

# REQUEST FOR QUOTATION – CEO/008

## Evaluation of the W&RSETA Information Technology (IT) Service Level Agreement (SLA) (80/20)

The W&RSETA hereby invites service providers with experience in the Information Technology Sector to submit quotations for the evaluation of the W&RSETA current IT service level agreement.

### Background

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.

### Objective of Project:

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

### Scope of Work

The W&RSETA 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. Assess the Current SLA in terms of services offered;
2. Review the current outsource model and
3. Provide critical strategic direction on the proposed, appropriate model going forward including cost implications thereof

### Expertise required:

- 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

The Terms of Reference and submission requirements are available on the W&RSETA website.

**Closing date and time for submission: 21 September 2009 at no later than 11:00 am.**

All enquiries related to this quotation must be in writing and addressed to **procurement@wrseta.org.za** or faxed to **086 569 6294**

The W&RSETA shall evaluate all submissions as per the evaluation criteria and the appointment of the service provider shall be based thereon

**NO LATE SUBMISSIONS  
WILL BE ACCEPTED**



**labour**

Department:  
Labour  
REPUBLIC OF SOUTH AFRICA



INVESTOR IN PEOPLE