



## **RFQ - Sage 300, Sage People, Sage BPM, 4Assets and Assetware Level 3 Support and Maintenance Services for SANPC, CEF and SFF for a period of 6 Months**

### **1. BACKGROUND**

SANPC operates a critical Sage 300 ERP system covering Finance, Business Process Management (BPM), 4Assets, People and Human Resources modules serving approximately 140 users across the organizations. The system is essential to our daily operations and business continuity.

SANPC requires a qualified service provider to deliver ongoing support and maintenance services with the following objectives:

System Availability:

Ensure high system availability through proactive monitoring, rapid incident response, and preventative maintenance.

Optimal Performance:

Ensure fast, reliable system performance through regular optimization, and performance tuning.

Continuous Improvement:

Drive ongoing enhancement of business processes through system optimization, workflow improvements, and adoption of best practices

### **2. SUPPORT AND MAINTENANCE SERVICES**

#### **2.1 System Coverage**

The service provider must provide Level 3 support and maintenance for SANPC, SFF and CEF Sage 300 environment covering Finance, Business Process Management (BPM), 4Assets, People and Human Resources modules with approximately 140 active users.

#### **2.2 Reactive Support Services**

Critical Period Support:

- Enhanced support availability during month-end and year-end closing
- Dedicated resource allocation during payroll processing cycles
- On-call support for statutory reporting deadlines and after-hours support.

#### **2.3 Proactive Maintenance Services**

The service provider must implement proactive maintenance activities to prevent system downtime, maintain optimal performance, and identify improvement opportunities before issues impact operations.

Database Maintenance:

- Monthly database integrity checks and corruption detection
- Transaction log management and archival
- Data cleanup routines for obsolete and temporary records

#### **2.4 System Enhancement Services**

- Custom report development, modification, and optimization
- Workflow configuration changes and new approval process implementation
- Form and screen customization within standard Sage 300 capabilities
- Business process optimization recommendations and implementation
- System configuration changes to support organizational restructuring
- Ensure system patches and version management



## **2.5 EDI Integration**

- Ensure development of required EDI integration requirements with SAGE 300 and related modules.
- Provide the required information or configuration for proper integration into the EDI system.
- Support and maintain the integration all points to the EDI system.

## **2.6 Knowledge Transfer and Training**

- Creation and maintenance of user documentation and procedure manuals
- Knowledge base development for common issues and solutions
- Super-user training for key departmental representatives when required
- Post-upgrade training for users on new functionality when required

## **2.7 Invoice Submission and Disputes**

- All invoices must be submitted within 30 days of service being completed unless there is a pending dispute.
- An invoice must always reflect the standard hourly rate agreed upon.
- The client must confirm work or service rendered before an invoice is submitted.
- All invoicing disputes must be resolved by the service provider within 7 working days.

## **3. SERVICE LEVEL REQUIREMENTS**

The service provider must meet the following service levels to ensure system availability and timely incident resolution. These response times are critical to maintaining business continuity and user productivity.

| Priority | Description                               | Response Time   |
|----------|-------------------------------------------|-----------------|
| Critical | System down or critical function impacted | 2 hours         |
| High     | Significant functionality impaired        | 5 hours         |
| Medium   | Issue with workaround available           | 8 hours         |
| Low      | Inquiries, enhancements, training         | 2 business days |

Support Hours:

Standard Coverage -

Monday to Friday, 8:00 AM to 5:00 PM for all priority levels

Extended Coverage -

High availability for Critical priority incidents to ensure continuous system availability

Reports – Monthly system performance for incidents and enhancements.