

APPOINTMENT OF A SERVICE PROVIDER FOR MICROSOFT ENTERPRISE AGREEMENT ON LICENSES, SUPPORT AND MAINTENANCE FOR A PERIOD OF THIRTY SIX (36) MONTHS

1. INTRODUCTION

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Mineral Resources and Energy (DMRE). For more information on the company, you can visit our current website: www.cefgroup.co.za. This document outlines the requirements and scope for sourcing Microsoft E5 licenses for 700 users for a period of 3 years. It includes the roadmap for migrating workloads to the cloud, deployment of Entra Internet Access, Deployment of Sentinel, scoping an AI intelligent tool for business app integration, migrating PABX systems to Microsoft Teams for 700 extensions, and integrating digital signature workflows.

2. SCOPE OF WORK

CEF SOC Ltd invites bids from accredited LSPs to provide Microsoft Enterprise Agreement Microsoft E5 licenses for 850 users. It includes the roadmap for migrating workloads to the Azure cloud, deployment of Entra Internet Access, Deployment of Sentinel, scoping an AI intelligent tool for business app integration, migrating PABX systems to Microsoft Teams for 850 extensions, and integrating digital signature workflows. The annual licenses, Maintenance and support must be provided annually for a period of thirty six (36) months.

Scope of Requirements:

The winning bidder will be required to perform the following:

Microsoft Licenses

Requirement for users:

- Provision of Microsoft licenses for CEF users:
 - ✓ 250 Microsoft E5 licenses
 - ✓ 10 Visio Online Plan licenses
 - ✓ 15 Project Professional Plan licenses
 - ✓ 10 Power BI Professional licenses
- Provision of Microsoft licenses for SANPC users:
 - ✓ 600 Microsoft E5 licenses
 - ✓ 10 Visio Online Plan licenses
 - ✓ 10 Project Professional Plan licenses
 - ✓ 10 Power BI Professional licenses
- License duration: 3 years.

- Licenses must include all standard E5 features such as advanced security, compliance, voice capabilities, and analytics.

Requirement for Server and Cloud:

- Provision of Microsoft licenses for servers and Cloud for CEF:
 - ✓ 2 CIS Suite Standard Core
 - ✓ 1 SharePoint Server
 - ✓ 2 SQL Server
 - ✓ Azure Commitment (Prepayment)
- Provision of Microsoft licenses for servers and Cloud for SANPC:
 - ✓ 1 CIS Suite Standard Core
 - ✓ 1 SharePoint Server
 - ✓ 1 SQL Server
 - ✓ Azure Commitment (Prepayment)

Vendor Responsibilities:

- Provide a detailed proposal with pricing.
- Ensure licenses are compliant with Microsoft's licensing policies.
- Offer support and management for the license provisioning.

Azure Landing Zone Deployment for (CEF, PASA, Petro SA, SANPC and AEMFC)**Requirement:**

- Plan, Design and Configure the landing zone for CEF group of companies, building trust relationships as well as best practice to secure the AZURE landing zone.

Vendor Responsibilities:

- Provide Azure prepayment scoping for each entity.
- Deploy Azure Landing Zone for each CEF entity.

Deployment of Sentinel**Requirement:**

- Deploy and configure of Sentinel for Infrastructure alerts and logs for third party systems.

Vendor Responsibilities:

- Install and configure Sentinel in accordance with best practices.
- Offer ongoing support and maintenance services.

Deployment of Entra Internet Access, Intune and Mobile Device Enrolment**Requirement:**

- Provide and configure of Entra Internet Access for security for CEF App.
- Creating MFA and device enrolment for CEF Mobile App

Vendor Responsibilities:

- Install and configure Entra internet Access, Intune and MDM in accordance with best practices.
- Offer ongoing support and maintenance services.

Scoping of AI Intelligent Tool for Business App Integration**Requirement:**

- Identify and scope an AI intelligent tool that integrates with existing business applications and workflows. The AI intelligent tool must be Flowgear Tool with 300 hours annually for support and maintenance.

Vendor Responsibilities:

- Assess current business applications, workflows, and data flows.
- Identify potential AI tools that can enhance business processes and integration.
- Provide a detailed scoping report and implementation plan.
- Include recommendations for tool selection and integration strategies.

PABX Migration to Microsoft Teams**Requirement:**

- Migrate existing PABX systems to Microsoft Teams for 700 extensions.

Vendor Responsibilities:

- Assess the current PABX setup and requirements.
- Develop a migration plan, including a detailed timeline and resource allocation.
- Implement the migration with minimal service disruption.
- Provide training for end-users and support for post-migration issues.

Implement an Org Structure tool utilizing information stored on Active Directory (AD)**Requirement:**

- Implement org structure tool with synchronization to AD for 850 users.

Tool Capabilities:

- Hierarchy Display.
- Search functionality to search (individual, roles or department)
- Export option to export org chart into excel, power-point, pdf or image.
- To have a live web based org chart for Intranet usage with user capability to amend his or her profile with profile picture only and the rest by the administrator

Digital Signature Workflow Integration**Requirement:**

- Integrate digital signature workflows into existing processes and systems.

Vendor Responsibilities:

- Evaluate current processes and identify integration points for digital signatures.
- Select and implement a digital signature solution that integrates with business applications and workflows.
- Provide detailed documentation and training for users.
- Ensure compliance with legal and regulatory requirements for digital signatures.

Deliverables

1. **Microsoft User, Server and Cloud Licenses:**
 - Licensing agreement and provisioning confirmation.
 - Detailed pricing and license management documentation.
 - Azure landing zone and Azure security
2. **Sentinel, Entra Internet and Intune Deployment:**
 - Deployment and configuration report.
 - Training materials and documentation.
 - Support and maintenance agreement.
3. **Entra Internet Access Deployment:**
 - Deployment and configuration report.
 - Training materials and documentation.
 - Support and maintenance agreement.
4. **Flowgear AI Intelligent Tool Implementation:**
 - Implementation plan and integration strategy.
5. **PABX Migration to Teams:**
 - Migration plan and timeline.
 - Execution report and user training documentation.
 - Post-migration support plan.
6. **Digital Signature Workflow Integration:**
 - Integration plan and solution recommendation.
 - Implementation report and user training materials.
 - Compliance and security documentation.
7. **Implement an Org Structure tool utilizing information stored on AD:**
 - Deployment and configuration report.
 - Training materials and documentation.
 - Support and maintenance agreement.

1. EVALUATION CRITERIA

1.1 Phase 1

Mandatory Requirements

At this phase, bidder's responses are reviewed against the below Mandatory Requirements. **Failure to comply with any of the Mandatory Requirements will lead to the bidder being disqualified, and not be considered for further evaluation on Technical Requirements.**

1.1.1 <u>ACCREDITATION</u>	Comply	Not Comply
Bidder must be an accredited Microsoft Partner.		
Submit a copy of a valid accreditation/partnership letter		
Substantiate / Comments		

1.2. Phase 2

Technical evaluation

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **70%**. It must be noted that if the Bidder does not meet the **70%** minimum threshold, the bidder will be disqualified and not be evaluated further.

1.2.1 <u>EXPERIENCE OF THE COMPANY</u>			
The company must have background and relevant experience in implementing Microsoft Licenses, support and maintenance. Demonstrated knowledge and experience with Microsoft E5, Azure Cloud Deployment, Sentinel, Entra Internet Access, Intune, MDM, Flow-Gear integration tool, PABX migrations, Org Structure tool and digital signature integrations Please provide reference letters as proof for similar services/work/project done in the past 5 years (2019 to date). The reference letter signed by the client must be on client's letterhead and include the company name, contact person, contact details (telephone number) and it should indicate when the service was done.			
Evaluation Criteria	Document as Evidence	Score	Weighting %
5 Reference letters and more	Reference letters	5	25%
4 Reference letters		4	
3 Reference letters		3	
2 Reference letters		2	
1 Reference letters		1	
No Reference letter(s) provided		0	

Evaluation Criteria	Document as Evidence	Score	Weighting %
1.2.2 METHODOLOGY/APPROACH Provide detailed Project Plan on how these systems will be implemented and a detailed project implementation. Below are the critical services of the Microsoft Enterprise: - Azure Landing zone deployment, - Deployment of sentinel, - Deployment of Entra Internet Access, - Intune and Mobile Device Enrolment, - Scoping of AI Intelligent Tool for Business App Integration (FlowGear), - PABX Migration to Microsoft Teams, - Implement an Org Structure tool utilizing information stored on Active Directory, - Digital Signature Workflow Integration, Note: the following scoring matrix will be used to evaluate this criterion:			
Bidder covered all the above-mentioned services of this project.	Detailed Methodology	5	30%
Bidder covered only five (5) of the above-mentioned services of this project.		3	
Bidder covered less than five (5) above-mentioned services of this project.		0	

1.2.3 EXPERIENCE OF THE MICROSOFT TEAM

The project team that will be assigned to CEF must have experience implementing Microsoft Licenses, support and maintenance. Demonstrated knowledge and experience with Microsoft E5, Azure Cloud Deployment, Sentinel, Entra Internet Access, Intune, MDM, Flow-Gear integration tool, PABX migrations, Org Structure tool and digital signature integrations.

Provide a C.V. for each of the personnel that will be part of the team, clearly indicating their roles and responsibilities.

Evaluation Criteria	Document as Evidence	Score	Weighting %
> 8 years of experience	CV of the Proposed team clearly listing the name of clients and work done	5	20%
8 years of experience		4	
> 5 years of experience but < 8 years of experience		3	
5 years of experience		2	
3 but < 5 years of experience		1	
< 3 year of experience/No CV submitted		0	

1.2.4. Detailed project Execution Plan

The bidder must clearly demonstrate in a project plan that they can deliver the scope or requirements within the stipulated timeline of **3 months**.

Provide detailed project plan that clearly indicating deadlines were met.

Evaluation Criteria	Document as Evidence	Score	Weighting %
The timelines meet the targeted duration of 3 months.		5	25%
The timelines meet the duration of more than 3 months but less than 6 months.		3	
No project plan submitted/the timelines is more than 6 months.		0	

1.3. PHASE 3: COMMERCIAL EVALUATION

CEF (SOC) Ltd will utilise the following formula in its evaluation of Price offers:

[Weighted score 80 points]

$$PS = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

Ps = Score for the Tender under consideration

Pt = Price of Tender under consideration

Pmin = Price of lowest acceptable Tender

Preference points/specific goals criteria

[Weighted score 20 points]

Specific goals / Preference Points Claim

Evaluation Criteria	Final Weighted Scores
Price	80
Specific goals	20
TOTAL SCORE:	100

A maximum of 20 points will be awarded to a tenderer for specific goals specified for the tender/RFQ as follows:

Specific goals	Points
Historically disadvantaged individual (HDI)	
Enterprises with ownership of 51% or more by person/s who are black	10
Enterprises with ownership of 51% or more by person/s who are women	5
Enterprises with ownership of 51% or more by person/s who are youth	3
Enterprise with ownership of 10% or more by person/s with disability	2
Total	20

- Tenders must submit their B_BBEE certificate issued by an authorized body or person or a B-BBEE sworn affidavit to claim preference points.
- 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.
- The contract must be awarded to the tenderer scoring the highest points.
- If two or more tenders score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals, and if two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots