

SCOPE OF WORK FOR PROVISION OF PROVISION OF SHAREPOINT 2016 AND K2 MAINTENANCE SERVICES OVER A PERIOD 24 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 Energy (DoE). For more information on the company, you can visit our current website: www.cefgroup.co.za

2. BACKGROUND

CEF implemented SharePoint 2016 with a 3rd party K2 workflow solution in September 2018 with a 24 months maintenance contract. The following services were deployed as part of the project:

- Intranet
- Document management
- Record Management
- Workflow Management using K2
- Content security management

In 2021 CEF appointed another service provider on a one (01) year contract to support the same solution. Therefore, CEF wishes to approach market to source a SharePoint 2016 maintenance service provider on a 24 months maintenance contract.

3. SCOPE OF WORK

3.1 CEF requires 24 months' maintenance and support for SharePoint 2016 and K2 workflows. The service must provide as a minimum:

Functional

- Preventative maintenance on the application and server Infrastructure
- Providing day to day maintenance and support on SharePoint and K2 workflows
- Timely update the system by installing latest patches to guarantee its faultless performance and enhance development capabilities
- Conducting security audits and installing security patches to protect working processes.
- Installation of Hot Fixes
- Solving architecture and hardware issues (incorrectly designed farms, mis distributed server roles, misconfigured or overloaded servers)
- Fixing content management issues (content crawling and indexing, content creation, sharing issues, SharePoint lists and SharePoint dashboards.)

- Resolving performance issues, such as a long page load time, inability to access SharePoint sites, integration issues
- Integration of SharePoint solutions with other enterprise systems (K2 Workflows) and other future integration requirements.
- Minor enhancements to the Document Management, Record Management, Intranet, SharePoint dashboards and K2 workflows.
- Maintenance of K2 workflow processes
- Support and maintenance of SharePoint and K2 databases
- Provide administrator and end user training when required
- Access to a telephone and online helpdesk platform
- Ability to log and track support calls
- A quick, dedicated, and focused response to business-critical incidents
- Maximisation of software availability and user productivity
- Service level agreement with response times for each priority level
- Adherence to SLA targets and clearly defined escalation process
- Criteria to determine priority level of each call. See below for example:

SLA

Priority Level	Description	Response time	Resolution time
Priority Level 1	SharePoint is unavailable	30 minutes	2 working hours
Priority Level 2	Critical fault: a major function, component or application of SharePoint is unusable	2 working hours	4 Working hours
Priority Level 3	A software function, component or application has been lost which does not seriously affect business critical work	8 working hours	24 working hours
Priority Level 4	Enquiry: all other problems that do not fall into the three categories above. This includes general queries and reporting requirements.	48 working hours	72 working hours