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| **BRIEFIENG SESSION QUESTIONS AND ANSWERS FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE ACQUISITION, CONFIGURATION, IMPLEMENTATION, MIGRATION AND SUPPORT AND MAINTENANCE SERVICES FOR A SAGE CLOUD BASED FINANCIAL SYSTEM FOR A PERIOD OF THIRTY- SIX (36) MONTHS**  |

1. **What is the total number of full users?**

|  |  |  |
| --- | --- | --- |
| **Role of User** | **Division (SCM or Finance or IT)** | **Number of users** |
| Accounts Payable/Cash & Bank/Reporting (Operational)   | Finance and SCM | 25 |
| Full users  | Finance  | 3 |
| Full users | SCM | 6 |
| System Administration | IT Division  | 2 |

1. **What is the total number of assets?**
2. It is estimated that assets may increase by 5%, this is depended on whether assets are added during course of year.
3. Below is the table per category of existing assets:

|  |  |
| --- | --- |
| **Type of Asset**  | **Quantity** |
| Computer Equipment | 1050 |
| Computer Software | 135 |
| Furniture and Fittings | 867 |
| Motor Vehicles | 33 |
| Office Equipment | 133 |
| Leasehold Improvements | 11 |
| Leased Assets | 191 |
| Signage  | 11 |

1. **What is the estimated number of post implementation support and maintenance on table 7.3 of the pricing schedule?**
2. Please note that support and maintenance hours will be carried over to next month or year if not be used.
3. Systems enhancements are for those requests that require development or new additions that were not part of the initial request but need to be done during the support period. This should also remain as is on the advertised terms of reference.
4. Below is the table indicating estimate hours:

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Year**  | **Estimated number of Hours per annum** | **Estimated Hours Per Month** |
| 1 | Post Implementation Support and Maintenance Year 1 (08 months)  | 80 | 10 |
| 2 | Post Implementation Support and Maintenance Year 2 (12 months)  | 120 | 10 |
| 3 | Post Implementation Support and Maintenance Year 3 (12 months)  | 120 | 10 |

1. **Hosting of the finance cloud-based system**
2. The Finance Cloud Based system **must be hosted by SAGE** and the cost is to be part of the Annual License fees – not a separate cost.

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