

AGSA-BUICT-RFI-2026-03

Request for Information – Queue Ticketing System

1. Introduction and background

- 1.1. The Auditor General of South Africa (AGSA) is a Chapter 9 Constitutional Institution with a mandate to strengthen our country's democracy by enabling oversight, accountability and governance in the public sector through auditing, thereby building public confidence.
- 1.2. AGSA is seeking information from prospective respondents on queue ticketing solutions that can automate, centralise and improve the management of information and communication technology (ICT) service desk queues. The proposed solution must integrate with the existing IvantiCloud Information Technology Service Management (ITSM) platform and support walk-in service requests, kiosks, mobile and web channels, service desk interfaces, real-time queue visibility, automated notifications, service level agreement (SLA) driven prioritisation, auditability and reporting.
- 1.3. The current service desk environment operates through separate processes for IvantiCloud ITSM tickets and walk-in service requests. This creates disconnected queues, limited end-to-end visibility, inconsistent tracking of walk-in requests, gaps in reporting and accountability, and challenges with workload allocation, prioritisation and SLA monitoring.
- 1.4. The proposed Queue Ticketing System is expected to provide a single, unified queue management solution that consolidates IvantiCloud ITSM tickets logged and walk-in interactions into one centrally governed platform. The solution should assist the AGSA in improving customer experience, operational efficiency, SLA compliance, reporting, auditability and decision-making.

2. Objectives

- 2.1. The primary objective of this RFI is to identify suitable technology solutions that can enable the AGSA to implement a Queue Ticketing System aligned to the business requirements and operational needs of the ICT service desk environment. The following are some of the objectives of a Queue Ticketing System:
 - 2.1.1. Automate ticket generation across IvantiCloud ITSM, kiosk, mobile, web and service desk channels.
 - 2.1.2. Integrate with the existing IvantiCloud 2026.2 version 0b6db665 ITSM platform to create,

synchronise and update tickets in real time.

- 2.1.3. Provide a single, centralised queue for IvantiCloud ITSM logged tickets and walk-in requests.
- 2.1.4. Support priority handling for high-severity, critical and VIP-related service requests.
- 2.1.5. Allocate tickets to service desk agents based on availability, skills, workload capacity and predefined rules.
- 2.1.6. Enable SLA-driven ticket management, including response and resolution timers, alerts and escalation triggers.
- 2.1.7. Provide dashboards, reporting and analytics for queue status, ticket volumes, SLA performance and agent productivity.
- 2.1.8. Support secure and scalable operations by implementing robust access control, comprehensive audit logging, compliance management, and accessibility capabilities.

3. Scope of the proposed solution

The prospective respondents are requested to submit their proposals describing their proposed Queue Ticketing System. The proposed solution must be suitable for implementation at AGSA Head Office (HO) in Lynnwood, Pretoria, and must support centralised management of the queue ticketing environment from AGSA HO. The proposals should cover the full lifecycle of incident management and include, but not be limited to, the following capabilities:

- 3.1. Provision of a unified queue management solution for the management of Ivanti Cloud ITSM tickets and walk-in service requests through a single interface.
- 3.2. Provision of multi-channel ticket generation capabilities through the existing ITSM platform, self-service kiosks, web portals, mobile interfaces, and service desk channels.
- 3.3. Integration with the AGSA existing Ivanti Cloud ITSM platform to support real-time ticket creation, synchronisation, and status updates.
- 3.4. Implementation of automated ticket routing and prioritisation based on configurable criteria, including severity, urgency, business impact, and service categories.
- 3.5. Configuration and management of SLA-driven ticket handling processes, including response and resolution time monitoring and escalation mechanisms.
- 3.6. Provision of automated notification capabilities to communicate ticket updates, status changes, and other relevant information to end users and service desk agents via email.
- 3.7. Implementation of intelligent ticket allocation capabilities based on resource availability, skills and workload capacity.
- 3.8. Provision of real-time operational dashboards displaying queue status, ticket volumes, ticket priorities, agent performance, and estimated resolution timelines.
- 3.9. Provision of reporting and analytics capabilities to measure SLA compliance, including ticket closure percentages per agent and overall ICT business unit service performance.

- 3.10. Provision of comprehensive audit and compliance logging capabilities to record ticket lifecycle activities, queue actions, user interactions, and administrative changes.
- 3.11. Integration with Microsoft Entra ID to provide secure user authentication and Single Sign-On (SSO) access for all authorised users of the proposed solution.

4. Demonstration of the proposed solution

- 4.1. Respondents will be expected to prepare a demonstration for the AGSA team of their proposed solution which must include:
 - 4.1.1. Showcasing the step-by-step ticket creation process for various service channels, including Ivanti Cloud ITSM logged tickets, walk-in service requests, kiosk-based ticket logging, web-based ticket logging, mobile access and service desk-assisted ticket creation.
 - 4.1.2. Demonstrating how the proposed solution integrates with the existing AGSA ITSM platform to automatically create, synchronise, update and close tickets in real time, ensuring a single source of truth for all incidents.
 - 4.1.3. Showcasing how the proposed solution consolidates Ivanti Cloud ITSM tickets and walk-in incidents into one centralised queue, allowing service desk agents and management to monitor all requests from a single platform.
 - 4.1.4. Demonstrating how the system prioritises incidents based on severity, urgency, business impact, VIP status and predefined business rules.
 - 4.1.5. Displaying how tickets are automatically allocated to service desk agents based on availability, skills and workload capacity.
 - 4.1.6. Demonstrating how the system supports SLA-driven ticket management, including response and resolution timers, automated SLA alerts, escalation triggers and breach monitoring.
 - 4.1.7. Showcasing the real-time queue visibility dashboards, including queue status, ticket volumes, ticket priorities, agent workload, estimated resolution timelines and service request progress.
 - 4.1.8. Demonstrating the automated notification capabilities for end users and service desk agents, including ticket logging confirmations, assignment notifications, status updates, SLA reminders, escalation alerts and closure notifications.
 - 4.1.9. Demonstrating the reporting and analytics capabilities, including SLA performance reporting, agent productivity, queue performance, backlog tracking, ticket trends and overall ICT business unit service performance.
 - 4.1.10. Showcasing how the proposed solution supports auditability, security, role-based access control, least privilege access, data protection, compliance logging and retrieval of historical ticket activities.
 - 4.1.11. Demonstrating how the solution supports usability and accessibility requirements, including an intuitive user interface and support for users with disabilities or assistive technologies.

- 4.1.12. Demonstrating the capability to authenticate users through Microsoft Entra ID and provide seamless SSO access across the AGSA Ivanti Cloud Self-Service Portal and the proposed kiosk and ticketing solution.

5. Price proposal

- 5.1. Another objective of this RFI is to determine the potential costs of a Queue Ticketing System for budgeting purposes. Respondents are required to provide a cost estimate for their proposed solution that meets the above listed requirements.

6. Request for information responses

- 6.1. Respondents are expected to prepare a detailed proposal covering all the required aspects as mentioned above. Submissions will be reviewed by a team of AGSA Subject Matter Experts (SMEs).
- 6.2. The AGSA will invite respondents for demonstrations which shall be held remotely via MS Teams. The AGSA reserves the right, at its sole discretion, to extend invitations to respondents.
- 6.3. Responses received will be used for information gathering purposes to inform the AGSA's approach to implement the Queue Ticketing System.
- 6.4. Information provided by a respondent will not be shared with any other respondent(s) to this RFI.

7. Request for information closing date and time

- 7.1. The closing date and time or due date for responses to this RFI is Monday, 31 August 2026 at 15:00. Late responses may not be considered.
- 7.2. Responses should be submitted electronically to ICTquotations@agsa.co.za
- 7.3. Kindly note: Responses must be sent electronically (i.e. via email) to the above-mentioned email address by the specified closing date and time mentioned above. Please note that our AGSA mailbox size has a limit of 50MB. Should your electronic submission be more than this limit, you will be required to send your response in separate emails.

8. General conditions and undertakings by a respondent in respect of this RFI

- 8.1. All communication and attempts to solicit information of any kind relating to this request should be channelled to:

Contact person (all questions should be in writing)

Name: Devashini Naidoo-Anthoo

Email address: ICTquotations@agsa.co.za

- 8.2. All enquiries in relation to this RFI must be forwarded to the email addresses above before 14 August 2026. No enquiries from the respondents will be entertained after the specified period mentioned above.
- 8.3. The AGSA may respond to any enquiry in its absolute discretion and the respondent acknowledges that it will have no claim against the AGSA on the basis that its response was disadvantaged by lack of information or inability to resolve ambiguities.
- 8.4. All dates and times in this RFI are based on South African Standard Time (GMT+2). The dates and times stipulated in this RFI are subject to change at the AGSA's sole discretion. Any such changes will be communicated by the AGSA to respondents using the same channel used to publish this RFI. These dates and times do not create an obligation on the part of the AGSA to take any action or create any action or create any right for a respondent to demand that the AGSA executes a certain action on a specific date at a certain time.
- 8.5. All the documentation submitted in response to this RFI must be in English.
- 8.6. Respondents should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by AGSA regarding anything arising from the fact that pages are missing or duplicated. The AGSA reserves the right to clarify any aspect of information provided/ submitted with respondents to this RFI.