



public works  
& infrastructure

Department:  
Public Works and Infrastructure  
**REPUBLIC OF SOUTH AFRICA**

## TERMS OF REFERENCE:

### APPOINTMENT OF SERVICE PROVIDER TO DELIVER SAGE X3 CORE TECHNICAL RENEWAL COURSE

#### 1. Purpose

The Directorate: Human Resources Development requires the appointment of accredited and credible service provider to deliver Sage X3 Core Technical Renewal course.

#### 2. Background

The Department of Public Works and Infrastructure has in line with the National Skills Development Act and Human Resources Development Strategy conducted a training needs analysis in Head Office for the current financial year to identify the training needs of the Units and developed a Training Plan for implementation of those needs.

Sage X3 Core Technical Renewal course was identified by one (01) official from the Chief Directorate: Information Communication Technology.

#### 3. Expected Outcomes/ Deliverables

This course will enable the official to learn how to successfully install Sage X3 including system hardware and server considerations.

#### 4. The course content should cover the following areas:

- System Administrator functions,
- Install Sage X3 and patch the application,
- Create navigation and landing pages,
- Create custom queries and process flows,
- Configure the basic technical settings of the applications and
- Concepts, tools and functions common to all Sage X3 modules.

#### 5. Duration

The course should be presented over a period of five (5) days through virtual platform.



public works  
& infrastructure

---

Department:  
Public Works and Infrastructure  
**REPUBLIC OF SOUTH AFRICA**

**6. Total number to be trained**

One (01) official from Head Office is to attend the course.

**7. Certification**

The official should be awarded Certificate of Attendance upon successful completion of the course.

**8. Training date**

Training dates should be determined by the appointed service provider.

**9. Specific professional experience and special requirements**

The course facilitator should be chosen for their training experience and have proven relevant experience in management and facilitation of Sage X3 Core Technical Renewal course. The successful bidder must provide a competent facilitator for this course.

**10. Special Requirements**

It is a requirements that all service providers facilitating any type of training must be registered/ accredited with the relevant Education Training Quality Assurance (ETQA) Body or Professional Body/Council and must submit a letter confirming accreditation/decision number.

**11. Important Documents**

The following documents should be attached to the bid:

- Accreditation letter
- Course content/outline
- Facilitator profile

**12. All disbursements must be included within the cost per delegate.**



public works  
& infrastructure

---

Department:  
Public Works and Infrastructure  
**REPUBLIC OF SOUTH AFRICA**

### **13. Enquiries**

All enquiries should be directed to:

**Ms. Princes Mlisa**  
**Training and Development**  
**(012) 406 1157**