

**REQUEST FOR INFORMATION: COSTING OF MIGRATING CASE MANAGEMENT SYSTEM TO
MICROSOFT 365 ENVIRONMENT WITH K2 WORKFLOW HOSTED IN THE CLOUD AT
MARKET RELATED PRICE**

RFI NUMBER: RFI27/2025-2026

This RFI calls for suitably qualified suppliers to provide information to Competition Commission of South Africa (CCSA) regarding a Request for Information for costing of migrating case management system to Microsoft 365 environment with k2 workflow hosted in the cloud at market related price.

Issue date: 02 OCTOBER 2025

Closing Date: 09 OCTOBER 2025 11:00AM

For enquiries contact CCSA Supply Chain Management E-mail: tenders@compcom.co.za

This RFI is an invitation for person(s) to submit information(s) for the provision of the services as set out in the Specification contained herein. Accordingly, this RFI must not be construed, interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights. No binding contract or other understanding for the supply of services will exist between CCSA and any Respondents unless and until CCSA has executed a formal written contract with the selected supplier.

REQUEST FOR INFORMATION (RFI)

RFI NUMBER: RFI27/2025-2026

RFI TITLE: REQUEST FOR INFORMATION FOR COSTING OF MIGRATING CASE MANAGEMENT SYSTEM TO MICROSOFT 365 ENVIRONMENT WITH K2 WORKFLOW HOSTED IN THE CLOUD AT MARKET RELATED PRICE

EXPECTED TIMEFRAMES

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	02 OCTOBER 2025
RFI Available from	02 OCTOBER 2025
Compulsory Briefing Session Date & Time	N/A
RFI Closing Date and Time	09 OCTOBER 2025 AT 11:00AM
Delivery Venue: Electronics Submission	tenders@compcom.co.za
Contact details	tenders@compcom.co.za

CCSA retains the right to change the timeframe whenever necessary and for whatever reason it deems fit. Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to CCSA, please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.

1. MANDATORY DOCUMENTS

- 1.1 Proof of registration on CSD report (Central Supplier Database)
- 1.2 Company Profile
- 1.3 Client List where the services were provided

2. DEFINITIONS

- 2.1 **"RFI"** - a request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 2.2 **"RFI response"** - a written response in a prescribed form in response to an RFI.
- 2.3 **"Respondent"** – any person (natural or juristic) who forwards an acceptable RFI in response to this RFI with the intention of being the main contractor should the RFI be awarded through a competitive bid process.

3. CONFIDENTIALITY

- 3.1 All information related to this request for information both during and after completion is to be treated with strict confidence.
- 3.2 Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the CCSA, written approval to divulge such information will have to be obtained from CCSA.
- 3.3 The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI.
- 3.4 Respondents must ensure that access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential.
- 3.5 This bid remains at all times the property of the Competition Commission of South Africa (CCSA).
- 3.6 No rights other than as provided in this bid and in respect of the confidential information are granted or conveyed to bidder/s

Name of Respondent: _____

Physical Address: _____

Respondent's contact person:

Name: _____

Telephone: _____

Mobile: _____

Fax: _____

E-mail address: _____

4. THE MANNER OF SUBMISSION OF THE RFI

- 4.1 Respondent shall submit RFI response in accordance with the prescribed manner.
- 4.2 Respondent shall submit one **emailed submission** including relevant supporting documents.
- 4.3 The original copy must be signed by an authorised employee, agent or representative of the respondent.
- 4.4 The subject line on the email submission must be clearly marked with the responding organisation's name and RFI number and description of RFI.
- 4.5 Respondent must clearly outline costing implications of the solution required, as well as any economic factors (i.e. exchange rate implication) that may pose a risk impact against said costing.

5. BACKGROUND

- 5.1 The Competition Commission (Commission) is a statutory body constituted in terms of the Competition Act, No. 89 of 1998 (the Act).
- 5.2 It is one of three, independent competition regulatory authorities established in terms of the Act, with the other two being the Competition Tribunal and the Competition Appeal Court.
- 5.3 The Commission is empowered by the Competition Act to investigate, control and evaluate restrictive business practices, abuse of dominant positions, mergers, undertake market inquiries and advocacy in order to achieve equity and efficiency in the South African economy.
- 5.4 CCSA is a public entity listed in schedule 3A of the Public Finance Management Act (PFMA), and acts in compliance with section 217 of the Constitution of South Africa and applicable Public Procurement Regulations and Prescripts.

6. SITUATION ANALYSIS

6.1. The current Case Management System is hosted on-premises using SharePoint 2019 and K2 Five. To enhance scalability, accessibility, and integration with modern cloud services, migration to Microsoft 365 is proposed. This migration will leverage SharePoint Online and K2 Cloud solutions. The Commission currently operates a hybrid SharePoint environment:

- SharePoint 2019 (on-premises) hosts critical case documents.
- SharePoint Online is used for other business documents.
- K2 (on-premises) powers internal workflow automation.
- This setup has provided a transitional path toward cloud adoption but now presents significant limitations in scalability, integration, and user experience.

6.2. Challenges identified.

6.2.1. Technical Constraints

- **Scalability & Performance:** Physical hardware limits are causing bottlenecks, latency, and downtime, especially as caseloads increase.
- **System Fragmentation:** Dual environments lead to document duplication and inconsistent access, reducing efficiency.
- **Maintenance Burden:** On-premises systems require constant updates and hardware upgrades, diverting IT resources from strategic initiatives.
- **Disaster Recovery Risks:** Physical infrastructure is vulnerable to environmental threats, lacking the geo-redundancy of cloud platforms.
- **Support Decline:** Vendors are phasing out support for legacy systems, making it harder to maintain and troubleshoot.

6.2.2. Strategic Misalignment

- The hybrid model is increasingly misaligned with the Commission's goals for digital transformation and stakeholder-centric services.
- These delays are affecting broader IT innovation efforts and limiting responsiveness to operational demands

6.2.3. Compliance and Lifecycle Risks

- Microsoft has announced end-of-life dates for SharePoint Server 2019 (mainstream support ended January 2024; extended support ends July 2026).
- No new versions of SharePoint on-premises will be released, making cloud migration inevitable.

6.3. Objectives

- Migrate the case management system, including its data and K2 workflows from SharePoint 2019 and K2 Five to Microsoft 365 and K2 Cloud environment.
- Ensure minimal disruption to ongoing operations during the migration.
- The migration should create a more scalable, secure, and Improved system performance platform.

- The system should improve operational efficiency and enhance collaboration and lay groundwork for future system enhancements within cloud-hosted infrastructure

7. SCOPE OF WORK

- 7.1 Assessment of current system architecture and data.
- 7.2 Propose a detailed design and implementation plan of the new cloud-based architecture including data migration, security, user access and the integration of the k2 cloud service within the broader Microsoft 365 environment, such as the SharePoint Online for document management or data access through K2 smart objects.
- 7.3 Propose a migration plan of all historical case data and associated documents from the current system, ensuring data integrity, consistency and easy transition for end users.
- 7.4 Analyze the existing K2 Five workflows and propose a methodology to redesign and optimize them into smaller, more manageable, and logical chunks to improve efficiency, reduce manual steps and introduce automation where possible
- 7.5 Address the migration and optimization of existing K2 Five forms and Smart objects to ensure full functionality and a modern user experience.
- 7.6 Proposal of new user interface for case management leveraging K2 cloud forms and other platform tools to provide a modern user friendly and responsive experience Propose user training and change management.
- 7.7 Propose post-migration support and optimization.
- 7.8 Provide cost for the migration project excluding software license costs.

8. ESTIMATE COSTING

Product Offering	Estimate Cost
Costing of migrating Case Management System to Microsoft 365 environment with k2 workflow hosted in the cloud	
VAT	
Total Cost	

9. GENERAL INFORMATION

Enquiries in respect of this RFI should be addressed to:

SUPPLY CHAIN MANAGMENT

E-mail: tenders@compcom.co.za

All queries MUST be e-mailed

END OF THE REQUEST FOR INFORMATION DOCUMENT