

SCOPE OF WORK

Procurement of 10 Microsoft Power BI Pro Licenses

1. Purpose

merSETA requires a Microsoft Power BI environment to strengthen data analysis, reporting, dashboarding, and evidence-based decision-making across its business units. To appoint a suitably qualified service provider to supply, activate and implement 10 Microsoft Power BI Pro licenses for merSETA for a period of **36 months**, including setup, configuration, training and handover support. This Scope of Work sets out the minimum requirements for the supply, activation, configuration, and support of Microsoft Power BI licences for merSETA.

2. Contract Period

The contract will be for 36 months from date of appointment or contract signature, subject to merSETA's standard contractual terms and conditions.

3. Objectives

- Supply 10 Microsoft Power BI Pro licenses valid for 36 months.
- Activate and allocate licenses to merSETA nominated users.
- Configure the Power BI environment, user access, workspaces and sharing permissions.
- Support connectivity to approved data sources and configure refresh or gateway setup where required.
- Implement security and governance controls aligned to merSETA ICT requirements.
- Provide implementation support until the environment is operational.
- Provide user training and basic administrator orientation.
- Submit documentation, user guides and final handover report.

4. Requirements

The bidder must demonstrate experience in Microsoft Power BI licensing, configuration and user enablement, and must provide a clear implementation plan, support approach and pricing schedule.

-Bidder must have a valid Microsoft reseller certificate linked to their company profile **directly** from Microsoft.

-None submission of a valid Microsoft reseller certificate linked to their company profile directly from Microsoft will lead to disqualification.

5. Deliverables

- 10 active Microsoft Power BI Pro licenses
- Configured and operational Power BI environment
- User access and workspace setup
- Approved data connectivity configuration
- Training for nominated users
- Administration and handover documentation
- Final implementation close-out report

6. Pricing

Pricing must be VAT inclusive and clearly separate:

- license costs for 36 months

- implementation and configuration costs
- training costs

7. Security, Governance, and Maintenance

The service provider will implement the following controls and practices:

- Role-based access control for databases and Power BI content.
- Secure network and server configuration in line with organisational ICT policies.
- Regular system monitoring and performance checks.
- Patch management for all software components.
- Ongoing maintenance support during the implementation period.

8. Deliverables

The service provider will deliver the following:

- Configured BI technical environment aligned with the approved architecture.
- Operational SQL Server BI database instance.
- Configured Python analytics environment.
- Power BI environment with validated data connections.
- Technical configuration documentation.
- Knowledge transfer and handover to internal technical teams.

9. Roles and Responsibilities

9.1 Service Provider

- Design, configure, and deploy the BI technical environment.
- Ensure all components are operational and integrated.
- Provide technical documentation and handover support.

9.2 MerSETA team

- Provide access to infrastructure, systems, and data sources.
- Facilitate approvals, governance processes, and stakeholder coordination.
- Nominate technical and business focal points for the duration of the project.

10. Assumptions and Dependencies

- Required software licenses will be procured by the client unless otherwise agreed.
- Infrastructure resources will be available prior to implementation.
- Implementation timelines are dependent on timely access to systems and approvals.

11. Acceptance Criteria

The BI technical environment will be considered complete upon:

- Successful installation and configuration of all software components.
- Verified end-to-end data flow from ingestion to visualization.
- Sign-off by the merSETA's designated technical authority.