



**BID SPECIFICATION**

|  |  |
| --- | --- |
| **RFB No:** | **RFB 3136-2025** |
| **Description** | Appointment of a service provider to provide services for the GCIS SharePoint migration and eservice applications redevelopment including the maintenance, support and enhancements for the period of three (3) years. |
| **Publication Date** | 08 August 2025 |
| **Virtual Compulsory briefing session** | Virtual compulsory briefing session  Date: 15 August 2025  Time: 11h00am  Link for the briefing: [**Join the meeting now**](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NTJlZTBlMmMtMzAwNi00OWQyLTliMjEtNDVhNTliNDI0ZWM5%40thread.v2/0?context=%7b%22Tid%22%3a%2248cd5724-88c7-48c3-a665-945436edd7fc%22%2c%22Oid%22%3a%225013b7bc-db85-4c94-93de-3026c7637b24%22%7d) |
| **Closing Date for Questions** | 22 August 2025 16h30 |
| **Bid Response Submission Address** | [Tender Office, Pongola In Apollo](D:\\Users\\thulanimt\\Documents\\SCM Policy\\RFX Templates 05_2022\\Tender Officer459)  [459](D:\\Users\\thulanimt\\Documents\\SCM Policy\\RFX Templates 05_2022\\Tender Officer459) Tsitsa Street, Erasmuskloof, Pretoria, 0105 |
| **RFQ Closing Details and Time** | Date: 08 September 2025  Time: 11:00am (South African Time) |
| **RFQ Validity Period** | 200 Days from the closing date |

Contents

[1. Introduction 3](#_Toc203653576)

[1.1 Purpose 3](#_Toc203653577)

[2. Scope of Bid 3](#_Toc203653578)

[2.1 Scope of Work 3](#_Toc203653579)

[2.2 Delivery address 3](#_Toc203653580)

[2.3 Customer Infrastructure and environment requirements 4](#_Toc203653581)

[3. Requirements 4](#_Toc203653582)

[3.1 Product / Service / Solution Requirements 4](#_Toc203653583)

[3.1.1 Project Management: Migrate GCIS ECMS from SharePoint 2019 to SharePoint online 4](#_Toc203653584)

[3.1.2 Requirements for Enhancements, Support and Maintenance 7](#_Toc203653585)

[4. Bid Evaluation Stages 8](#_Toc203653586)

[4.1 Mandatory Administrative responsiveness (Stage 1) 8](#_Toc203653587)

[4.1.1 Attendance of briefing session 8](#_Toc203653588)

[4.1.2 Registered Supplier 9](#_Toc203653589)

[4.2 Technical returnable documents 9](#_Toc203653590)

[4.2.1 Instruction and evaluation criteria 9](#_Toc203653591)

[4.2.2 Technical mandatory requirements (Stage 2) 9](#_Toc203653592)

[4.2.3 Technical Functionality evaluation Requirements (Stage 3) 11](#_Toc203653593)

[4.3 Special Conditions of Contract Verification (Stage 4) 14](#_Toc203653594)

[4.3.1 Special Conditions of Contract 14](#_Toc203653595)

[4.3.2 Declaration of compliance and acceptance SCC 19](#_Toc203653596)

[4.4 Costing and Preference Evaluation 20](#_Toc203653597)

[4.4.1 Price and Preference Points Evaluation 20](#_Toc203653598)

[4.4.2 Costing and Pricing Conditions 20](#_Toc203653599)

[4.4.3 Bid Exchange Rate Conditions 21](#_Toc203653600)

[4.4.4 Declaration of Acceptance 21](#_Toc203653601)

[4.5 Preferential Requirements 21](#_Toc203653602)

[Annex A: Bidder substantiating evidence 23](#_Toc203653603)

[5. Technical Mandatory Requirement Evidence 23](#_Toc203653604)

[5.1 Bidder Certification / Affiliation Requirements 23](#_Toc203653605)

[5.2 Bidder Experience and Capability Requirements 23](#_Toc203653606)

[5.3 SITA Certification Requirements 24](#_Toc203653607)

[5.4 Special Conditions of Contracts 24](#_Toc203653608)

[5.5 Technical Functionality Requirements Evidence 25](#_Toc203653609)

[5.5.1 Project Management 25](#_Toc203653610)

[5.5.2 Project Team / Technical resources to be assigned 25](#_Toc203653611)

[5.6 Preferential Requirements 26](#_Toc203653612)

Tables

[Table 1: Resources Requirements 6](#_Toc203653613)

[Table 2: Bid Evaluation Stages 8](#_Toc203653614)

[Table 3: Technical Mandatory Requirements 9](#_Toc203653615)

[Table 4: Technical Functional Evaluation Score generic 3-point scale 11](#_Toc203653616)

[Table 5: Technical Functionality Requirements 11](#_Toc203653617)

# Introduction and Background

## Purpose

The purpose of this Request for Bid (RFB) is to invite suppliers (hereinafter referred to as “bidders”) to submit bids for the SharePoint Migration and eService applications, Redevelopment including the Maintenance, Support and Enhancements for Government Communication and Information Systems (GCIS) for the period of three (3) years.

## Background

GCIS uses Microsoft SharePoint as its Enterprise Content Management System (ECMS)  
since 2008. The ECMS has been customized according to the departmental business  
needs and serves as the departmental Intranet, Document Management System, and  
automation of leave, requisition, transport request and Invoice approval processes, etc.  
Currently Microsoft SharePoint Server 2019 Enterprise Edition is used with other  
technologies: Nintex Forms and Workflow 2019 standard edition.

GCIS is planning to migrate the Microsoft SharePoint 2019 to Microsoft SharePoint online and redevelop all the existing eServices applications using the latest Microsoft cloud technologies. GCIS is currently licensed for Microsoft E3 licencing Model.

# Scope of Bid

## Scope of Work

The scope of work for the bidders is as follow:

1. Project: Migrate GCIS ECMS from SharePoint 2019 to SharePoint online for the modules (Intranet, Knowledge Management (KM) Portal, Document Centre, Photo and Video Centre, Clippings) and,
2. Project: Redevelop eLeave, eRequisition, Invoice Tracking System (ITS) and Transport eRequest using Microsoft Power Platforms: Power Apps, Power Automate, Power Pages and Power BI.
3. Provide training as follows:
4. System administrators (7) on the migrated SharePoint online, Power BI reports and the redeveloped eServices applications per project phase, for six (6) Sessions.
   1. Document Centre (2 hours)
   2. Intranet, KM Portal, Photo and Video Centre and Clippings (2hours)
   3. eService -eLeave (2hours)
   4. eRequisition (2hours)
   5. Invoice Tracking System (2hours)
   6. Transport eRequisition (2hours).
5. Technical team group virtual training: Infrastructure administrators (5) on the cloud environment for the GCIS ECMS solution for 2 Sessions 2 hours per session
6. End-user champions virtual group training delivered per module for four(4) sessions:
7. Document Centre (3 hours)
8. Intranet, KM Portal, Photo and Video Centre, Clippings (2hours)
9. eService -eLeave (2hours)
10. eRequisition (2hours)
11. Invoice Tracking System (2hours)
12. Transport eRequisition (2hours).
13. Three (3) years’ Service Level Agreement (SLA) Contract to enhance, maintain and support GCIS Enterprise Content Management System (ECMS)
14. Current GCIS ECMS SharePoint 2019 environment support and maintenance
15. GCIS ECMS online environment ad-hoc enhancements, support and maintenance

## Delivery address

The address where the required services / works must be delivered is

Government Communication and Information System (GCIS)

         Tshedimosetso House  
       1035 Frances Baard & Festival Street  
      Hatfield, Pretoria

## Customer Infrastructure and environment requirements

Currently GCIS is operating on Microsoft SharePoint 2019 and requires the bidder to migrate to Microsoft SharePoint online.

# Requirements

## Product / Service / Solution Requirements

### Project Management: Migrate GCIS ECMS from SharePoint 2019 to SharePoint online

The project aims to modernize GCIS's ECMS by migrating from SharePoint 2019 to SharePoint Online and redeveloping eServices in Microsoft Power Platform. It consists of the following six (6) sub-projects:

1. Migration of GCIS ECMS from SharePoint 2019 to SharePoint Online, ensuring seamless transition, data integrity, and system optimization.
2. Redevelopment of eLeave, replacing existing Nintex Forms and Workflows with Microsoft Power platforms for improved user experience.
3. Redevelopment of eRequisition, transitioning from Nintex Forms and Workflows to Microsoft Power platforms to enhance automation and process efficiency.
4. Redevelopment of the Invoice Tracking System (ITS), migrating from Nintex Forms and Workflows to Microsoft Power platforms to streamline invoice management and tracking.
5. Redevelopment of Transport eRequest, transitioning from Nintex Forms and Workflows to Microsoft Power platforms to enhance automation and process efficiency
6. Redevelopment of the SQL Server Reporting Service (SSRS) reports using Power BI.

**The bidder must provide a comprehensive high-level Project plan which should include the following elements**

1. Major phases
2. Key activities
3. Deliverables, Millstones and associated estimated cost
4. Timelines
5. Risk mitigation strategies
6. Three (3) months post implementation support

#### Requirements for Migrating GCIS ECMS from SharePoint 2019 to SharePoint online

The bid should provide a comprehensive proposal outlining the approach, methodology, and best practices for migrating the GCIS Enterprise Content Management System (ECMS) from SharePoint 2019 to SharePoint Online on a per-module basis (refer to Paragraph 2.1 for more details on GCIS ECMS Modules). Key requirements include:

1. A migration strategy ensuring a seamless transition while minimizing downtime and operational disruptions.
2. The ability for GCIS ECMS to run in parallel on SharePoint 2019 and SharePoint Online during the migration to ensure smooth adoption and testing for different modules.
3. Identification of potential risks and mitigation strategies, including compatibility issues, data integrity, security considerations, and user access management.
4. A clear outline of the migration tool to be used, along with its capabilities, licensing requirements, estimated costs, and support model.
5. A detailed project timeline and milestones, including testing phases, user acceptance testing (UAT), and post-migration support to ensure a fully functional system.

#### Redevelopment of eServices: eLeave, eRequisition, Transport eRequest and ITS using Microsoft Power Apps and Power Automate

1. The bid should provide a comprehensive proposal to assist GCIS in redeveloping the following eServices applications from Nintex Forms and Workflows to Microsoft Power Platform using Power Apps and Power Automate, while ensuring seamless integration with SharePoint Online:
2. eLeave
3. eRequisition
4. Transport eRequest
5. ITS
6. The current SharePoint lists and data in SQL Databases for eServices four (4) applications need to be migrated into SharePoint online.
7. The following documentation for the current applications is in place and can be provided upon request to guide the redevelopment process:
8. Detailed User Requirements Specification
9. Technical Configuration Document
10. User Manuals
11. The system should provide the following generic functionalities for eServices modules:
12. Seamless Access: The system should be accessible under SharePoint eServices.
13. Automated Email Notifications: A built-in e-mail notification functionality for alerting/notifying users according to the actions taken and actions need to be taken.
14. Task Reminders: A reminder feature to alert the relevant users for outstanding tasks that is due according to the built-in time frame (daily reminder for three days after the task being assigned)
15. Automated Status Updates: Automatically update the status per step of the eLeave / eRequisition /Transport eRequest/ ITS
16. Approval Process Tracking: Monitor / track the approval process of the eLeave / eRequisition / ITS/Transport eRequest via Dashboards/Reports / SharePoint lists

#### Resources Requirements

1. The bidders must provide CVs for the resources assigned to the project: SharePoint migration and redevelopment of eServices applications.
2. The human resources will be required for SharePoint migration; eservices redevelopment project are as follows:
3. Project Manager
4. Change Manager
5. Business Analyst
6. SharePoint Migration Specialist
7. Microsoft Power Platform Developers
8. Trainer
9. Human resources will later be released upon completion of the project. The relevant resources should be available when required and issued with instructions to perform the work for enhancement, maintenance and support required by GCIS.
10. GCIS internal team will work together with the resource from the project management perspective.
11. The required resources required are as per the table below:

Table 1: Resources Requirements

| **Required Resources** | **No. of Resources Required** | **Required Service** | **Required Skills Set** | **Years of Experience (Minimum)** |
| --- | --- | --- | --- | --- |
| **Project Manager** | **One (1)** | Project Management Services | Project Management | 3 years |
| **Change Manager** | **One (1)** | Change Management Services | * Certification(s) for Change Management * Experiences in developing change management strategy, * Managing organizational change for cloud-based platforms, specifically SharePoint Online migration * Key skills include stakeholder engagement, change impact analysis, communication, planning, and change management methodologies | 3 years |
| **Business Analyst** | **Two (2)** | Requirements gathering, process modelling, solution design, system testing, project management and documentation | * Experience in business analysis, business process management and business process engineering * Knowledge on System development Life Cycle (SDLC) methodologies such as agile, waterfall and experience on business processes and tool * Experience with ICT solutions delivery, business logic modelling, design, and implementation. * Business Analytic Skills, business analysis methodology, assist with project requirements planning, process and Business Requirements specification documentation. | 3 years |
| **SharePoint Migration Specialist** | **One (1)** | SharePoint migration from SharePoint 2029 to SharePoint online | * Experience in Microsoft Azure platform * Experience on configuring SharePoint O365 sites after migration and changing functionality, look and feel to match with O365. * Documentation skill for the SharePoint online configuration * SharePoint Design | 3 years |
| **Microsoft Power Platform Developers** | **Three (3)** | Power Apps and Power Automate development for Forms and Workflows | * Certified Microsoft Power Platform Developer * Experience in Microsoft Azure platform * Experience in Power Apps, Power Automate, Power BI, and Power Pages for Forms and Workflows development * Experience in Microsoft Dataverse * Documentation skill for the technical configurations for eServices Applications | 3 years |
| **Trainer** | **One (1)** | Prepare training materials and provide training on GCIS ECMS SharePoint online and all eService applications | * Knowledge on SharePoint online * Knowledge on Microsoft power platform * Training Skill * Documentation skill for training materials | 3 years |

#### Requirements for Documentation

The following documentation must be provided and approved for the project

1. Project Charter and Plan
2. SharePoint online configuration
3. Technical Configuration for the redeveloped eServices Applications
4. Test Cases
5. User Acceptance Testing (UAT) Specification
6. Training materials
7. Project Exit Report

#### Requirements for Change Management

1. The migration from SharePoint on-premises to SharePoint Online introduces both technical and organisational change, and clear stakeholder engagement and change management are essential to success. Change management is critical to mitigate adoption risk.
2. Bidder must provide high-level **change management strategy** outlining its proposed approach for mitigating adoption risks and effective change delivery, by including the following key focus areas:
3. Risk Mitigation Strategy
4. Stakeholder Engagement
5. Change Impact Assessment
6. User Training and Adoption
7. Migration Readiness and Support
8. Change Governance
9. Resistance Management

#### Requirements for Training

##### Technical Training

The successful bidder must provide technical training to GCIS technical team (9) on the migrated SharePoint online, and on the redeveloped eServices applications per project phase. This should enable GCIS technical team to operate and support the system after implementation for the project.

##### User Champions Training

The successful bidder must provide user training to the nominated GCIS System champions on the migrated SharePoint online and the redeveloped eServices applications for four (4) sessions, each session consisting of 12 users.

### Requirements for Enhancements, Support and Maintenance

1. The successful bidder will be required to provide ad hoc enhancements, maintenance and support for the GCIS ECMS over a period of three (3) years. The contract should allocate
   1. 120 hours for the 1st year SharePoint 2019 environment ad-hoc support and maintenance per request / call logged,
   2. 720 hours for 2nd year for SharePoint online ad hoc enhancements, maintenance and support, specifically reserved for system enhancements,
   3. 720 hours for 3rd year for SharePoint online ad hoc enhancements, maintenance and support, specifically reserved for system enhancements.
2. A formal Service Level Agreement (SLA) will be entered into to manage the contract.

The SLA will apply to all activities within the GCIS ECMS SharePoint Environment, including enhancements, maintenance, general and technical support. The bidders should clearly address the requirements outlined in the sections below.

#### Enhancements

1. The bidder will be responsible for delivering enhancements based on change control requests approach. The enhancements include, but are not limited to:
2. Minor system changes based on business needs
3. New feature development to improve system efficiency and user experience
4. User interface (UI) and functionality improvements for enhanced usability
5. System Performance optimization to ensure seamless system operations
6. Compliance updates to align with government ICT policies and security standards
7. The invoice should be issued when the Change Control request is completed and signed off.

#### Maintenance and Support

1. The support agreement can be requested for any activity pertaining to the GCIS ECMS:
2. Bug fixes
3. Third-line User support and troubleshooting
4. Ensuring system security
5. Quarterly SharePoint environment health check and provide reports
6. The appointed bidder should provide comprehensive support and maintenance procedure as part of the contract, ensuring uninterrupted assistance during official working hours on business days.
7. The contract must be structured to include ongoing system support and maintenance as an integral part of service delivery, without the need for GCIS to procure additional support hours. The bidder must ensure that all necessary technical assistance, troubleshooting are covered within the contractual scope to prevent disruptions to operations.
8. The contract shall explicitly state that the GCIS shall not be held financially responsible for any defects, or issues arising from the work performed by the Contractor. Furthermore, the contract must clearly outline the procedures for resolving any disputes or disagreements related to such matters.

# Bid Evaluation Stages

The bid evaluation process consists of five stages, according to the nature of the bid. A bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation. The stages are:

Table 2: Bid Evaluation Stages

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Applicable for this bid YES** |
| Stage 1 | Mandatory Administrative responsiveness | YES |
| Stage 2 | Technical Mandatory responsiveness | YES |
| Stage 3 | Technical Functional Requirements | YES |
| Stage 4 | Special Conditions of Contract verification | YES |
| Stage 5 | Price / Preference points | YES |

## Mandatory Administrative responsiveness (Stage 1)

### Attendance of briefing session

A Compulsory virtual briefing session will be held. The bidder must sign the briefing session attendance register using the same information (bidder company name, bidder representative person name and contact details) as submitted in the bidder’s response document. Any bidder who fails to attend the compulsory briefing session will be disqualified.

### Registered Supplier

1. Only responses from bidders who are registered as a Supplier on National Treasury’s Central Supplier Database (CSD) in terms of National Treasury’s Instruction Note 4A of 2016/17 will be considered for award on this RFB.
2. In the case of joint ventures or consortiums the bidder must demonstrate that Minimum of one of the parties to the bid response attended the briefing session.

## Technical returnable documents

### Instruction and evaluation criteria

1. The bidder must comply with ALL the requirements as per the Technical Mandatory Requirements below by providing substantiating evidence in the form of documentation or information, failing which it will be regarded as “NOT COMPLY”.
2. The bidder must provide a unique reference number (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response.
3. The bidder must comply with ALL the TECHNICAL MANDATORY REQUIREMENTS in order for the bid response to proceed to the next stage of the evaluation.

### Technical mandatory requirements (Stage 2)

Table 3: Technical Mandatory Requirements

| **Mandatory Requirements** | **Substantiating evidence of compliance (used to evaluate bid)** | **Evidence reference (to be completed by bidder)** |
| --- | --- | --- |
| 1. **Bidder Certification/ Affiliation Requirements** | | |
| The bidder must be an accredited Microsoft Solution Partner for:   1. Microsoft 365 Certified: Teams Administrator Associate - MS-700, as well as Microsoft 365 Certified: Enterprise Administrator Expert 2. Microsoft Certified: Power Platform Developer Associate and Microsoft Certified: Power Platform Solution Architect Expert. | The bidder must attach to Annex copies of valid Microsoft partner certificates as proof that the bidder is an accredited partner for   1. Microsoft 365 Certified: Teams Administrator Associate - MS-700, as well as Microsoft 365 Certified: Enterprise Administrator Expert 2. Microsoft Certified: Power Platform Developer Associate and Microsoft Certified: Power Platform Solution Architect Expert.   **The Microsoft partner certificates must indicate clearly** **the following information:**   1. the bidder’s name 2. the date it was issued 3. if applicable, the expiry date   **NOTE (1):**  **GCIS reserves the right to verify information provided.**  **Note (2):**  **Failure to submit the requested certificate / letter will result in disqualification.** | <provide unique reference to locate substantiating evidence in the bid response – **see Annex A, section 5.1**> |
| 1. **Bidder Experience and Capability Requirements** | | |
| The bidder must have successfully executed Enterprise Content Management (ECM) solutions to the minimum of three customers within the past five years from the publication date of this bid. The solution must include the following:   1. Migration from SharePoint 2019 to SharePoint Online, 2. Development of forms and workflows using Power Platform technologies (Power Apps, Power Pages and Power Automate). | The bidder must provide to Annex A reference details from three customers to whom the Enterprise Content Management (ECM) solutions including:  a) Migration from SharePoint 2019 to SharePoint Online,  b) Development of forms and workflows using Power Platform technologies (Power Apps, Power Pages and Power Automate) was delivered within the past five years from the publication date of this bid.  **NOTE (1):**  **GCIS reserves the right to verify information provided.**  **Note (2):**  **Failure to complete Table 8 fully as indicated above will result in disqualification.** | <provide unique reference to locate substantiating evidence in the bid response – **see Annex A, section 5.2,** |

|  |  |  |
| --- | --- | --- |
| 1. **SITA Certification Requirements** | | |
| The bidder must confirm compliance to SITA certification on proposed solution that includes Migration from SharePoint 2019 to SharePoint Online and Development of forms, workflow using power platform technologies (Power Apps, Power Pages and Power Automate). | The bidder **must** fully complete and submit the MIOS Certification Requirements in **Annex B**. Further to this, the Bidder is required to submit additional information as per below:  a) In the case of a “YES” answer in **Annex B**, the independent certificate(s) to substantiate the declaration.  **Or**  b) In the case of a “N/A” answer in **Annex B**, sufficient motivation as to why the standard is not deemed applicable.  **NOTE (1):**  **An empty declaration (no answer provided), or a "N/A" answer without sufficient motivation, will be regarded as a “NO” answer, and will be considered as non-compliant.**  **NOTE (2):**  **SITA reserves the right to verify the information provided.** | <provide unique reference to locate substantiating evidence in the bid response – see **Annex A, section 5.3, Annex B>** |
|  | **NOTE (3):**  **If ‘Yes’ for compliance, please attach the required evidence. If N/A has been indicated and another security standard is being used, please provide the relevant certificate as evidence.** |  |

|  |  |  |
| --- | --- | --- |
| 1. **Special Condition of Contracts** | | |
| Bidder **must accept ALL**the Special Conditions of contract. | The Bidder **must accept ALL**the Special Conditions of Contract by completing and signing the declaration of Acceptance in Declaration of compliance and acceptance under the Special Conditions **(Section 4.3.2)**.  **Note (1):**  Failure to **accept ALL**the Special Conditions of Contract will result in disqualification. | <Provide unique reference to locate substantiating evidence in the bid response – see **Annex A, section 5.4** > |

### Technical Functionality evaluation Requirements (Stage 3)

1. The bidder must complete in full all the TECHNICAL FUNCTIONALITY requirements.
2. The bidder **must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, GCIS reserves the right to treat substantiation evidence that cannot be located in the bid response, as “NOT COMPLY”.
3. Evaluation per requirement. The evaluation (scoring) of bidders’ responses to the requirements will be determined by the completeness, relevance and accuracy of substantiating evidence. Each TECHNICAL FUNCTIONALITY requirement will be evaluated using the generic 3-point scale as indicated in table 4 below.
4. Each Bidder will be evaluated on each individual requirement as indicated in table 5 below. The value scored for each requirement will be multiplied with the specified weighting for the relevant requirement to obtain the percentage achieved for each requirement.
5. GCIS reserves the right to verify information / evidence provided by the Bidder.

Table 4: Technical Functional Evaluation Score generic 3-point scale

| **Evaluation criteria** | **Score** |
| --- | --- |
| **Irrelevant** (Does not meet requirements) | **0** |
| **Good** (Meets minimum requirements) | **3** |
| **Excellent** (Exceeds minimum requirements) | **5** |

1. **Weighting of requirements**: The full scope of requirements will be determined by the following weights:

Table 5: Technical Functionality Requirements

| **No.** | **Technical Functionality Requirements** | **Weighting** | **Substantiating evidence and evaluation criteria**  (used to evaluate bid) | **Substantiation reference**  (to be completed by bidder) |
| --- | --- | --- | --- | --- |
| 1. | **Project Management**  Bidder must provide sample high-level project plan. The project plan should include the following key elements:   1. Project management methodology 2. Major phases for the 6 sub-projects as mentioned on par 3.1.1 according to the System Development Life Cycle methodology 3. Milestone deliverables 4. Timelines 5. Resources Management   **Optional elements**:   1. Deployment plan 2. Contingency plan   **NOTE (1):**  **Minimum Requirement**:  The bidder must address all key elements to meet minimum requirements:  (a, b, c, d and e). | **30%** | **Evidence:**  **The bidder must provide sample high-level project plan.**  **Evaluation criteria:**  0 - No Project Plan provided / Project plan does not meet minimum requirement  3 - Project plan reflects all 5 key elements.  5 - Project plan reflects all five key and optional elements. | <Provide unique reference to locate substantiating evidence> Annex A, Section 6  <Provide unique reference to locate substantiating evidence> Annex A, Section 6 |
| 2. | **Project Team / Technical resources to be assigned**  The bidder must propose a project team that include the following **minimum roles and competencies**:  **2.1 One (1) Project Manager** with Minimum 3 years’ experience in coordinating SharePoint and Power Platform projects | **8%** | **The bidder must provide CVs of team, giving information on skills and years of experience.**  **NB:** The CVs submitted by the bidder will be evaluated separately. For the roles which require more than one resource, the final score will be calculated in average. If more CVs provided for the specific role, the best CV(s) for the role will be applied  **Evaluation criteria:**  CVs reflect required skill sets and experience:  0 - CV provided, does not meet minimum requirement.  3 - CV provided meet the required skill sets and the minimum years of experience required.  5 - CV provided has more than 4 years of experience and meet the required skill sets, plus supporting certificate. |
|  | **2.2 Two (2) Business Analysts**  Minimum 3 years experienced in gathering and translating business requirements into technical solutions for Microsoft 365 environments | **8%** |
|  | **2.3 One (1) SharePoint Migration Specialists** with   * + Minimum 3years of hands-on experience for SharePoint Migration   + Minimum 3 years’ experience on the proposed migration tool   + SharePoint Design | **8%** |
|  | **2.4 Three (3) MS Power Platforms Developers** with:   * + Minimum 3years of hands-on experience in Power platforms: Power Apps, Power Automate, Power Pages and Power BI | **18%** |
|  | **2.5** **One (1) Change Manager** with   * + Minimum 3 years experiences in developing change management strategy, and managing organizational change for cloud-based platforms, specifically SharePoint Online migration   + Key skills include stakeholder engagement, change impact analysis, communication, planning, and change management methodologies | **4%** |
|  | **2.6 One (1) Trainer** with knowledge of the required technologies and platforms and 3 years training experience | **4%** |
| 3. | **Change Management**  Bidder must provide change management plan. The change management plan should address the following elements.  Key Elements:   1. Risk Mitigation Plan 2. Change Impact Assessment 3. Migration Readiness and Transition Support 4. Resistance management 5. User Adoption and Training Programme   Optional Elements   1. Change governance and Monitoring 2. Stakeholder engagement and communication   **NOTE (1):**  **Minimum Requirement**:  The bidder must address all key elements to meet minimum requirements:  (a, b, c, d and e). | **20%** | The bidder must provide Change Management Strategy document:  **Evaluation criteria:**  0-No Change Management plan provided/does not reflect all key elements  3- Change Management Plan reflects all the five (5) key elements  5- Change Management Plan reflect all key and optional elements. | <Provide unique reference to locate substantiating evidence> Annex A, Section 6 |

**Minimum threshold.** The individual scores will be converted to a cumulative percentage and only those bidders that achieve or exceed the minimum threshold score of **60 %** will be eligible to proceed to the next stage

## Special Conditions of Contract Verification (Stage 4)

1. The successful supplier will be bound by Government Procurement: General Conditions of Contract (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the successful Supplier. However, GCIS reserves the right to include or waive the condition in the signed contract.
2. GCIS reserves the right to:
   1. Negotiate the conditions; or
   2. Automatically disqualify a bidder for not accepting these conditions; or
3. In the event that the bidder qualifies the proposal with own conditions and does not specifically withdraw such own conditions when called upon to do so, GCIS will invoke the rights reserved in accordance with subsection 4.3. (b) above.

### Special Conditions of Contract

#### Contracting Conditions

1. **Formal Contract** - The supplier must enter into a formal written contract (agreement) with GCIS.
2. **Right to Audit** - GCIS reserves the right, before entering into a contract, to conduct or commission an external bidder to conduct a financial audit or probity to ascertain whether a qualifying bidder has the financial wherewithal or technical capability to provide the goods and services as required by this tender.

#### Delivery Address

The supplier must deliver the required products or services at as indicated in Section 2.2, Delivery Address.

#### Services and Performance Metrics

1. The bidder is responsible to provide the following services as specified in the Service Breakdown Structure (SBS):
   1. **Project: SharePoint Migration** including the redevelopment of eService Applications, the project must be completed within twelve (12) months after the contract starts
   2. Enhance GCIS ECMS per request: follow the Change Request Management System
   3. **Support and Maintenance GCIS SharePoint online environment:** The Bidder must perform corrective maintenance within predefined response and bug fixing times. Maximum Time To fix in all mission critical cases (Full-Service Agreement) will be four (4) working hour
2. The winning bidder will be responsible to perform the work as outlined in the following Work Breakdown Structure (WBS) with the delivery Timeframe

|  |  |
| --- | --- |
| **WBS** | **Statement of Work Delivery Timeframe** |
| 1 | Implement SharePoint online migration project including redevelopment of eService applications within twelve (12) months after the bid being rewarded |
| 2 | Monthly Performance SLA report and (virtual/ face-to-face) meeting on the 2nd Thursday of each month for previous month activities |
| 3 | Enhance system per approved change control request based on agreed time frame per change control request |

1. The contract should allocate 120 hours for the first year, then for the second and third year allocate 720 hours, specifically reserved for ad hoc system enhancements. The invoice should be issued when the Change Control request is completed and signed off. Unused hours during the contract will be carried over to the next financial year. Unused hours at the end of the contract period will lapse and not be invoiced by the service provider.
2. All enhancement work will be measured and managed based on the successful delivery of defined outputs, rather than on time-based billing. Ad-hoc services should be provided as and when required by the GCIS.

#### Regulatory, Quality and Standards

1. All products are subject to the relevant approved Minimum Interoperability Standards (MIOS) for

Government Information Systems, as prescribed by section 7(6)(b) of the State Information Technology Act (Act 88/1998 as amended by Act 38/2002) and section 5 of the Public Service Regulation Government Notice No. R.937 of 2 October 2009 with effect from 1 May 2009.

1. For more clarity and OEM agreements, visit the Product Certification website with the Technology Certification Process at [www.sita.co.za/prodcert.htm](http://www.sita.co.za/prodcert.htm).

#### Supplier Performance Reporting

1. Reporting structure and attendance of meetings conditions
   1. Project kick-off meeting and Project progress meetings with client
   2. Monthly reports containing details on hours used, including maintenance issues
   3. Quarterly Services Level Performance meetings to discuss suggested improvements, prioritisation, scheduling and timelines.
2. Project or service communication, escalations, workflow conditions
   1. Use MS Project to keep client up to date about project progress.
   2. Person to be appointed to be point of contact.

#### Service Level Agreement (SLA) and Response time and distance

1. The winning bidder will be requested to enter into an SLA with GCIS for a period of three (3) years, contract should include.
   1. A system development life cycle methodology in rolling out development and enhancement, i.e. development, testing and implementation, with associated version control
   2. Effective management of services provided to GCIS.
   3. A change management request system.
   4. Effective communication with GCIS, including meetings, reports, etc.
   5. Monthly SLA reports detailing the deliverables achieved and services rendered.
   6. Each individual person working on the project will be required to sign an Oath of Secrecy in her or his personal capacity.
2. For maintenance and support the bidder will be required to have a response time (resolution of issue) for emergencies of less than 4 hours up to 4 days for a general issue not impacting on the functioning of the application.

#### Customer Relationship Management

The Bidder must ensure that they have the Customer Relationship Management (CRM) System, in order to do the following:

* 1. Call Management
  2. Change Control Management

#### Skills and Knowledge Transfer

* 1. Provision of the skills and knowledge transfer to the System administrators (7) on the migrated SharePoint online, the redeveloped eServices applications per project phase and Power BI reports.
  2. Provision of the skills and knowledge transfer to the Infrastructure Administrators (5) on the cloud environment configurations for the GCIS ECMS solution.
  3. The awarded service provider will be required to provide the following documents: SharePoint online configuration, Cloud platform configuration, Technical Configuration for the redeveloped eServices Applications, User Acceptance Testing (UAT) Specification, Training materials, Project Exit Report.

#### Certification, Expertise and Qualification

1. The bidder certifies that:
   1. it has the necessary expertise, skill, qualifications and ability to undertake the work required in terms of the Statement of Work or Service Definition
   2. it is committed to provide the Products or Services; and
   3. perform all obligations detailed herein without any interruption to the Customer
   4. it has been certified for the Products and Services required

#### Logistical Conditions

1. **Hours of Work**
   1. Office hours are defined as business working hours of the GCIS and is Mondays to Fridays between 08:00 and 16:30.
   2. After hours of the GCIS during weekdays are from 16:30 to 08:00, weekends and public holidays.
2. **Tools of Trade**
   1. The bidder is expected to use its own resources (cell phone, laptops etc) to communicate with GCIS, including all tools and equipment to render the services effectively.

#### Personnel Security Clearance

1. Company security screening: The supplier may be required to undergo a company security screening conducted by the State Security Agency (SSA). Should the SSA find the supplier not suitable after the conduct of the security screening, the business relationship will be terminated. The following documentation will be required for the company security screening process to be conducted:
2. Copy of company registration documentation.
3. Copy(ies) of identity documentation of Director(s), Member(s) or Trustee(s);
4. Copy of valid tax clearance certificate.
5. Security suitability check for individuals: **GCIS** may, at its own discretion and in line with its policies and procedures, require employees of the supplier to be subjected to a security suitability check before commencement of a project or delivering of a service. The security suitability check is conducted by **GCIS** to ensure that individuals meet the minimum-security requirements and also to verify personal information. The supplier will be required to replace any employee(s) who is found to be not suitable after the conduct of the security screening. The following documentation will be required for the security suitability check:
6. Copy of identity document.
7. Copy(ies) of qualification(s) if **GCIS** requires verification thereof.
8. Fingerprints – will be taken electronically.
9. Signed consent form for the conduct of background checks.
10. Security clearance: A security clearance, issued by either the SSA or Defence Intelligence (DI) is required if any employee of the supplier will have or may gain access to classified information throughout the duration of the project or in the process of delivering a service. The level of security clearance required – Confidential, Secret or Top Secret, will be determined at the sole discretion of **GCIS.**  The supplier will have to replace any employee who do not qualify for a security clearance or is found not suitable by the SSA or DI. The following documentation will be required for the security clearance process:
11. Completed Z204 or DD1057 security clearance application form.
12. Fingerprints.
13. Personal documentation of the applicant, including but not limited to, identity document, passport, marriage certificate (if applicable), divorce order (if applicable), qualifications, salary advice and bank statements.

#### Confidentiality and non -disclosure conditions

1. The Supplier, including its management and staff, must before commencement of the Contract, sign a non-disclosure agreement regarding Confidential Information
2. Confidential Information means any information or data, irrespective of the form or medium in which it may be stored, which is not in the public domain, and which becomes available or accessible to a Party as a consequence of this Contract, including information or data which is prohibited from disclosure by virtue of:
   1. the Promotion of Access to Information Act, 2000 (Act no. 2 of 2000).
   2. being clearly marked "Confidential" and which is provided by one Party to another Party in terms of this Contract.
   3. being information or data, which one Party provides to another Party or to which a Party has access because of Services provided in terms of this Contract and in which a Party would have a reasonable expectation of confidentiality.
   4. being information provided by one Party to another Party in the course of contractual or other negotiations, which could reasonably be expected to prejudice the right of the non-disclosing Party.
   5. being information, the disclosure of which could reasonably be expected to endanger a life or physical security of a person.
   6. being technical, scientific, commercial, financial and market-related information, know-how and trade secrets of a Party.
   7. being financial, commercial, scientific or technical information, other than trade secrets, of a Party, the disclosure of which would be likely to cause harm to the commercial or financial interests of a non-disclosing Party; and
   8. being information supplied by a Party in confidence, the disclosure of which could reasonably be expected either to put the Party at a disadvantage in contractual or other negotiations or to prejudice the Party in commercial competition; or
   9. information the disclosure of which would be likely to prejudice or impair the safety and security of a building, structure or system, including, but not limited to, a computer or communication system; a means of transport; or any other property; or a person; methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme; the safety of the public or any part of the public; or the security of property; information the disclosure of which could reasonably be expected to cause prejudice to the defence of the Republic; security of the Republic; or international relations of the Republic; or plans, designs, drawings, functional and technical requirements and specifications of a Party, but must not include information which has been made automatically available, in terms of the Promotion of Access to Information Act, 2000; and information which a Party has a statutory or common law duty to disclose or in respect of which there is no reasonable expectation of privacy or confidentiality;
3. Notwithstanding the provisions of this Contract, no Party is entitled to disclose Confidential Information, except where required to do so in terms of a law, without the prior written consent of any other Party having an interest in the disclosure.
4. Where a Party discloses Confidential Information which materially damages or could materially damage another Party, the disclosing Party must submit all facts related to the disclosure in writing to the other Party, who must submit information related to such actual or potential material damage to be resolved as a dispute.
5. Parties may not, except to the extent that a Party is legally required to make a public statement, make any public statement or issue a press release which could affect another Party, without first submitting a written copy of the proposed public statement or press release to the other Party and obtaining the other Party's prior written approval for such public statement or press release, which consent must not unreasonably be withheld.

#### Guarantee and warranties

1. The supplier confirms that:
   1. The warranty of goods supplied under this contract remains valid for the duration of the contract after the goods were delivered, installed and commissioned with a sign off, including the clients signature
   2. as at Commencement Date, it has the rights, title and interest in and to the Product or Services to deliver such Product or Services in terms of the Contract and that such rights are free from any encumbrances whatsoever.
   3. the Product is in good working order, free from Defects in material and workmanship, and substantially conforms to the Specifications, for the duration of the Warranty period.

#### Intellectual Property Rights

1. GCIS retains all Intellectual Property Rights in and to GCIS's Intellectual Property. As of the Effective Date, the Supplier is granted a non-exclusive license, for the continued duration of this Contract, to perform any lawful act including the right to use, copy, maintain, modify, enhance and create derivative works of GCIS's Intellectual Property for the sole purpose of providing the Products or Services to GCIS pursuant to this Contract; provided that the Supplier must not be permitted to use GCIS's Intellectual Property for the benefit of any entities other than GCIS without the written consent of GCIS, which consent may be withheld in GCIS's sole and absolute discretion. Except as otherwise requested or approved by GCIS, which approval is in GCIS's sole and absolute discretion, the Supplier must cease all use of GCIS's Intellectual Property, at of the earliest of:
   1. termination or expiration date of this Contract.
   2. the date of completion of the Services; and
   3. the date of rendering of the last of the Deliverables
2. If so required by GCIS, the Supplier must certify in writing to GCIS that it has either returned all GCIS Intellectual Property to GCIS or destroyed or deleted all other GCIS Intellectual Property in its possession or under its control
3. GCIS, at all times, owns all Intellectual Property Rights in and to all Bespoke Intellectual Property.
4. Save for the license granted in terms of this Contract, the Supplier retains all Intellectual Property Rights in and to the Supplier’s pre-existing Intellectual Property that is used or supplied in connection with the Products or Services.

#### General

1. The supplier will be bound by Government Procurement: General Conditions of Contract.
2. (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the Supplier. However, GCIS reserves the right to include or waive the condition in the signed contract.
3. GCIS reserves the right to:
   1. Negotiate the conditions, or
   2. Automatically disqualify a bidder for not accepting these conditions, or
   3. Before entering into a contract, conduct or commission an external bidder to audit or conduct probity to ascertain whether a qualifying bidder has the technical capability to provide the goods and services as required by this tender.

#### Counter Conditions

Bidders’ attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by bidders may result in the invalidation of such bids.

#### Fronting

1. The GCIS supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the GCIS will not condone any form of fronting.
2. The GCIS, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten (10) years, in addition to any other remedies GCIS may have against the bidder/contractor concerned.

#### Business Continuity and Disaster Recovery Plans

The bidder confirms that they have written business continuity and disaster recovery plans that define the roles, responsibilities and procedures necessary to ensure that the required services under this bid specification is in place and will be maintained continuously in the event of a disruption to the bidder’s operations, regardless of the cause of the disruption.

#### Supplier Due Diligence

GCIS reserves the right to conduct supplier due diligence prior to final award or at any time during the Contract period and this may include pre-announced / non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid or Contract in whole or parts thereof.

#### Preference Goal Requirements conditions

GCIS reserves the right to conduct supplier due diligence prior to final award or at any time during the Contract period and this may include pre-announced / non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid or Contract in whole or parts thereof.

### Declaration of compliance and acceptance SCC

I (we), the bidder hereby declare that I (we) accept ALL the Special Conditions of Contract as specified in par 4.3.2 above and shall comply with all stated obligations:

Name of Bidder:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Costing and Preference Evaluation

### Price and Preference Points Evaluation

1. The proposal will be evaluated in terms of the Preferential Procurement Regulations of 2022 (PPR-2022) and the GCIS Supply Chain Management policy. Bidders will be evaluated in terms of the 80/20 preference point system, where 80 points for price and the 20 points for RDP/specific goals.
2. Bidders wishing to claim points in terms of the Preferential Procurement Regulations 2022 (PPR2022) should complete the SBD 6.1 and note the breakdown of points indicated on SBD 6.1.
3. Bidders who do not submit supporting documents for the preference points claimed will not be allocated points for the specific goals claimed as per below allocated points.
4. The breakdown of points for this phase will be as per the table below:

Table 5: Points Evaluation

|  |  |
| --- | --- |
| **Area of evaluation** | **Points** |
| 1. Price | 80 |
| 2. Specific Goal: Qualifying Small Enterprise (QSE) or Exempted Micro Enterprise (EME) that may be in a City, Urban area, Province, Regional Area or Municipality in Gauteng | 10 |
| 3. Specific Goal: Suppliers / Enterprises that are owned by Historically Disadvantaged Individuals who had no franchise in the National Elections before the 1993 Constitution. The suppliers / Enterprises must be 51% or more owned by black people | 5 |
| 4. Specific Goal: Promotion of Enterprises that are owned by youth. These are enterprises that are 20% or more owned by youth. | 5 |
| **Total** | **100** |

### Costing and Pricing Conditions

**South African Pricing** - The total price must be VAT inclusive and be quoted in South African Rand (ZAR).

**Total Price**

* 1. All quoted prices are the total price for the entire scope of required services and deliverables to be provided by the bidder.
  2. All additional costs as well as cost of delivery, labour, S&T, overtime, etc. must be included in this bid.
  3. All services, accessories, upgrades and options required by the solution or specified by the client must be included in the quoted price. If not included, suppliers will be required to supply these accessories at no cost to the client.
  4. GCIS reserves the right to negotiate pricing with the successful bidder prior to the award as well as envisaged quantities.

These conditions will form part of the Contract between GCIS and the bidder. However, GCIS reserves the right to include or waive the condition in the Contract.

**Bidders must complete and submit their Costing Proposal in Excel spreadsheet format.**

The bidder must complete the declaration of acceptance as per **par 4.4.4** below by marking with an “X” either “ACCEPT ALL”, or “DO NOT ACCEPT ALL”, failing which the declaration will be regarded as “DO NOT ACCEPT ALL” and the bid will be disqualified.

### Bid Exchange Rate Conditions

The bidders must use the exchange rate provided below to enable GCIS to compare the prices provided by using the same exchange rate:

|  |  |
| --- | --- |
| Foreign currency | South African Rand (ZAR) exchange rate |
| 1 US Dollar | R17.71 |
| 1 Euro | R20,68 |
| 1 Pound | R23,67 |

Note (1): This bid is subject to ROE

### Declaration of Acceptance

|  | ACCEPT ALL | DO NOT ACCEPT ALL |
| --- | --- | --- |
| 1. The bidder declares to ACCEPT ALL the Costing and Pricing conditions as specified in par 4.4.2 above by indicating with an “X” in the “ACCEPT ALL” column, or 2. The bidder declares to NOT ACCEPT ALL the Costing and Pricing Conditions as specified in par 4.4.2 above by -    1. Indicating with an “X” in the “DO NOT ACCEPT ALL” column, and.    2. Provide reason and proposal for each of the condition not accepted. |  |  |
| Comments by bidder:  Provide the condition reference, the reasons for not accepting the condition. | | |

## Preferential Requirements

1. In line with the Preferential Procurement Regulations of 2022 and the GCIS Supply Chain Management policy, for this RFB the specific goal for this bid is indicated on the paragraphs below**.**
2. Bidders are to ensure that they provide all the relevant required supporting documentation to claim the preference points.  The required supporting documentation and descriptions thereof are also outlined in the paragraphs below.
3. Qualifying Small Enterprise (QSE) or Exempted Micro Enterprise (EME) that may be in a City, Urban area, Province, Regional Area or Municipality in Gauteng.

To claim preference points in this regard, bidders are to provide the following information:

(i) BBBEEE Certificate or a sworn affidavit as proof of whether the supplier is classified as an Exempted Micro Enterprise (EME) or Qualifying Small Enterprise (QSE)

1. Bidders that are owned by Historically Disadvantaged Individuals who had no franchise in the National Elections before the 1993 Constitution. The Bidders must be 51% or more owned by black people.
2. To claim preference points in this regard, bidders are to provide the following information.
3. Valid BBBEE Certificate or a sworn affidavit to support proof of ownership by HDI.
4. Promotion of Enterprises that are owned by youth. These are enterprises that are 20% or more owned by youth.
5. To claim preference points in this regard, bidders are to provide the following information.
6. Valid BBBEE Certificate or a sworn affidavit to support proof of ownership by Youth.

NB:Failure to provide a valid BBBEE certificate or sworn affidavit will result in the prospective bidder not being allocated the points relating to specific RDP goals indicated in this RFB.

1. Preference Goal Requirements

**Table 7: Preference Goal Requirements**

|  |  |
| --- | --- |
| Area of evaluation | **Points** |
| 1. Specific Goal: Qualifying Small Enterprise (QSE) or Exempted Micro Enterprise (EME) that may be in a City, Urban area, Province, Regional Area or Municipality in Gauteng | 10 |
| 1. Specific Goal: Suppliers / Enterprises that are owned by Historically Disadvantaged Individuals who had no franchise in the National Elections before the 1993 Constitution. The suppliers / Enterprises must be 51% or more owned by black people | 5 |
| 1. Specific Goal: Promotion of Enterprises that are owned by youth. These are enterprises that are 20% or more owned by youth. | 5 |
| **TOTAL** | **20** |

1. Bidder substantiating evidence

# Technical Mandatory Requirement Evidence

## Bidder Certification / Affiliation Requirements

1. The bidder must attach copies of valid Microsoft partner certificates as proof that the bidder is an accredited partner for Microsoft 365 Certified: Teams Administrator Associate - MS-700, as well as Microsoft 365 Certified: Enterprise Administrator Expert,
2. The Microsoft partner certificates must indicate clearly the following information:
3. the bidder’s name
4. the date it was issued
5. if applicable, the expiry date

**NOTE (1):**

**GCIS reserves the right to verify information provided.**

## Bidder Experience and Capability Requirements

Complete table below, noting that:

1. The bidder must provide reference details from three customers to whom the Enterprise Content Management (ECM) solutions including:
   1. Migration from SharePoint 2019 to SharePoint Online,
   2. Development of forms and workflows using Power Platform technologies (Power Apps, Power Pages and Power Automate) was delivered within the past five years from the publication date of this bid.

Table 8: References

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Company Name** | **Reference person name, contact details** | **Project Scope of Work** | **Project start and end date** |
| 1 | <Company name> | <Person Name>  <Tel>  <email> | Provide scope details of a project from a customer to whom the Enterprise Content Management (ECM) solutions including:  i. Migration from SharePoint 2019 to SharePoint Online,  ii. Development of forms and workflows using Power Platform technologies (Power Apps, Power Pages and Power Automate) was delivered within the past five years. | Start Date:  End Date: |
| 2 | <Company name> | <Person Name>  <Tel>  <email> | Provide scope details of a project from a customer to whom the Enterprise Content Management (ECM) solutions including:  i. Migration from SharePoint 2019 to SharePoint Online,  ii. Development of forms and workflows using Power Platform technologies (Power Apps, Power Pages and Power Automate) was delivered within the past five years. | Start Date:  End Date: |
| 3 | Company name> | <**Person Name>**  **<Tel>**  **<email>** | Provide scope details of a project from a customer to whom the Enterprise Content Management (ECM) solutions including:  i. Migration from SharePoint 2019 to SharePoint Online,  ii. Development of forms and workflows using Power Platform technologies (Power Apps, Power Pages and Power Automate) was delivered within the past five years. | Start Date:  End Date: |

**NOTE (1):**

**GCIS reserves the right to verify information provided. Should your company be in possession of a reference letter received from client where you have performed such work, it will be acceptable to submit a reference letter. However, even in submission of the reference letter you are still required to complete Table 8.**

**Note (2):**

**Failure to complete Table 8 fully as indicated above will result in disqualification.**

## SITA Certification Requirements

The bidder must fully complete and submit the MIOS Certification Requirements in Annex B. Further to this, the Bidder is required to submit additional information as per below:

a) In the case of a “YES” answer in Annex B, the independent certificate(s) to substantiate the declaration.

Or

b) In the case of a “N/A” answer in Annex B, sufficient motivation as to why the standard is not deemed applicable.

**NOTE (1):**

**An empty declaration (no answer provided), or a "N/A" answer without sufficient motivation, will be regarded as a “NO” answer, and will be considered as non-compliant.**

**NOTE (2):**

**SITA reserves the right to verify the information provided.**

**NOTE (3):**

**If ‘Yes’ for compliance, please attach the required evidence. If N/A has been indicated and another security standard is being used, please provide the relevant certificate as evidence.**

## Special Conditions of Contracts

The Bidder must accept ALL the Special Conditions of Contract by completing and signing the declaration of Acceptance in Declaration of compliance and acceptance under the Special Conditions (Section 4.3.2).

Note (1):

Failure to accept ALL the Special Conditions of Contract will result in disqualification.

## Technical Functionality Requirements Evidence

### Project Management

The bidder must provide sample high-level project plan. The project plan should include the following key elements:

1. Project management methodology
2. Major phases for the 6 sub-projects as mentioned on par 3.1.1 according to the System Development Life Cycle methodology
3. Milestone deliverables
4. Timelines
5. Resources Management

Optional elements:

* 1. Deployment plan
  2. Contingency plan

### Project Team / Technical resources to be assigned

#### The bidder must provide CVs of the following project team/Technical resources with information on skills and years of experience.

#### One (1) Project Manager with minimum of 3 years’ experience in coordinating SharePoint Online and Power Platform projects.

#### Two (2) Business Analysts Minimum 3 years experienced in gathering and translating business requirements into technical solutions for Microsoft 365 environments

#### One (1) SharePoint Migration Specialists with minimum of 3 years of hands-on experience for SharePoint Migration, minimum 3 years’ experience on the proposed migration tool and SharePoint Design.

#### Three (3) MS Power Platforms Developers with minimum of 3 years of hands-on experience in Power platforms: Power Apps, Power Automate, Power Pages and Power BI.

#### One (1) Change Manager with Certification(s) for Change Management

1. Minimum 3 years experiences in developing change management strategy, and managing organizational change for cloud-based platforms, specifically SharePoint Online migration
2. Key skills include stakeholder engagement, change impact analysis, communication, planning, and change management methodologies.

#### One (1) Trainer with knowledge of the required technologies and platforms and 3 years training experience.

### Change Management, the bidder must provide change management plan. The change management plan should address the following elements.

Key Elements:

* 1. Risk Mitigation Plan
  2. Change Impact Assessment
  3. Migration Readiness and Transition Support
  4. Resistance management
  5. User Adoption and Training Programme

Optional Elements

1. Change governance and Monitoring
2. Stakeholder engagement and communication

**NB: CVs will be evaluated separately.**

## Preferential Requirements

1. In line with the Preferential Procurement Regulations of 2022 and the GCIS Supply Chain Management policy, for this RFB the specific goal for this bid is indicated on the paragraphs below**.**
2. Bidders are to ensure that they provide all the relevant required supporting documentation to claim the preference points.  The required supporting documentation and descriptions thereof are also outlined in the paragraphs below.
3. Qualifying Small Enterprise (QSE) or Exempted Micro Enterprise (EME) that may be in a City, Urban area, Province, Regional Area or Municipality in Gauteng.

To claim preference points in this regard, bidders are to provide the following information:

(i) BBBEEE Certificate or a sworn affidavit as proof of whether the supplier is classified as an Exempted Micro Enterprise (EME) or Qualifying Small Enterprise (QSE)

1. Bidders that are owned by Historically Disadvantaged Individuals who had no franchise in the National Elections before the 1993 Constitution. The Bidders must be 51% or more owned by black people.
2. To claim preference points in this regard, bidders are to provide the following information**.**
3. Valid BBBEE Certificate or a sworn affidavit to support proof of ownership by HDI.
4. Promotion of Enterprises that are owned by youth. These are enterprises that are 20% or more owned by youth.
5. To claim preference points in this regard, bidders are to provide the following information.
6. Valid BBBEE Certificate or a sworn affidavit to support proof of ownership by Youth.

NB: Failure to provide a valid BBBEE certificate or sworn affidavit will result in the prospective bidder not being allocated the points relating to specific RDP goals indicated in this RFB.

**Annex B: MIOS REQUIREMENT STANDARDS**

**Bidders to confirm if they comply with all the solution product code by ticking their compliance**

|  |  |  |
| --- | --- | --- |
| **The solution must comply with the following minimum interoperability standards:** | **Comply** | **Not comply** |
| **C020101 Hypertext Transfer Protocol (HTTP/1.1) RFC 7230** |  |  |
| **C020102 Hypertext Transfer Protocol (HTTP/1.1) RFC 7231** |  |  |
| **C020103 Hypertext Transfer Protocol (HTTP/1.1) RFC 7232** |  |  |
| **C020104 Hypertext Transfer Protocol (HTTP/1.1) RFC 7233** |  |  |
| **C020105 Hypertext Transfer Protocol (HTTP/1.1) RFC 7234** |  |  |
| **C020106 Hypertext Transfer Protocol (HTTP/1.1) RFC 7235** |  |  |
| **C020107 Hypertext Transfer Protocol (HTTP/1.1) RFC 7236** |  |  |
| **C020108 Hypertext Transfer Protocol (HTTP/1.1) RFC 7237** |  |  |
| **C020109 Upgrading to TLS within HTTP/1.1 (HTTPS) RFC 2817** |  |  |
| **C020502 Lightweight Directory Access Protocol (LDAP) RFC 4510** |  |  |
| **C020503 Lightweight Directory Access Protocol (LDAP) RFC 4511** |  |  |
| **C020504 Lightweight Directory Access Protocol (LDAP) RFC 4512** |  |  |
| **C020505 Lightweight Directory Access Protocol (LDAP) RFC 4513** |  |  |
| **C020506 Lightweight Directory Access Protocol (LDAP) RFC 4514** |  |  |
| **C020507 Lightweight Directory Access Protocol (LDAP) RFC 4515** |  |  |
| **C020508 Lightweight Directory Access Protocol (LDAP) RFC 4516** |  |  |
| **C020509 Lightweight Directory Access Protocol (LDAP) RFC 4517** |  |  |
| **C020510 Lightweight Directory Access Protocol (LDAP) RFC 4518** |  |  |
| **C020511 Lightweight Directory Access Protocol (LDAP) RFC 4519** |  |  |
| **C050101 Hypertext Markup Language 5 (HTML v5) HTML 5** |  |  |
| **C050202 Open Document Format for Office Applications (ODF) ISO 26300** |  |  |
| **C050203 Comma-Separated Value (CSV)RFC 4180** |  |  |
| **Substantiate by describing how your solution complies with the interoperability standards or provide any available independent certificate/letter of compliance to the mentioned standards. Please be sure to explain implemented mitigations where non-compliance is present. Where the proposed solution does not include technologies pertaining to the quoted standards, please claim "Noncompliance**  **due to technology non-applicability". In instances where standards are superseded/obsoleted/outdated please provide the name and number of the appropriate open standard utilised by the product** | | |

I, the bidder (Full names) …………………………………………………………. representing (company name)

……………………………………………………………. Hereby confirm that I comply with the above Technical

Mandatory Requirements and understand that it will form part of the contract and is legally binding.

Thus, done and signed at ……………………………………. On this………day of…………….….20…. ……………………………….

………………………………………..

Signature Designation