

RFQ Number	NO-174/2022
Issue Date	21 October 2022
Closing Date	27 October 2022, 12:00 midnight
Submission details	<p>All responses can be submitted on or before the closing date and time via email to <a href="mailto:mmokaila@seda.org.za">mmokaila@seda.org.za</a> or hand delivered at:</p> <p>Small Enterprise Development Agency (Seda) The Fields Office block A, 1066 Burnette Street, Hatfield, Pretoria, 0833</p>

## TERMS OF REFERENCE

### 1. Purpose

The purpose of the request is to source a suitably qualified service provider or consultancy with adequate expertise and experience with Microsoft SharePoint 2013 and SharePoint online to assist Seda with its digital transformation and collaboration initiatives. The desired services include maintenance and support of the existing SharePoint 2013 system solutions

These include document storing and sharing, including collaboration tools. As part of the key services required, The potential service provider will assist Seda with the upgrade, design, development, enhancement, deployment and migration of SharePoint 2013 solutions to Microsoft 365 SharePoint online, together with maintenance and support services of the implemented solutions for 12 months.

### 2. Background

The Small Enterprise Development Agency (Seda) is an agency of the Department of Small Business Development, which was established in December 2004, through the National Small Business Amendment Act, Act 29 of 2004. Seda is mandated to coordinate and provide non-financial support services to potential, aspiring SMMEs through its Branches and Service Providers.

As part of Seda's mandate to ensure access to business support services, Seda has branch network service delivery points which cover most of the country's district municipalities and Metropolitan cities. Further to this capacity, the provincial delivery network has colocation facilities with local municipalities and mobile units to ensure client reach is enhanced.

A few years back Seda improved its online presence and implemented a new website, together with a new intranet platform powered by Microsoft Sharepoint 2010. It again upgraded the platforms to make them more collaborative and improve document and content management. The technology was upgraded from Microsoft SharePoint 2010 to 2013. Seda also automated several support business processes through SharePoint 2013 workflows.

The deployed SharePoint 2013 platform is clustered as follows:

1. **Website**—Used as a communication tool with subsites for Seda’s potential and current clients; both entrepreneurs with the business idea and those that are in operation already. The website enables quicker information dissemination and broader access to Seda services and client engagement;
2. **Intranet**—Used as a communication tool with subsites for Seda staff for effective collaboration and knowledge sharing amongst Seda employees. The intranet enables support business processes digitalisation and digitisation for improved operational efficiencies.

Seda recently implemented/rolled out Microsoft 365 with SharePoint online capabilities, including applications such as Power app, Power automate, Forms and Power BI. These enable easy design and development of automated processes and workflows. With evolving technology, Seda thus desires to upgrade to the latest version of SharePoint and migrate current digitised processes on Sharepoint 2013 to Microsoft 365 Sharepoint online, which will improve Seda’s capability to digitise more business processes on Sharepoint online.

It is critical therefore that any service provider that is appointed has sound knowledge and experience of Microsoft SharePoint 2013, and Microsoft 365 with Sharepoint online including design and development competency.

### 3. Scope of work

The appointed Service Provider will be required to take over the current work that is in progress and also continue with the implementation of the new system functionalities and digitisation of the business processes. The solution must be accessed by all Seda provincial network offices, and Seda potential and existing clients.

- System and user requirements analysis.
- System design, development and deployment.
- Deployed SharePoint solutions enhancements.
- Data, documents and application migration.

- Database management.
- System integration with other existing Seda applications (e.g Active Directory).
- Reports design and development.
- Evaluation of the current environment to understand and develop migration taxonomy to address growth and structural changes.
- Identify potential migration risks and provide/implement mitigation plans.
- Post migration support.
- Establish new SharePoint Online Production environments using Office365.
- Build Workflows and digitise manual forms using Microsoft apps on Office365.
- System Testing
- System Training
- System maintenance and support

#### 4. Project Deliverables

- 100% Successful migration
- Documented user and system requirements analysis
- Designed, developed and implemented support business processes
- Integrated system
- Migrated data, documents and applications
- Training
  - Training Guide
  - User guide
  - Technical Admin guide
- Testing
  - Test cases and testing report
- System support, maintenance and enhancements
  - Documented Monthly reports

#### 5. Seda's Roles and Responsibilities

- Manage and monitor the project
- Ensure infrastructure availability and accessibility
- Coordinate meetings with business process owners
- Provide business process information activities
- Coordinate user training
- ***Seda will not be responsible for the travelling and accommodation of the service provider during the delivery of the project and the contract period.***

**6. Information required in the Proposal/Quotation**

- Evidence of experience/Track Record of Service Provider.
- Technical Capability of Service Provider.
- BBBEE Certificate or Sworn Affidavit.
- Completed and signed SBD Forms.
- Detailed proposal.
- Detailed CVs of the key project personnel.
- Detailed approach.
- A quotation must be submitted VAT Inclusive if the company is VAT registered.

**7. Evaluation of the Proposal****7.1 Phase 1: Pre-qualification criteria**

The following pre-qualification criteria will form the basis of the evaluation of all price quotations and

failure to comply will result in the elimination of the price quotation for further evaluation:

- Submission of completed and signed SBD 4; and
- Submission of completed and signed SBD 6.1;

**7.2 Phase 2: Functionality**

The following criteria will be used for evaluating all price quotations that met the pre-qualification criteria based on functionality where price quotations must score a minimum of **70 points** for functionality to qualify for further evaluation in terms of the 80/20 preference points system.

	Functionality Criteria	Points Allocation
1.	<b>Company Track record</b> 5 years and above of experience and expertise in the design and development of Microsoft SharePoint solutions 5 and above years of experience in maintaining Microsoft SharePoint solutions 5 and above years of experience and knowledge of database management and SQL server administration. For this request, the Service Provider will need to provide details of track record and understanding by providing at least three contactable (3) references with reference letters where similar projects were successfully implemented.	30

	<ul style="list-style-type: none"> <li>• 3 references = 30 points</li> <li>• 2 references = 20 points</li> <li>• 1 reference = 10 points</li> </ul>	
2.	<p><b>Team Technical Capability</b></p> <p>Detailed Curriculum Vitae (CV) of key project personnel who will be responsible for the project, displaying their experience and knowledge on the implementation, maintenance and support of Microsoft SharePoint applications and Microsoft 365. The qualification must be related to ICT and project management environment <b>(Please attach CVs to confirm this)</b></p> <ul style="list-style-type: none"> <li>• Key personnel with experience and knowledge of Microsoft SharePoint solutions.</li> <li>• Key personnel with experience and knowledge of Infopath</li> <li>• Key personnel with experience and knowledge of Sharepoint designer</li> <li>• Key personnel with knowledge of analysing systems, user requirements and business processes and translating those into integrated, optimised business processes.</li> <li>• Key personnel with knowledge of SQL databases and server administration</li> <li>• Relevant qualification, 5 and above years' experience = 40 points</li> <li>• Relevant qualification, less than 5 years experience = 25 points</li> <li>• Irrelevant qualification with 5 and above years of experience= 15 points</li> <li>• Irrelevant qualification with less than 5 years experience = 0 points</li> </ul>	40
3	<p><b>3.1 Methodology</b></p> <p>Detail the methodology and approach that will be followed in the implementation of the required services, thus enabling prompt decision-making.</p> <p>An inclusive and detailed approach and methodology (10)</p> <p><b>3.2 Project Plan:</b></p> <p>Detailed project plan outlining how the service provider will manage the project for Seda which will include the following:</p> <p>All activities, Milestones, Resources, Costs and Estimated timeframes</p> <ul style="list-style-type: none"> <li>• all 5 elements = 20 points</li> <li>• 4 elements = 15 points</li> <li>• 3 elements = 10</li> </ul>	<p>10</p> <p>20</p>

	<ul style="list-style-type: none"> <li>• 2 elements = 5</li> <li>• Below 2 - 0 points</li> </ul>	
<b>Total Points (A FUNCTIONALITY SCORE OF LESS THAN 70 POINTS WILL ELIMINATE THE PRICE QUOTATION FOR FURTHER EVALUATION)</b>		<b>100</b>

### 7.3 Phase 3: Preference Points System

Only qualifying price quotations that achieved the minimum points for functionality will be evaluated further on the 80/20 preference points system described in the Preferential Procurement Regulations, 2017 as follows:

	Preference Point Criteria	Points Allocation
1.	Price	80
2.	Broad-Based Black Economic Empowerment Status Level of Contribution	20
<b>Total Points</b>		<b>100</b>

## 8. TERMS AND CONDITIONS

1. Price quotations submitted must be inclusive of all costs and applicable taxes (VAT) and be valid for a period of at least 30 days.
2. The hourly rates of consultants must be in accordance with the rates issued and determined by the South African Institute of Chartered Accountants, the Department of Public Service and Administration or the body regulating the profession of the consultant (if applicable).
3. Consultant's travel arrangements must be in line with the government's travel cost containment measures [air travel, vehicle hire, accommodation rates, claiming kilometres according to the rates set by the Department of Transport] (if applicable).
4. No late price quotations will be accepted under any circumstances.
5. Suppliers/service providers submitting price quotations must be registered on the National Treasury Central Supplier Database (CSD).
6. Failure to submit a valid Sworn Affidavit (EME) or an original/certified valid B-BBEE Status Level Verification Certificate (other than EME or QSE) will result in no preference points being awarded for B-BBEE.

7. Suppliers/service providers must complete and return all the required documents, failing which, the supplier/service provider's quotation will be declared invalid.
8. This RFQ is subject to the National Treasury's General Conditions of Contract (GCC) which can be accessed on the following link:

<http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/General%20Conditions%20of%20Contract-%20Inclusion%20of%20par%2034%20CIBD.pdf>

Seda wishes to thank you in advance for your price quotation.