TERMS OF REFERENCE

Deliverables:

The appointed service provider will be required to deliver the following:

1. **Full migration** of the existing GEP Website and Intranet from the current hosting environment to GEP's Microsoft 365 tenant (SharePoint Online and Power Platform).

2. **Redesigned and fully functional GEP Website**, aligned to GEP's corporate identity, branding, and accessibility standards.

3. **Developed and configured Intranet**, including departmental pages, document libraries, workflows, and communication features.

4. **Technical documentation**, including:
   o System configuration documentation
   o Migration report
   o Security configuration documentation
   o Backup and recovery procedures

5. **User training** for GEP staff on website and intranet administration.

6. **12-month support and maintenance**, including:
   o Bug fixes
   o Minor enhancements
   o Security updates
   o Monthly maintenance and performance reports
   o Content updates (as per pricing schedule)

7. Delivery of all final outputs in **Microsoft Word and PDF** formats where applicable.

Quality Assurance:

The service provider must implement a comprehensive quality assurance process covering:

- **Functional testing** of all website and intranet features.
- **Content verification** to ensure accuracy, completeness, and correct formatting.
- **Performance testing**, ensuring optimal load times and responsiveness.
- **Security testing**, including permissions, access controls, and vulnerability checks.
- **Cross-browser and mobile compatibility testing**.
- **User acceptance testing (UAT)** with GEP stakeholders.
- **Post-migration validation** to confirm that no content, metadata, or functionality has been lost.
- Submission of a **Quality Assurance Confirmation Report** upon completion of migration and development.

Requirements:

To be considered for evaluation, the service provider must demonstrate the ability to:

1. Work within GEP's **Microsoft 365 tenant**, including SharePoint Online and Power Platform.

2. Deliver a modern, responsive, and accessible website aligned to **WCAG 2.1** standards.

3. Provide a structured **project methodology**, including:
    - Discovery
    - Migration
    - Development
    - Testing
    - Handover
    - Risk management and rollback strategy

4. Provide a **support and maintenance plan** for the 12-month period.

5. Provide a **detailed pricing schedule**, including:
    - Migration
    - Development
    - Monthly support
    - Hourly rates for content management, development, consulting, and design

6. Ensure compliance with:
    - GEP ICT security policies
    - POPIA
    - Microsoft best practices

Mandatory Requirements

Qualifications and Experience of Team members:

Project Manager (Mandatory)
The bidder must provide a Project Manager with:
- National Diploma or degree (NQF level 6 or 7 aligned with SAQA verification for foreign qualifications). **Attach certified copy of certificate not older than 3 months.**
- Project Management certification (PMP, PRINCE2, AgilePM, or equivalent).
- Google Digital Marketing Certificate. **Attach certificate**
- Minimum **3 years** ICT project management experience (8+ years preferred). **Attach CV with contactable references**
- Demonstrated experience in:
    - Website migration
    - SharePoint Online
    - Microsoft 365 projects

Senior Developer (Mandatory)
The bidder must provide a Senior Developer with:
- ICT related National Diploma or degree (NQF level 6 or 7 aligned with SAQA verification for foreign qualifications). **Attach certified copy of certificate not older than 3 months.**
- Minimum **5 years** development experience. **Attach CV with contactable references**
- Demonstrated experience in:
    - SharePoint Online development
    - Power Platform
    - Website development
    - API integration

Company Experience (Mandatory)
The bidder must submit:
- Minimum **three (3)** reference letters not older than five years for completed projects involving:
    - Website migration
    - Website development

- o Website maintenance/support

Reference letters must:
- Be on official client letterhead.
- Include:
  - o Client name
  - o Project description
  - o Year completed
  - o Contactable reference person and details
  - o Confirmation of service quality
- Dated and signed by an authorised representative.

Methodology and project plan

A comprehensive phase-based plan must be provided. The methodology must clearly communicate the approach for:
- Full migration
- Redesigned and fully functional GEP Website
- Developed and configured Intranet
- Technical documentation
- User training
- 12-month support and maintenance

Discovery, Migration, Design, Testing, and Handover. The plan must include a detailed Risk Register identifying potential technical and project risks (e.g., data loss, downtime) with specific mitigation and rollback strategies. A clear Work Breakdown Structure (WBS) with timelines and resource allocation. Detailed method to achieve the below ❖ Risk management ❖ Initiation ❖ Implementation ❖ Quality assurance