour support in terms of the SLA. Accordingly, proposals should be structured on a business-hours support basis.

Question 06

Kindly provide a breakdown of users based on user categories, including full users, finance users, distribution users, manufacturing users, and transactional users

Answer

A breakdown of users per department has been previously provided. However, further verification will be conducted to confirm user distribution, particularly in relation to distribution, manufacturing, and transactional users. It should be noted that there is no manufacturing function within the organisation. Transactional users are expected to primarily fall within SCM and Finance and Human Resources functions. All bidders must refer to the numbers of administrative users as stipulated under section **9.1 Sage X3 (ERP) and Sage 300 People Support and Maintenance Deliverables** section on the tender document.

Question 07

How many employees does our company have?

Answer:

The organisation does not currently have 150 active users. However, based on employment plans, as well as the recruitment strategy, the anticipated maximum user base is expected not to exceed 150 employees. Bidders may therefore base their proposals on a user base of up to 150 users for pricing and solution design purposes.