



Telkom Tenders

Request For Information (RFI) 286/2010

Open Request For Information – Managed Services Information Requirement for the Telkom SAP and Associated Solutions Application Development and Maintenance (ADM) and Related Functions.

Closing date & time	2010/09/01 @ 11:00
Contact Person	Vincent Moyo
Tel	(012) 311-8741
Fax	(012) 311-1665
e-mail	Moyovv@telkom.co.za

Scope:

The Service Provider will be required to provide the services listed below (referred to herein as the "Managed Services") for current and future SAP and Associated Applications which shall include, but not be limited to:

- Project / Programme Management
- Systems / Solution Integration
- Data Integration
- Analysis of applicable applications and solutions
- Detail design of applicable applications and solutions
- Build of applicable applications and solutions
- Verification (testing) of applicable applications and solutions
- Implementation including change realization
- Maintenance of applicable applications and solutions
- Support of applicable applications and solutions (Tier 1,2 & 3 included)
- Application/solution monitoring
- Enhancements and patch management
- Release Management
- Licence management and compliance
- Software quality assurance
- Change Management
- Data management
- System policies, procedures and governance
- Logical security administration
- Business continuity and disaster recovery
- Documentation
- Training
- System performance assurance
- Application Support (business)

And;

- Provide the best solutions by fully engaging and leveraging quality principles and sound methodologies
- Fulfill the role of a trusted advisor and leading solution provider in the market place
- Deliver innovate solutions with the lowest cost of ownership and the highest contribution to business value



Telkom Tenders

SERVICE PROVIDERS CONFERENCE

DATE : 24 AUGUST 2010
TIME : 10:00 TO 12:00
VENUE: TELKOM SA

TELKOM TOWER NORTH
STRELITZIA CONFERENCE ROOM
1 ST FLOOR
152 PROES STREET
PRETORIA

Service Providers shall ensure that no more than two representatives of their organization attend the Service Providers conference. Service Providers shall ensure that a suitable qualified representative will attend the conference. The representative shall ensure that his/her presence at the conference is verified.

The objectives of the conference are:

- to provide information about the procurement processes, so that the Service Providers clearly understand the activities they are required to perform; and
 - to answer questions and resolve any issues concerning the requirements detailed in this RFI document.
- a) Please provide the names of the representatives who will attend the Service Providers Conference.
 - b) Please ensure that you attend the Service Providers Conference early as parking is generally not available
 - c) All Service Providers are invited to attend. Should a participant have any questions available prior to the service providers' conference, same must be reduced to writing and submitted to the Telkom official indicated in clause 1 of Part 8 by no later than 12:00 on 23 August 2010.

Name: Vincent Moyo
Facsimile number: (012) 311-1665
E-Mail address: Moyovv@telkom.co.za

- d) All verbal enquiries shall not be considered part of the Service Providers Conference,

Important Note:

- a) Please provide the names of the representatives who will attend the conference.
- b) Please ensure that you arrive at the Service Providers conference early to ensure that you get parking

The RFI document can be obtained from Telkom's tender office at the following address:

Att: Benji Ramatlakana
Tel: (012) 311-3364
Telkom Tower South Building
Lower Ground Floor
179 Proes Street
Pretoria

Location: Telkom Head Office.
Document Free: R 50,00