
Evaluation of the W&RSETA Information Technology (IT) Service Level agreement ((80/20) selection principle)

1. BACKGROUND TO W&RSETA

W&RSETA is a statutory body established through the Skills Development Act of 1998 to enable its stakeholders to advance the national and global position of the wholesale & retail industry. As guided by its mandate the W&RSETA is as such an agent of transformation by promoting employment equity and broad-based BEE through skills development. In this context the W&RSETA is keen to form sustainable partnerships that will further promote its support for transformation.

2. BACKGROUND TO PROJECT

The Wholesale & Retail SETA was established in terms of the Skills Development Act of 1998 to facilitate Skills development in the sector. The SETA has been in existence since 2000.

The SETA operates in a very dynamic environment where its stakeholders' needs change from time to time. It is therefore important if not critical for the SETA to continually meet and even exceed the expectations of our stakeholders.

IT is one of the critical pillars necessary to help the SETA improve its service delivery to its stakeholders. It therefore goes without saying that continuous review / assessment and evaluation of the IT system is very critical to the successful implementation of all initiatives directed at our stakeholders.

3. PROJECT AIM AND OBJECTIVES

To evaluate the current IT outsource model and provide recommendations that will support the W&RSETA strategy.

4. SCOPE OF WORK

The W&RSETA's IT system has been fully outsourced and with the SLA expiring on

31 March 09, the W&RSETA seeks specialized services of a provider to do the following:

1. Review and Assess the Current SLA in terms of services offered;
2. Review the current outsource model and
3. Propose appropriate model including cost implications thereof

5. EXPECTED OUTCOMES AND DELIVERABLES

Provide an evaluation report detailing the outcome of the scope of the work undertaken.

6. MONITORING PROGRESS AND QUALITY ASSURANCE REVIEWS OF THE WORK

The W&RSETA will monitor the progress and quality assurance based on the agreed deliverables throughout the assignment by an appointed representative of the W&RSETA.

7. INDEPENDENCE AND OBJECTIVITY OF STAFF

In carrying out the work, the service provider must ensure that its staff maintains their objectivity by remaining independent of the activities they execute.

8. KEY REQUIREMENTS RELATED TO THE ASSIGNMENT

- In depth technical knowledge (IT) and business acumen and has extensive experience in business process optimization
- Have operated at strategic levels
- Extensive experience in and exposure to project management
- Individual or organization should have had 5 – 10 years experience in the area of IT systems and system development
- Knowledge, experience and interpretation of IT service level agreements applicable in the IT environment
- Knowledge of the SETA environment would be an added advantage

- Proven track record of previously related or similar assignments with contactable references

9. SELECTION CRITERIA

Criteria	Points	Submission requirement
Preference Points (HDI ownership)	20	Preference points claim form
Price	40	Quotation, inclusive of all assumptions and disbursements
Knowledge of the W&RSETA and the W&R sector	5	Proof of knowledge
Previous experience and expertise in IT	15	Proof of experience as per the Key requirements (8 above)
Knowledge of the NSDS landscape	5	Proof of knowledge of the regulatory reporting framework and IT related requirements
Capacity to deliver the Service	15	Proof of capacity as per the Key requirements (8 above)
TOTAL	100	