

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 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/2026/04
BRIEFING SESSION:	31 AUGUST 2026
TENDER CLOSING AND TIME:	17 SEPTEMBER 2026 @ 11:00AM.

QUESTIONS AND ANSWERS:

Question 01

Is there an online option to submit the bid for partners who are not based in South Africa?

Answer:

Unfortunately, we do not accept tender documents submitted online. Tender documents must be physically submitted or deposited in the tender box at the address indicated under section 6 in the tender document.

Question 02

Please provide us with the site code for Sage 300?

Answer:

The site code: **U50063**

Question 03.

The bid mentions that the solution will accommodate eight users(Page 8,Sage x3 core). Could you kindly provide a breakdown of these users, including the different user types and their respective roles?

Answer:

The eight (8) Sage X3 Core users are intended for Finance officials who require access to the core financial modules of the Sage X3 ERP system, including General Ledger, Accounts Payable, Accounts Receivable, Cash Management, Sales, Purchasing, and Inventory Management. The same eight (8) users will also require access to the Sage X3 Add-On Modules, namely Fixed Assets Management, Project Budget, Operational Budget, and Contract Management. Therefore, the eight users are not additional users but represent the total number of named Finance users requiring access to the Sage X3 ERP environment. User roles and access levels will be configured according to business requirements during implementation.

Question 04

What is AgriSETA's Sage X3 license type?

Answer:

Distribution

Question 05.

Kindly confirm the asset volume or number of fixed assets that the licensing is based on?

Answer:

Standard fixed assets - up to 2500

Question 06

Kindly confirm whether projects in the current Sage X3 environment are managed using standard dimensions within Sage X3, or whether the Projects Management (PJM) module is currently being utilised?

Answer:

Standard dimensions

Question 07

Kindly confirm whether AgriSETA has purchased or currently utilises the Operational Budgeting Module for Sage X3. If so, please confirm whether the module is currently active and in use?

Answer:

Yes, the module is currently active and in use.

Question 08

Kindly confirm whether the integration with the WSP and ATR approval systems is currently in place and operational. If not, please clarify whether the integration is required as part of the proposed solution?

Answer:

The integration with the WSP and ATR approval systems is not currently in place. However, a system has been developed to support this functionality and is currently undergoing UAT.

Question 09

On page 11, the tender document indicates 8 ERP users for Sage X3 and 12 Finance users. Kindly clarify how these two user categories relate to each other and how the 8 Sage X3 ERP users align with the 12 Finance users. Please also confirm whether there is any overlap between these user groups?

Answer:

The total user requirement is 12 users, which includes both Finance users and temporary users. The 8 Sage X3 ERP users form part of the overall 12-user requirement and are not additional users.

Question 10

On page 14, under the Projects section, the tender document indicates 70 users. Kindly clarify the type of users included in this figure and specify the roles or access levels associated with these users?

Answer:

The 70 users refer to the general users who will access the Projects module and do not necessarily include system administrators. These figures were based on the current number of users accessing the existing learner management system.

Question 11

On page 9, under the Reporting Portal, the tender document indicates 6 Sage Enterprise Intelligence (SEI) users. Kindly clarify the type of users included in this number, specifically whether they will be full/admin users or viewer users and indicate the required access levels for these users?

Answer:

Two (2) users with full admin access

- Configure CRM settings
- Manage campaigns
- Create and maintain stakeholder records
- Define workflows
- Run reports
- Manage user permissions
- Mass communications

Four (4) users with Standard / Contributor rights

- Capture and update stakeholder information
- Manage interactions and engagements
- Create campaign activities
- View reports relevant to their role
- No system configuration rights

Question 12

Kindly confirm whether the CRM functionality referred to in the tender is the embedded CRM functionality within Sage X3, or whether a separate CRM solution is being proposed or currently utilised?

Answer: Yes. The CRM functionality referred to is the embedded CRM functionality within Sage X3.

Question 13

On page 9, the tender document refers to the CSD (Central Supplier Database) module. Kindly confirm whether the CSD module is currently integrated?

Answer:

Yes. The CSD module has already been deployed and is currently integrated

Question 14

Kindly confirm the Sage product and version currently being utilised by AgriSETA and the patch number?

Answer:

Version 12 Update 26