

BROADBAND INFRACO SOC LTD

REQUEST FOR QUOTATION: SharePoint Migration from in-house to SharePoint online

RFQ NUMBER:	9002 Re-Issue
RFQ ISSUE DATE:	07 July 2023
RFQ CLOSING DATE:	14 July 2023 @ 12 noon
RFQ VALIDITY PERIOD:	30 days (COMMENCING FROM THE RFQ CLOSING DATE)
A FULL DESCRIPTION OF GOODS/SERVICES REQUIRED	Request for quotation: SharePoint Migration from in-house to SharePoint online
RESPONSES TO THIS RFQ	Supply Chain Management – Commercial Department
SHOULD BE FORWARDED TO	D: Email: Thato.Diratsagae@infraco.co.za
ENQUIRY: NAME:	Thato Diratsagae
Ridders must acknowledge rece	eint of this RFO on the above contact details.

BIDDER:
REGISTRATION NUMBER:
ADDRESS:
CONTACT PERSON:
TEL:
FAX:
E-MAIL ADDRESS:

TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)

- No services must be rendered or goods delivered before an official Broadband Infraco Purchase Order form has been received.
- 2. Late and incomplete submissions will not be accepted.
- 3. Any bidder who has reasons to believe that the RFQ specification is based on a specific brand must inform Broadband Infraco before RFQ closing date.
- 4. Where applicable, Work will be carried out in terms of the OHSA and regulations and therefore it is important for the bidders to include OHSA compliance costs (i.e safety file for the recommended bidder will be approved by Broadband Infraco).
- 5. Bidder is required to submit copy of Tax Clearance Certificate and verification information (PIN) to be used by Broadband Infraco to validate the copy on the SARS website for all price quotations exceeding the value of R30 000 (VAT included). Failure to submit the copy of valid Tax Clearance Certificate and verification information will result in the invalidation of this RFQ. It is the responsibility of the bidder to ensure that Broadband Infraco is in possession of the bidder's valid Tax Clearance certificate.

 The envision on the bidder to ensure that Broadband Infraco receives a valid Tax Certificate as seen as the validity.
 - The onus is on the bidder to ensure that Broadband Infraco receives a valid Tax Certificate as soon as the validity of the said certificate expires.
- 6. Bidders must attach valid BBBEE certificate, correct affidavit or valid exemption letters with the bid. **Copies must be** certified.
- 7. Bidders are required to complete Annexure A for all price quotations exceeding the value of R30 000 (VAT included).
- 8. This RFQ will be evalu **ated in terms of** the 80/20 preference point system prescribed by the Preferential Procurement Regulations, 2017
- 9. All prices must be quoted in South African Rand (ZAR) and the foreign currency amount applicable must be stated. The bidder must indicate clearly which portion of the quoted price is linked to the exchange rate. The cost of installation, delivery, and other charges must be included in the total price quoted.
- 10. It is within Broadband Infraco's prerogative to award this bid in part/s or whole to one or more than one service provider based on the pricing and other technical consideration within the ambits of the law.
- 11. Broadband Infraco will only commence payment processes after fulfilment of the conditions contained in the contract and/ or on receipt of an invoice from the service provider and after such has been approved by the client division as representing the services received.
- 12. Payment of invoices will be effected on the last day of the calendar month following the calendar month of receipt of a correct and original invoice
- 13. Bidders who submitted information that is fraudulent, factually untrue or inaccurate, for example memberships that do not exist, BEE credentials, experience, etc will be disqualified.
- 14. Bidders will be disqualified if there are listed on prohibited register of bidders in National Treasury and register of tender's defaulters.

NB*. Please provide us with a detailed quotation on your company letterhead. indicating all the product specifications and indicate compliance (and any deviations) to the given specification.

DECLARATION BY BIDDER

I, the ur	ndersigned (NAME)certify that :
i.	I have read and understood the conditions of this RFQ.
ii.	I have supplied the required information and the information submitted as part of this RFQ is true
	and correct.
•••••	
Signat	ture Date
•••••	
Capac	city

STANDARD BIDDING DOCUMENT 1 - PART A: INVITATION TO BID

YOU ARE HERE	EBY INVITED TO BID FOR	REQUIREMENT	S OF BR	OADBAND INFR	ACO (SC	OC) LTD			
BID NUMBER:	9002 Re-Issue	CLOSING	DATE:	07 July 2023		CLOS	ING TIME:	12:00	
DESCRIPTION	SharePoint Migra	ation from	in-ho	use to Sha	rePoi	nt online			
DID DECEMBE	D00111151170 111107 D5 0								
SUPPLIER INFO	DOCUMENTS MUST BE SI	DRWILLED THE	OUGH E	MAIL.					
NAME OF BIDDE	ER								
POSTAL ADDRE	ESS								
STREET ADDRE	ESS								
TELEPHONE N		CODE				NUMBER			
CELLPHONE N									
FACSIMILE NUM		CODE				NUMBER			
E-MAIL ADDRES			1						
VAT REGISTRA	TION NUMBER								
TAX CLEARANO	CE NUMBER								
		TCS PIN:			OR	CSD No:			
B-BBEE STATU CERTIFICATE [TICK APPLICAB		Yes No			B-BBE LEVEL AFFIC	SWORN			
	AS THE CERTIFICATE				•				
CORPORATION	TING OFFICER AS D IN THE CLOSE ACT (CCA) AND NAME LE IN THE TICK BOX	A S	VERIFIC YSTEM	ITING OFFICER AS CATION AGENCY (SANAS) ERED AUDITOR				`	,
	TATUS LEVEL VERIFIC UALIFY FOR PREFEREN				IDAVIT(FOR EMEs&	QSEs) MUS	ST BE SUBI	MITTED IN
REPRESENTA AFRICA FOR	HE ACCREDITED ATIVE IN SOUTH THE GOODS WORKS OFFERED?	Yes		No	SUP GOO	E YOU EIGN BAS PLIER FOR T DDS /SERVIC RKS OFFERE	THE YE	ES ANSWER	No PART B:3
BID IS SIGNE	NDER WHICH THIS ED (Attach proof of gn this bid; e.g.				DA	ΤΕ			

PART B: TERMS AND CONDITIONS FOR BIDDING

1.	BID SUBMISSION:				
1.1.	.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.				
1.2.	ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR ONLINE				
1.3.	BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.				
1.4.	WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.				
1.5.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.				
2.	TAX COMPLIANCE REQUIREMENTS				
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.				
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.				
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.				
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.				
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.				
2.6	WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBERAND PROOF MUST BE PROVIDED.				
3.	QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS				
3.1.	IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				
3.2.	DOES THE BIDDER HAVE A BRANCH IN THE RSA?				
3.3.	DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				
3.4.	DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?				
	E ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE TEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.				

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SBD 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest1 in the enterprise, employed by the state?

 YES/NO
- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of institution	State

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

	who is employed by the procuring institution? YES/NO
2.2.1	If so, furnish particulars:
2.3	Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? YES/NO
2.3.1	If so, furnish particulars:
3 D	PECLARATION
	I, the undersigned,
	(name)
3.1	I have read and I understand the contents of this disclosure;
3.2	I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
3.3	The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.
	However, communication between partners in a joint venture or consortium2 will not
3.4	be construed as collusive bidding. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications,

Do you, or any person connected with the bidder, have a relationship with any person

2.2

services to which this bid invitation relates.

3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

Signature	Date
Position	Name of bidder

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE INRESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENTREGULATIONS, 2022

1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to invitations to tender:
 - the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
 - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.
- 1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
 - (a) Price; and
 - (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80

SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. **DEFINITIONS**

- (a) "tender" means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) "price" means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) "rand value" means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) "tender for income-generating contracts" means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) "the Act" means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10 $Ps = 80 \ (1 - \frac{Pt - P \ min}{}) \ \text{or} \qquad Ps = 90 \ (1 - \frac{Pt - P \ min}{})$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10
$$Ps = 80 (1 + \frac{Pt - P max}{})$$
 or $Ps = 90 (1 + \frac{Pt - P max}{})$

P max

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
 - (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system isapplicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
51% Black owned		6		
51% Black women owned		4		
51% Black youth owned		4		
30% people with disability		4		
White owned		2		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3.	Name of company/firm
------	----------------------

- 4.4. Company registration number:
- 4.5. TYPE OF COMPANY/ FIRM
 - Y Partnership/Joint Venture / Consortium
 - Y One-person business/sole propriety
 - Y Close corporation
 - Y Public Company
 - Y Personal Liability Company
 - Υ (Pty) Limited
 - Y Non-Profit Company

Y State Owned Company [TICK APPLICABLE BOX]

- 4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:
 - i) The information furnished is true and correct;
 - ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
 - iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
 - iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation:
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

	SIGNATURE(S) OF TENDERER(S)
SURNAME AND NAME: DATE:	
ADDRESS:	

1. Background Information

Broadband Infraco (BBI) has an in-house SharePoint server that is outdated with old features that have surpassed the upgrade options and has limited functionality of features that needs to be migrated to SharePoint Online. SharePoint enables increased productivity and visibility for information workers across all verticals, in businesses large and small. The features of SharePoint are centred around an intranet-based cross collaboration experience that enables secure sharing, content management and workflow collaboration features among many others. BBI In-House SharePoint was partly migrated by the old IT personnel who have left the organisation without sharing any information, with IT department staff and as such we lack a resource with SharePoint skills and mostly SharePoint Migration and SharePoint online skills. Currently we have an issue with the in-house SharePoint portal that has features that do not to work when users a connected via Virtual Private Network (VPN).

2. Motivation

BBI urgently requires services of a SharePoint Specialist to migrate the organisation's in-house SharePoint to an online SharePoint. A SharePoint consultant is the middleman bridging the gap between expert knowledge of the SharePoint platform and managing the expectations of their clients. More specifically, SharePoint consultants help their clients get the most value out of SharePoint assisting them with migration tools and a complete migration strategy and project by showing IT how to use the platform's capabilities to solve real problems and help their business run efficiently.

3. Scope of work

- A SharePoint Certified Enterprise Administrator Expert organisation or consultant with 5 year or more experience in SharePoint Migration. MCITP SharePoint 2010, MCSE SharePoint 2013 & 2016 and MCSA Office 365 with at least an IT Diploma. Must be proficient with Microsoft Server Administration. With a strategy, planning, communication, technical knowledge, troubleshooting skills and great execution of a SharePoint migration.
- Our organisation already has a SharePoint online portal with a requirement to move all divisions SharePoint in-house to already existing SharePoint online portal.
- Evaluate the current SharePoint in-house system and technical environment needs to migrate from SharePoint in-house to an existing SharePoint Online from the beginning to the end.
- Constructs, designs, tests and implements SharePoint migration from in-house to an existing SharePoint Online system that enables and supports all business functions and business divisions. Taking responsibility to create SharePoint components and designs including SharePoint in house to SharePoint Online. SharePoint To Office 365. File Shares to SharePoint Online or Office 365 and On Premises to Azure. A SharePoint info-graphics shall be required.
- An organisation or consultation expert representation preferably to be onsite during the entire process or as when needed, all Covid rules and regulations including lockdowns shall be observed. The consultant must be interactive, consultative, have discussions and a good communicator and work closely with internal stakeholders.
- Responsible for the architecture, design, configuration, development, deployment, and maintenance of SharePoint technologies, and any further development and improvement of processes.
- Migration of all departments from on-premises SharePoint to SharePoint Online. Cleaning up orphan users, listing custom solutions, finding large lists and calculating the size of a SharePoint environment. Use migration tools to convert current SharePoint In-House sites and O365 Group sites to SharePoint Online.

- Preparation of SharePoint documentation, planning, and processes. Defining the scope, plans and deliverables regarding the entire value chain of SharePoint migration project. Where to begin the migration process, project methodologies to be used, boundaries and limitations, user involvement.
- Transfer of skills to the IT department throughout the entire process of migration and configuration.
- Training of all power users per department.