

TERMS OF REFERENCE (TOR): RENEWAL OF MANAGE ENGINE SERVICE DESK

1. INTRODUCTION

The QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended) and came into operation on 1 April 2010. The main functions of the QCTO, amongst others, are to develop standards for occupational qualifications, including trades and skills programs, to accredit skills development providers and assessment centres, to conduct assessments, quality assurance and issue certificates to qualifying candidates.

Therefore, the QCTO is responsible for standards generation and maintenance; quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programs.

More information can be obtained from <https://www.qcto.org.za>

2. AIM

This RFQ aims to appoint a suitable service provider to renew the ManageEngine Service Desk's current licenses, provision additional licenses, and configure new instances.

3. SCOPE OF WORK AND DELIVERABLES

The appointed service provider will deliver the following:

- 3.1. Renewal of ManageEngine ServiceDesk Plus - Enterprise Edition.
- 3.2. Setup and configure x2 new instances with additional x12 agent licenses.
- 3.4. Provide 12 months of technical support and maintenance.
- 3.5. Deliver full documentation of the new instances' setup, configurations, and user manuals.

4. PROJECT TIMELINE

- 4.1. The successful bidder must be able to supply the required services within four (4) weeks of receiving the purchase order.

5. EVALUATION CRITERIA

Bidders will be evaluated based on the following technical criteria:

- Three reference letters demonstrating experience in the implementation, configuration, and support of Manage Engine service desk systems, preferably within public sector or government environments (dated, signed and on company letterhead)
- Strong understanding of cloud-based platforms, integration with Microsoft Exchange Online and Active Directory, and security best practices for enterprise IT systems.
- Certification or partnership with ManageEngine.
- Ability to provide user and administrative training, along with comprehensive system documentation.
- Capacity to provide ongoing technical support and maintenance in accordance with defined SLAs.

6. ENQUIRIES

6.1 For further information, please contact the following QCTO staff members:

Technical enquiries can be directed to:

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