

Request for Proposal (RFP)

The HSRC seeks to suitably qualified service providers to provide technical support Microsoft 365 platforms

This is an invitation for suitably qualified service providers to tender proposals, to provide the HSRC with ad-hoc consulting and support services, for its suite of Microsoft 365 platforms. The service provider will be required to work with the HSRC's Internal IT Team to resolve technical issues related to these systems.

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1. Requirement: Appointment of a technical support provider for Microsoft 365

1.1 Objectives

This RFP seeks a service provider to provide ad-hoc consulting and support services for its Microsoft 365 platforms. The Business Partner will be required to work with the HSRC's Internal IT Team to resolve technical issues related to these systems.

2. Proposal requirements

Service provider must be able to provide technical support and consulting services for 12 months (180 hours) on the following Microsoft products:

- a. Microsoft Office O365
- b. Microsoft Exchange Online
- c. Microsoft Teams admin centre
- d. Microsoft security and compliance admin centre
- e. Microsoft Azure Active Directory
- f. Microsoft SharePoint

HSRC Board: Dr Reginald Cassius Lubisi (Chairperson), Dr Kgomoiso William Kasonkola, Dr Deenadayalen Konar, Prof. Ibbo Day Joseph Mandaza, Ms Shameme Manjoo, Dr Alex Mohubetswane Mashilo, Prof. Zerish Zethu Nkosi, Dr Sean Phillips, Adv Faith Dikeledi Pansy Tlakula, Prof. Fiona Tregenna, Prof. Leickness Simbayi (Acting CEO)

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Technical proposal evaluation criteria

Criteria	Points
EXPERIENCE AND TRACK RECORD (40)	
Provide a minimum of 5 years' experience: <ul style="list-style-type: none"> • Proof that the Service Provider has been in existence and providing Consulting / Support services on the products specified in Section 2 <ul style="list-style-type: none"> ➤ 5-6 years' experience (15 points) ➤ 7-10 years' experience (25 Points) • Provide minimum three (3) relevant contactable references where the required Consulting and support provided over the past five (5) years. (15 points) 	40
CAPACITY AND COMPETENCE (60)	
IMPLEMENTATION <ul style="list-style-type: none"> • Provide an Implementation plan on how the Consulting / Support Service will be executed. • The plan should include processes to follow, call-logging process, timelines and deliverables. 	30
CAPACITY <ul style="list-style-type: none"> • Submit a structure composition of the proposed team, by clearly outlining the main disciplines/ specialties of key personnel responsible for the training and support to HSRC staff (15 points) • Provide short resume of personnel's skills that highlight qualifications, areas of experience/competencies relevant to tasks and objectives of this Bid (15 points) 	30
Total	100

Minimum threshold for total is 70%.