SECTION 2.1 SPECIFICATIONS

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SPECIALISED ICT TECHNICAL SUPPORT SERVICES, UPGRADE AND IMPLEMENT NEW FUNCTIONALITIES FOR PRESCRIBED MICROSOFT TECHNOLOGIES FOR A PERIOD OF THREE-YEARS

INTRODUCTION

Hessequa Municipality (HM) adopted by signing a three (3) year agreement with Microsoft (Sole supplier) as their de facto vendor for its computer operating systems and office software during June 2026 for a period of 3 (three) years ending 30 June 2029.

Since the initial agreement was signed in 2013, Hessequa Municipality have adopted the Microsoft model not only as the standard operating system (Windows, Office, etc.) but also as the basis on which most applications in use are developed on. This includes SQL which forms the database platform and is being utilised by systems such as BAUD, TRU-application, GIS, Collaborator, Cash flow, Route Master to name but a few. Microsoft Active Directory is used to control and secure access to the network and various systems.

This procurement process includes assistance with the implementation of Microsoft Solutions to assist the HM Council and ICT with securing key milestones that will ultimately improve service delivery. This plan will guide future resource allocations, procurement and alignment of ICT hardware and software that will optimise internal systems collaboration/integration, external client services and secure the required internal ICT capacity with regards to skills and the staff component".
Pursuant to the above as noted by Hessequa Municipality, the successful bidder will be expected to assist HM with achieving the following.

1. Improving the face of the Municipality,
2. Improving the ICT function,
3. Improving Audit Report (Risks),
4. Upgrading end-user environments,
5. Upgrading systems with standardization, integration and centralization in mind,
6. Ensure a secure environment with reference to Cyber Security.
7. Improve DR Capabilities
8. POPI compliance

1. INSTRUCTION TO BIDDERS

General Instructions

This document constitutes a Request for Tender, which specifies Hessequa's requirements for a service provider to provide critical ICT Technical Support Services monthly i.e. an SLA to be signed upon successful award of this tender. The provided solution must include a formal helpdesk service to centrally manage service request.

Description	Comply YES/NO
The helpdesk ensures compliance with SLA service standards and allows for HM to track progress on calls logged i.t.o the agreement.	

The information contained herein provides a format to facilitate bidder's responses to this tender. It is important that the format be followed closely to help maintain the decision-making timetable. Responses must be presented in the same order as the requirements appear, section by section, and numbered accordingly, with acknowledgement of all clauses. All pricing information should be fully disclosed with all charges clearly defined, i.e. a per unit fee based on activity.

2. OBJECTIVES

Hessequa's objective in the call for tenders is to appoint a service provider who can provide ICT technical Support Services, upgrade, adopt and implement prescribed Microsoft technologies that can assist the Internal ICT over a 3-year period. The successful bidder must comply with all the competencies required in the Microsoft Partner Network and have an active Licensing Solution Provider status through a Microsoft channel Agreement. The successful bidder will be responsible to authorise and manage HM's software assurance benefits through the current active Enterprise Agreement in place.

The following list of technologies provides an overview of the current Microsoft landscape in use at HM for which support will be required i.t.o the enterprise agreement:
1. Microsoft OS (Server 2016, 2019, 2022 & Win 11 ENT)

2. Microsoft Office 365 (E3)

3. Microsoft Office 365 (E5)

4. Microsoft Exchange 2016 (ATP & EOP)

5. SQL Server (2012, 2016, 2017, 2019)

6. Intune

7. Purview

8. Sharepoint

9. Microsoft Azure (Entra)

10. Hyper-V 2016

Description	Comply YES/NO
All responders to the RFT must be Active License Solution Provider (LSP)* - certified by Microsoft Ireland. A Microsoft certification letter will be required.	

*A part of your submission, please provide proof in the form of a Microsoft certified letter indicating LSP status.
**The bid will be regarded as non-responsive if certificate is excluded.

Description	Comply YES/NO
The following are required internal competencies for responders to this RFT, proof will be required either in the form of a competency or certificate/qualification for: • MS Cyber Security expert/specialist • MS 365 specialist • MS Azure expert	

Initials of Service Provider's Authority: ....

**The bid will be regarded as non-responsive if the proof of competency/certificate is excluded.
**A part of your submission, please attached proof of competencies as annexures to the bid.

3. TERMS OF CONTRACT

The duration of the contract shall be for a duration of 36 months from date of appointment.

Termination of Contract

Hessequa reserves the right to terminate the agreement within 30 days written notice to the winning bidder subject to the following:

- the winning bidder fails to perform in accordance with the specified service requirements as set out in the tender;

- the winning bidder fails to provide project deliverables as defined under objectives section, as listed above;

- the winning bidder otherwise violates the provisions of the tender to a substantial degree.

Should the party in default fail to remedy the breach within fourteen (14) days after receiving written notice thereof from the innocent party, the innocent party shall be entitled, without prejudice to any other remedy available in law, to terminate this agreement by giving written notice of termination to the defaulting party.

4. LIABILITY

Hessequa will not be held liable for any actions of the winning bidder and its employees.

5. BIDDER QUALIFICATIONS

To be considered, a bidder must provide the following information pertaining to experience in the following fields where support will be required i.t.o the SLA:

Skill Required	Comply YES/NO
Microsoft Certified Server technician	
Microsoft Azure Cloud Specialist	
Microsoft Exchange Specialist	
Microsoft System Centre Specialist	
Microsoft Office365 Specialist	

6. SERVICE REQUIREMENTS (SPECIFICATIONS)

SPECIFIC SERVICES TO BE PROVIDED BY THE SERVICE PROVIDER
The Successful bidder will be required to provide technical support to Hessequa ICT as and when required (this only applies to items or requirements that are not covered in this specification. Each request will be dealt with as if it's a new project and will be quoted for on an hourly rate, office & after hours (including weekends & public holidays) to be supplied as part of the pricing schedule);

Level 1 - Mission Critical support request
A mission critical call will be responded to telephonically/ Ms Teams within 3 hours and if required on-site support will be provided within 8 hours as required.

Requests for Level 1 support can be fielded 24 hours per day, seven days per week. After hours requests should be placed by making a call to centrally managed helpdesk support number to be provided by the successful bidder. The Customer undertakes not to log a mission critical service request unless it is necessary to do so.

Level 2 - Urgent support request
An urgent call will be responded to telephonically within 5 hours and if required remote support will be affected. Due to the nature of technology and expertise assigned, this agreement does not cater for immediate onsite support. If onsite support is required, this should be indicated at time of logging the support request and will be arranged at an additional cost to the customer. This level of support should be used for requests that need to be performed urgently but a temporary workaround is available.

Level 3 - Ad-hoc support request
Ad-hoc requests will be responded to as soon as practically possible, with a typical response time during the next business day. All level 3 support calls must be logged the central helpdesk and will be attended to during business hours.
Support services will take the form of services requests registered by the Municipality with the successful bidder, telephonically or via mail to either:
Helpdesk Number - Tel: (.........) .... - ....
Support Email Address: ....

Support Level	Comply YES/NO
1.　Mission Critical Request	
2.　Urgent Support Request	
3.　Ad Hoc Support Request	

** Quarterly meetings will be required to discuss performance i.t.o the SLA with the successful bidder.

Service Description	Comply YES/NO
Quarterly SLA Meetings (with mutual agreement meetings can be held either on-site or via MS TEAMS) at no cost to the Municipality.	

Please elaborate on how you are going to support this distributed environment while ensuring that SLA are adhered to e.g. the use of a formal helpdesk.

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A dedicated technical support engineer to conduct site visits at Hessequa to sit with the ICT Systems Administrator as part of Networking & Server Maintenance, and to provide advice and insight on latest technologies.
Supplier to submit fixed rate per hour for the duration of the contract.

7. TECHNICAL SUPPORT DURATIONS:

Upon successful appointment, the Service Provider is to enter into a 36-month Service Level Agreement with Hessequa. A standard SLA will be put in place and signed by both parties to ensure the agreed services within the agreed timeframes and cost.

Escalation Contacts

Name	Office Number	Contact Number	Email
1.			
2.			
3.			

8. GENERAL CONDITIONS

The following should be noted by interested parties:
1. Intellectual property and ownership of all materials and products developed in the execution of the contract will be vested in Hessequa.

2. Materials and products may not be made available to any unauthorized person or institution or sold for profit without prior written consent from Hessequa.

3. On completion or termination of the agreement, all information, materials and products must be handed over to Hessequa.

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Initials of Service Provider's Authority: ....

4. No information concerning the tender or award of the tender may be made available by the bidder to other parties without prior consultation and written approval from Hessequa.

5. Hessequa may at its own discretion vary this instruction to include more scope / work or to exclude work/service areas. In the case of the latter, the bidder shall not be entitled to claim for any work not required and may engage Hessequa on the pricing of the additional work/ service proposed.

6. All copyright and intellectual property rights that may result because of the work to be performed shall reside with Hessequa and the service provider shall be required to sign an agreement of confidentiality.

7. Hessequa may dictate the framework in which documents (policies, plans, report etc.) shall be submitted; however, the service provider should be able to submit a proposal on the lay-out of his/her choice for consideration by Hessequa.

8. Hessequa's (general conditions of bid, contract and order) shall be applicable to this bid.

9. Hessequa reserves the right not to award the bid to any bidder at its own discretion.

10. The successful bidder will be required to sign a confidentiality & non-circumvention agreement with the Municipality.

9. OTHER SPECIAL CONDITIONS

DISBURSEMENTS IN ACCORDANCE WITH TRAVEL AND SUBSTANCE

Travel time, other than time spent traveling between a local residence and the Client's local office, will not be chargeable as part of the above working hours. Disbursements will be recovered at cost and will include, but not limited to:

*   accommodation in three star rated accommodations on a bed and breakfast basis;

*   air travel in economy class;

*   road travel at discounted Auditor-General rates; and

*   parking, stationery and printing.

*   Any other disbursements in accordance with travel and substance

Proof of disbursement claimed should be submitted with invoice.

Failure to provide the information as stated above, may result in your tender being declared non-responsive.

DECLARATION,

I, THE UNDERSIGNED (NAME) ....

CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE MUNICIPALITY MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

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Initials of Service Provider's Authority: ....

AUTHORISED SIGNATURE: ....

NAME: ....

CAPACITY: .... DATE: ....