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REQUEST FOR PROPOSALS

APPOINTMENT OF A SERVICE PROVIDER FOR MICROSOFT 365 CERTIFIED EXCHANGE ONLINE SUPPORT ENGINEER FOR 1 x EMPLOYEE AT TOURISM KWAZULU-NATAL

TERMS OF REFERENCE

1. BACKGROUND

Tourism KZN is responsible for the development, promotion and marketing of tourism for the province. The organisation is accountable to the Provincial Department of Economic Development, Tourism and Environmental Affairs and was established in terms of the KwaZulu-Natal Tourism Act, 1996, as amended by Act No. 2 of 2002.

To this end, the organisation seeks a suitably qualified service provider to undertake the training process for 1 x employee AT TKZN.

Proposals must detail the following cost breakdown:

- > Course overview
- > Learning material needed and provide the venue
- > Manage the training, invites to delegates etc
- > Providing attendance registers and certificates for the training
- > Close out report to TKZN

2. LEARNING OUTCOMES

Learning outcomes **MUST** be aligned to the official Microsoft curriculum and should include but not be limited to:

- **Troubleshoot problems with mail flow.** Investigate and diagnose problems with email flow in your Exchange Online organization. Find issues caused by incorrect transport rules, DNS records, message headers, and other causes.



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- **Troubleshoot message filtering in inboxes and Microsoft defender for office 365.** Investigate and diagnose why emails are prevented from arriving at their intended destination because of inbox rules, Microsoft Defender for Office 365, spam filter policies, and other Exchange Online features.
- **Troubleshoot compliance and retention issues.** Investigate and diagnose problems with compliance and item retention in your Exchange Online organization, including incorrect retention policies, problems with eDiscovery, and inappropriate holds.
- **Troubleshoot encryption, auditing, and journaling.** Investigate and diagnose misconfigured encryption, auditing, and journaling in your Exchange Online organization.
- **Troubleshoot desktop outlook clients.** Investigate and diagnose problems that desktop and laptop computer users have when connecting their Outlook client to Exchange Online.
- **Troubleshoot issues with mobile devices.** Investigate and diagnose problems that users may experience when they use mobile phones, tablets, and other devices to access Exchange Online.
- **Troubleshoot exchange online configuration issues.** Investigate and diagnose Exchange Online configuration issues including provisioning errors, recipient issues, address book membership, and public folder settings.
- **Troubleshoot hybrid and migration issues.** Investigate and diagnose problems in an Exchange Online and Exchange Server hybrid organization, including mail flow problems, synchronization issues, and migration failures.

Learning material needed

- The service provider will be responsible for providing the learning materials needed.
- The modules should be clearly labelled and provide space for notes and comments.
- The learning material must be printable and must not expire allowing the learner to retain a copy as reference material when needed on the job.

3. EXPERIENCE

The Service provider (Lecturer/facilitator) must be a certified Microsoft 365 exchange online support engineer with industry experience. Evidence of this must be provided in your submission. Failure to do so will result in disqualification.

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4. EVALUATION PROCESS AND CRITERIA

- Selection will be conducted over three stages as detailed below:

Stage 1 - Compliance with Minimum Requirements

Stage 2 – Price and Specific Goals

4.1 STAGE 1 – COMPLIANCE WITH MANDATORY REQUIREMENTS

All proposals must be completed and accompanied by:

- 4.1.1 SBD 4, SBD 6.1, SBD 8, SBD 9
- 4.1.2 Company Profile
- 4.1.3 Evidence of registration on the National Treasury Central Supplier Database (or proof of registration);
- 4.1.4 Tac Compliance Status Pin

4.2 STAGE 2 - PRICE AND SPECIFIC GOALS

4.2.1 Proposals will be subject to an evaluation based on an 80/20 - 80 points for price and 20 points for specific goals.

4.2.2 Fixed price is required; price must be inclusive of VAT and all costs relating to disbursements and/or catering and refreshments costs

| Evaluation | Maximum points to be awarded |
|---------------------------------------|------------------------------|
| Relative competitiveness of the price | 80 |
| Specific/ RDP Goals (see the below t) | 20 |
| Total Price and B-BBEE Points | 100 |

PREFERENCE GOALS

- (i) contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of **race, gender or disability** as contemplated in section 2(1)(d) of the Preferential Procurement Policy Framework Act, 2000



- (ii) implementing the Reconstruction and Development Programme (RDP Goals) as per ^{Zulu Kingdom Exceptional} Gazette No. 16085 dated 23 November 1994;

RDP GOALS

| | |
|--|--|
| The promotion of South Africa owned enterprises; | The promotion of enterprises located in a specific municipal area for work to be done or services to be rendered; |
| The promotion of export orientated production to create jobs; | The promotion of enterprises located in rural areas; |
| The promotion of SMMEs; | The empowerment of the work force by standardizing the level of skill and knowledge of workers; |
| The creation of new jobs or the intensification of labour absorption; | The development of human resources, including by assisting in tertiary and other advanced training programmes, in line with key indicators such as percentage of wage bill spent on education and training and improvement of management skills; |
| The promotion of enterprises located in a specific province for work to be done or services to be rendered in that province; | The Upliftment of communities through, but not limited to, housing, transport, schools, infrastructure donations, and charity organization. |
| The promotion of enterprises located in a specific region for work to be done or services to be rendered in that region; | |

The following table will be used to calculate the 20 points for Preference Points

| 80/20 Point System (50 million less procurement) | |
|--|------------------|
| Race: African, Coloured, Indian, white | 10 points |
| | |
| Location: Within the province of KZN | 5 points |
| Location: Within SA | 2 points |
| | |
| Gender: Female | 5 points |
| Gender: Male | 2 points |
| TOTAL | 20 points |

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The following may be used as proof for claiming preference points:

- A stamped letter from the local councillor or municipal utility bill or lease
- CSD Full Registration Report

5.2.3 80/20 preference point system for acquisition of goods or services with Rand value equal to or below R50 million

5.2.4 The following formula must be used to calculate the points out of 80 for price in respect of an invitation for a tender with a Rand value equal to or below R50 million, inclusive of all applicable taxes:

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Ps = Points scored for price of tender under consideration;

Pt = Price of tender under consideration; and

Pmin = Price of lowest acceptable tender.

5.2.5 A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender.

The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

QUOTATION SUBMISSION

Quotation must be emailed to quotes@zulu.org.za.



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SUBMISSION REQUIREMENTS:

- Must provide certificates at the end of training and a signed register
- A detailed outline of the modules that will be offered
- Accreditation/Proof to offer the training

Complied By: M. Thavar

Signed By: _____

Checked By: A. Bidesi

Digitally Signed by:
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