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**Memorandum from the Parliamentary Office**

**NATIONAL ASSEMBLY**

**FOR WRITTEN REPLY**

**QUESTION 3323**

**DATE OF PUBLICATION OF INTERNAL QUESTION PAPER: 09/11/2018**

**(INTERNAL QUESTION PAPER NO 39 OF 2018)**

**Ms N Nolutshungu (EFF) to ask the Minister of Higher Education and Training:**

(1) (a) On what date was the information technology (IT) infrastructure of (i) her department and (ii) entities reporting to her last upgraded or updated, (b) what is the name of the company contracted to do the upgrades, (c) what was the monetary value of the contract and (d) what is the name of each IT system that was upgraded;

(2) (a) what is the name of the company that is currently responsible for the maintenance of the IT systems of (i) her department and (ii) entities reporting to her and (b) what is the value of the contract?

**NW3740E**

**REPLY:**

(1) - (2) The details of the information technology infrastructure of the Department are provided below:

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| --- | --- | --- | --- | --- | --- | --- |
| **Department** | **(1) (a) Date for upgrading or updating IT infrastructure** | **(b) Name of the company contracted to do the upgrades** | **(c) Monetary value of the contract** | **(d) Name of each IT system that was upgraded** | **(2)(a) Company responsible for the maintenance** | **(2) Value of the contract** |
| 1. Department of Higher Education and Training | 18 June 2018 | XON system | R21 000 000.00 | Replace all CAT5e cabling with CAT 6 cabling; as well as refurbish all network points and skirting. Replace all switch cabinets with built-in cooling and Uninterruptable Power Supply (UPS). Wireless Technology (Wi-Fi) the whole building and reception including INDLELA. | DHET083: XON Systems (Pty) Ltd | R30 148 286.07 |
| DHET086: EOH MYHOMBO (Pty) Ltd | R 2 763 360.00 |
| RFB1600/2017: XON Systems (Pty) Ltd | R 20 136 662. |
| Examination IT system | R 13 516 081.00 |
| The actual software is not upgraded, but it is enhanced to accommodate changes in policy or additional reports that are required. The last enhancement was in November 2017, and there will be some additional changes to the software in November/ December 2018. | Praxis Computing | R1 841 784.00 which is the Treasury allocation for the maintenance of the HEMIS system over three years  (13 July 2017 to 13 July 2020) | Higher Education Management Information System (HEMIS) | Praxis Computing | Payment is only made for work undertaken as per specifications from the Department; there is no retainer on this contract.  For the period August 2017 to Feb 2018, R116 148.00 was paid, and for March 2018-October 2018, R91 285 was paid. |

(1) - (2) Based on the information received from public Entities reporting to the Department, the following relevant details have been provided:

| **Department/Entity** | **(1) (a) Date for upgrading or updating IT infrastructure** | **(b) Name of the company contracted to do the upgrades** | **(c) Monetary value of the contract** | **(d) Name of each IT system that was upgraded** | **(2)(a) Company responsible for the maintenance** | **(2) Value of the contract** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. Banking Sector Education and Training Authority | 24 April 2018 | DataTegra (Pty) Ltd | R163 353.18 | * Firewall License Renewal * Antivirus Licence Renewal * Backup Management System Licence Renewal * Microsoft Exchange 2016 Licence upgrade | BANKSETA Internal IT Department | Not applicable |
| 1 November 2018 | Emtelle Pty Ltd | R391 820.08 | Boardrooms and meeting room facility provision and upgrade (e.g. HDMI, amplifier, meeting space collaboration system, projector screen and projector, speakers, cabling, electrical works, Tabletop pro-touch panel, IPCP Pro 350, programming, Cardioid Condenser Microphone, dual wireless Microphone). | BANKSETA Internal IT Department | Not applicable |
| 1. Cultural, Arts, Tourism, Hospitality and Sports Sector Education and Training Authority | 20 October 2016 | Vodacom | R4 800 000 00 | ICT Infrastructure (MPLS) | Zimele Technologies | R9 519 460.00 |
| 30 June 2018 | SoluGrowth | R1 992 642,15 | Indicium & Microsoft Dynamics AX |
| 04 April 2017 | Tipp Focus | R7 773 575,00 | PPO and SharePoint |
| 31 March 2017 | LDS | R4 072 015,00 | Track & Trace Portal |
| 1. Council on Higher Education | 31 August 2018 | Praxis Computing (Pty) Ltd | R500 000.00 | Provision of maintenance of Pastel evolution and advance procurement/business process management | Praxis Computing (Pty) Ltd | R500 000.00 |
| 30 May 2018 | Praxis Computing (Pty) Ltd | R798 966.96 | Provision of Network Support Services | Praxis Computing (Pty) Ltd | R798 966.96 |
| 31 October 2018 | eS3 Consulting (Pty) Ltd | R522 872.40 | Provision of Web-based Online Systems Maintenance Services | eS3 Consulting (Pty) Ltd | R522 872.40 |
| June 2018 Licence renewal | Sage Pastel Accounting | R92 819.12 | Provision of Sage Evolution Business Care Annual License | Sage Pastel Accounting | R92 819.12 |
| 1. Chemical Industries Education and Training Authority | 30 October 2018 | In-house | Not applicable | * CHIETA servers components upgrade * CHIETA fibre optic line upgrade | In-house  Echo Pty Ltd | Not applicable  R499 083.96 |
| 1. Education Training and Development Practices Sector Education and Training Authority | 13 June 2014 | Computer initiatives/Vox Telecom | R184 000.00 | Microsoft Great Plains 2013 ERP System | Computer initiatives/Vox Telecom | R1 169 863.44 |
| 23 October 2018 | SAGE | - | HR Systems (VIP, ESS and Premier HR) | SAGE | R160 168.86 |
| 7 April 2016 | Praxis | R20 000 | Microsoft Server 2012 Active Directory | In-house | Not applicable |
| 7 April 2016 | Praxis | R30 000 | Microsoft Exchange Server 2013 | In-house | Not applicable |
| 1. Energy and Water Sector Education and Training Authority | 3 February 2015 | Internet Solutions (MWeb) | R333 012.04 | * Online backup system * Two new servers (hosting MIS application and Databases) | Internet Solutions (MWeb) | R70 000.00 p/m |
| 17 September 2014 | Gijima | R213 687.16 | * Windows 2012 Environment upgrade * Two servers (hosting Exchange, SAGE Applications, Data) | * Luovatek Solutions (PTY) LTD * IT Aware (PTY) LTD * Scientrix | R8 470 656.00  R7 756 560.00  R301 392.00 |
| 1. Finance and Accounting Services Sector Education and Training Authority | 20 July 2018 | New Communication and IT (Pty)Ltd | R327 185.00 | Windows Server 2012, Exchange server 2016  Microsoft Dynamix AX  Indicium | Solugrowth (Pty) Ltd | R8 461 959.00 Rental and maintenance of ICT for six months from July-December 2018 |
| 1. Fibre Processing and Manufacturing Sector Education and Training Authority | March 2013 | CHM VUWANI | R450.395.76  Once Off | Server Infrastructure   * HP Server * HP STORE * Symantec * Server 2012 * Exchange 2013 | FP&M SETA  Internal IT Staff. | Not applicable |
| 1. Insurance Sector Education and Training Authority | Not applicable | Not applicable | Not applicable | Not applicable | * The Core Learner Management System * ERP system is leased from Solugrowth Pty Ltd | Learner management leased at R4 342 011.56 till March 2020  ERP System leased at R5 106 898.19 till March 2020 |
| 1. Local Government Sector Education and Training Authority SETA | September 2015 | Praxis | R116 416.80  plus hourly rate where applicable | Microsoft Dynamics GP | Praxis (Datanet and Microsoft Dynamics GP) | R 11 500.00  Monthly plus hourly rate for Microsoft Dynamics GP support where applicable |
| September 2015 | Vox Telecommunications | The appointment was based on monthly rental of R76 411.54 and a once off set up cost of R56 658.00 | Wide Area Network (WAN) infrastructure upgrade and services (Multiprotocol Label Switching (MPLS) network, links to provincial offices and Internet break-out) | RemoteNet (MIS) | R 170 854.00 Monthly |
| January 2016 | Sage SA Pty (Ltd) | R165 761.04 plus hourly rate where applicable | VIP HR & Payroll Software |
| 1. Manufacturing Engineering and Related Services Sector Education and Training Authority | March 2012 | Telkom | R1 413 048.00  per annum | Virtual Private Network | Telkom | R1 413 048.00  per annum |
| November 2016 | Vodacom | R304 140.00  per annum | Internet Connectivity | Vodacom | R304 140.00  per annum |
| February 2017 | DAJO Technologies | R15 200 000.00 | National Skills Development Management System | DAJO Technologies | R15 200 000.00 |
| IT Master | R1 904 582.03 | Laptops and Desktops | IT Master | R1 904 582.03 |
| 1. Media, Information and Communication Technologies Sector Education and Training Authority | 1 June 2015 | Vox Telecommunication | R9 187 460.59 | Internet Service Provision and GSM Data Services | Vox Telecommunication | R9 187 460.59 (maintenance is included in the contract amount) |
| 1 November 2017 | Huawei Connect | R14 95 876.00 | Polycom HDX 7000 Series systems | Huawei Connect | R14 95 876.00 (maintenance is included in the contract amount) |
| 1 September 2018 | Huawei Connect | R10 139 76.72 | PABX Telephones System | Huawei Connect | R10 139 76.72 (maintenance is included in the contract amount) |
| 1 November 2014 | Deloitte/Solugrowth | R5 550 575.64 | Indicium System and IT-SMS and AX Dynamics | Deloitte/Solugrowth | R5 550 575.64 (maintenance is included in the contract amount) |
| 29 October 2018 | Ratho M | R960 480.00 | Printing and Copying Solution | Ratho M | R960 480.00 (maintenance is included in the contract amount) |
| 7 July 2018 | Hauwei | R752 169.00 | VOIP and PABX – Klerksdorp | Hauwei | R752 169.00 (maintenance is included in the contract amount) |
| 1 September 2018 | Hauwei | R406 296.00 | VOIP | Hauwei | R406 296.00 (maintenance is included in the contract amount) |
| 1. Mining Qualifications Authority | April 2018 | Bytes Solutions | R646 880.54 | Storage Area Network | Not applicable | Not applicable |
| September 2015 | Parity Software | R406 273.20 | Microsoft Dynamics GreatPlains | Parity Software | Support and maintenance are as and when we require their services. +- R 350 000.00 spent on support and maintenance and annual license renewal |
| July 2017 | CHM Vuwani | R759 194.63 | Microsoft SharePoint | Keystroke (Pty) Ltd | The contract ended in March, and we have appointed Keystroke (PTY) LTD to support and maintain the system on time and material bases. We have not spent a cent for now. |
| June 2009 | IT Aware | R10 440 191.19 | WSP/ATR Management Information System | IT Aware | Current Services Level Agreement (April 2018 – March 2020) amount  R4 270 000.00 |
| February 2009 | Deloitte and SoluGrowth | R15 343 658.13 | Core Business Management Information System | SoluGrowth | Current Services Level Agreement (April 2018 – March 2020) amount  R3 506 993.28 |
| 1. Public Sector Education and Training Authority | The system was never upgraded or updated. | Deloitte/Solugrowth | R7 721 000 | AX and IMS | Deloitte/Solugrowth | R7 721 000.00 |
| 1. Quality Council for Trade and Occupations | July 2018 | Vox Telecom | R150 000 per month over 36 months | * Internet connection speed * Firewall * Router * Veeam backup software * Telephone systems * -Website hosting | Vox Telecom | R5 444 515.13 for three years |
| June 2018 | Galix Networking (Pty) Ltd | R149 031.00 | Antivirus | Galix | 12 months support included with the licenses purchases |
| November 2018 | BITZ Business IT Solutions | R23 375.36 | Memory upgrade for the production servers |
| October 2017 | Thuthuzela technologies | R78 822.09 | Upgrade the boardrooms’ projectors |
| 1. Safety and Security Sector Education and Training Authority | Infrastructure is currently being upgraded. The first Phase was the upgrading of the servers, which commenced on the 1 April 2017 and will be completed on the  31 December 2018. | The upgrades were undertaken by server providers and project managed by SASSETA.   * Msuthu Technologies and LMNT Holdings * Praxis and LMNT Holdings | Server for GreatPlains  *Hardware & Software Msuthu Technologies:*  R491 873.58  *Services:*  *Praxis:*  R218 846.46  Server for Email:  *Hardware & Software*  *LMNT Holdings:* R456 098.00  Services: *LMNT Holdings*  R342 577.00 | * Financial System (GreatPlains 2010 to 2016) * Email System (Exchange Server from 2003 - 2016 | * LiquidTelecom   (former Neotel) responsible for ICT Infrastructure   * Solugrowth (former Deloitte responsible for SETA Management Information System) * Sethewo responsible for Financial System * RIT Global responsible for IT Support | R1111 969.00  R2 376 318.60  R 480 000.00  R482 374.40 |
| February 2018  till April 2018 | Datacentrix | R4.5 million | ICT Hardware Upgrade   * New servers * New Core Switch | IQ Telecommunications Solutions (support ICT department and not infrastructure only) | R1.3 million  (till March 2020 |
| January 2018  till November 2018 | CIBER International | R7.5 million | Learner Management Information System (the following modules are going through enhancements/upgrades as part of  Phase 2)   * Discretionary Grants, Mandatory Grants, Qualifications Development, CAMS, Skills Development Provider Enhancements, External Moderations, Artisans Development, Certification, Unfunded Learning Intervention, Finance, NLRD & SETMIS and Special Projects | CIBER International  (costs are for maintenance and support) | R23 million  (till March 2020 |
| July 2018 | SAGE | R99 310.00 | HR Skills Map (job portal) | SAGE | Support will be funded through current contract with SAGE. |
| September 2018 | VOX Telecoms | R0 (upgrades were part of the maintenance contract) | Private Automatic Branch Exchange (PABX ) Telephony |
| Current (till 31 Nov. 2018) | Blue Turtle | R857 0000 | * HEAT (Incident Management System) * HEAT Discovery * HEAT Voice * On-boarding 14 Departments |
| 1. Transport Education Training Authority | TETA is in the process of updating its IT infrastructure with the appointment of Deloitte through an open tender process with effect from 01 June 2018 and subsequently the cession to Solugrowth in October 2018 | Solugrowth (Pty) Ltd | R7 026 960.00 | * Financial System (ERP): * From JD Edwards to MS Dynamics AX * Management Information System (MIS) * From SETA Management System to Indicium MIS (for Learner Programmes Management) | Solugrowth (Pty) Ltd | R7 026 960.00 |
| 1. Wholesale and Retail Sector Education and Training Authority SETA | The infrastructure for the IT system was last upgraded when the data hosting facility was migrated from INetBridge to Dimension Data on the 16 September 2017.  In March 2018 the data lines were upgraded (Head Office from ADSL to Fibre; regional offices migrated to a higher capacity ADSL line) | Deloitte was contracted to do the upgrades and ceded their contract /agreement to SoluGrowth | R610 000.00  per month from  01 August 2016 until 30 November 2018 | * All hosted services, consisting of the following systems: * Indicium for the Learner Management and Grants and Levies Systems * Dynamics AX – The Financial Management System * FlowCentric Supply Chain Management system used for the procuring goods and services under R 500 000.00. Additionally, network upgrades were performed to improve the bandwidth capacity. | SoluGrowth | R 17 080 000 from  01 August 2016 until  30 November 2018. It must be noted that this contract with Deloitte started in 2002 when the SETA was incepted |
| 1. National Skills Fund | 15 July 2015 | Dimension Data  (LAN & server infrastructure) | R7 487 781.44 | Provide information and communication (ICT) hardware - work package 2 LAN switching infrastructure. | DHET083: XON Systems (Pty) Ltd | R30 148 286.07 |
| 15 July 2015 | Sheleba Technologies | R1 657 022.83 | Provide information and communication (ICT) hardware - work package one network cabling. |
| 1. Food and Beverage Manufacturing Industry Education and Training Authority | Not applicable | Not applicable | Not applicable | Not applicable | Pathways Outsourced IT | R1 103 972.00 |
| 1. South Africa Qualifications Authority | 1 October 2018 | Paul Cammidge Computer Consulting | R476 748.00 | Security and Network for LAN and WAN | PRAXIS Computing | R1 593 409.63 |
| 1 April 2018 | Tectight Enterprise Technologies | R999 500.00 | Server Hardware (VMWare, vSphere, vCenter, Spectrum protect and VEEAM) | SAGE South Africa | R213 787.46 |
| 1 July 2018 | VOX Telecommunications | R4 707 757.27 | Telephone System (VoIP & Fibre-Optic) | Isitshixo Business Solution | R395 024.62 |
| 3 September 2018 | Business Connexion | R2 561 163.00 | Storage Area Network | Click-CRM | R167 210.23 |
| 12 November 2018 | AH Power | R67 032.00 | Uninterrupted Power Supply | Mysolutions | R779 285.13 |
| 1 September 2018 | Pac B Power Solutions | R298 319.19 | Power Generator |
| 13 November 2018 | BVI Network Security Services | R318 391.00 | Anti-virus and Software Patch Protection |
| 23 April 2018 | DRSA | R362 940.00 | IT Disaster Recovery |
| 1. National Student Financial Aid Scheme | Currently being updated (period of  1 November 2018 to  31 January 2019) | Finastra | The cost of the update is R2.6 million and can only be performed by the service providers that NSFAS acquired the system from. | Phoenix loan management system | Finastra | Finastra bills an annual maintenance fee to NSFAS. The last maintenance cost was R720 323, which covers NSFAS annually (1 January to 31 December) |
| 1. Council on Higher Education | 31 August 2018 | Praxis Computing (Pty) Ltd | R 500 000.00 | Provision of maintenance of Pastel Evolution and advance procurement/business process management | Praxis Computing (Pty) Ltd | R500 000.00 |
| 30 May 2018 | Praxis Computing (Pty) Ltd | R 798 966.96 | Provision of Network Support Services | Praxis Computing (Pty) Ltd | R798 966.96 |
| 31 October 2018 | eS3 Consulting (Pty) Ltd | R 522 872.40 | Provision of Web-based Online Systems Maintenance Services | eS3 Consulting (Pty) Ltd | R522 872.40 |
| June 2018 Licence renewal | Sage Pastel Accounting | R 92 819.12 | Provision of Sage Evolution Business Care Annual License | Sage Pastel Accounting | R92 819.12 |