CENTRE FOR PUBLIC SERVICE INNOVATION

the cpsi

Government Component:
Centre for Public Service Innovation
REPUBLIC OF SOUTH AFRICA

CPSI
Unlocking Innovation

Terms of Reference:

Procurement of Business Process Automation Services with Systems Development Support.

September 2024

Recommended: Date: 05/09/2024 Approved: Date: 05/09/2024

1. CORPORATE BACKGROUND

1.1 The Centre for Public Service Innovation (CPSI) is an initiative of the Minister for the Public Service and Administration, established to identify, support and nurture innovation in the public service, with a view to improving service delivery.

1.2 The role of the CPSI is primarily to function as an enabler, facilitator and champion for innovative ideas. This requires the creation of an enabling environment for the generation and rewarding of new ideas; facilitating engagement between public, private and non-governmental entities, with a view to establish sustainable and mutually beneficial partnerships and championing the value of and need for innovation within the public service.

1.3 The mission of the CPSI is to promote and support innovation by demonstrating practice, facilitating partnerships, rewarding initiatives, and sharing knowledge.

2. PROJECT DESCRIPTION

The CPSI requires the services of an Accredited and Certified Microsoft partner in providing the CPSI with 800 hours product support spanning over a period of 12 twelve months. CPSI is digitising and automating internal business processes and workflows, leveraging products procured from Microsoft and Adobe respectively in an effort to fully digitalise its business processes and integrate these into workflows aligned to internal policies and procedures.

In addition, the CPSI is also supporting a number of external stakeholders introducing digital and cloud-based solutions.

The Service provider will be expected to support the development of solutions working with The CPSI's team of systems developers to ensure successful development, hosting and delivery of developed solutions. This will be billed to The CPSI within the procured hours.

The CPSI Team will make available hosting platforms for these solutions.

2.1 **Products Specification:**

1. Microsoft O365 E3 and E5.
2. Microsoft SharePoint 2019 (Hybrid: Cloud + On Premise)
3. Microsoft Teams
4. Adobe Professional for Enterprise
5. Adobe Sign for Enterprise
6. MS Exchange 2019 (Hybrid: Cloud + On Premise)
7. Development Languages used are ASP.NET and C# with SQL for Database

2.2 **Project Specification**

2.2.1 Create workflows through above mentioned products for the identified CPSI business processes.

2.2.2 Configure and Implement a Document Management platform through MS SharePoint.

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2.2.3 The Service provider will be expected to work with the CPSI CIO and business internal units for the duration of the allocated hours or time frame of not more than 12 months.
2.2.4 Help The CPSI create dashboards for reporting on the developed workflows.
2.2.5 Working with The CPSI's team of System Developers supporting them on development and hosting of identified solutions.

2.3 **Quotations should include**

2.2.6 Itemised breakdown of cost per hour on quotation.
2.2.7 All necessary travel and administration costs should be included.

2.4 **VAT**
All quoted prices **must be inclusive of VAT at 15%.**

3. TIME FRAMES

3.1 This is a once-off contract payable over a twelve (12) months period or the depletion of the 800 hours
3.2 The CPSI reserves the right to cancel the contract where there is dissatisfaction in terms of the supplier's performance in terms of the project description (refer to paragraph 2).

4. CONTRACTUAL ARRANGEMENTS

4.1 The service provider will be contracted for a period of a 12 months or until the depletion of the allocated 800 hours.
4.2 The CPSI reserves the right to reduce/adjust the contract in terms of the project description (refer to paragraph 2.2)
4.3 A full briefing meeting will scheduled upon receiving a copy of an appointment letter.

5. PROJECT MANAGEMENT

5.1 The successful supplier will report to the CIO at the CPSI (or any other person designated by the CPSI).
5.2 All invoices must be emailed or delivered to invoices@cpsi.co.za with the copy of the purchase order attached or hand deliver to the physical address in section 10.

6. SUBMISSION AND GUIDELINES

6.1 Interested service providers submit proposals with the following:
a) Three References of similar product development and support work.
b) Gold Microsoft Accreditation and Partnership letter.
c) Include a **full cost proposal**. (Proposal must be inclusive of VAT) Refer to section 2 for cost breakdown requirements.
d) Completed **and signed SBD** forms (attached).
e) Registration on the Central Suppliers Database.
f) **Valid B-BBEE certificate / Certified Sworn Affidavit** (proposals without a valid B-BBEE certificate will not be allocated any points in terms of the table below in 8.4).

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6.2 **Notes:**

- **It must be noted that service providers who do not provide the necessary information as required in 6.1a to 6.1e above and in section 2 will not be considered.**
- Registration onto the CSD can be done via http://ocpo.treasury.gov.za.

7. BRIEFING SESSION

7.1 None scheduled, The Technical contact person can be reached for any queries, preferably via email before the closing date. CPSI team listed below can be contacted in this regard.

8. EVALUATION CRITERIA

8.1 The evaluation criteria for the assessment of the proposals will be based on **Price and B-BBEE.**

8.2 Bidders who do not submit their B-BBEE status level verification certificates/Certified Sworn Affidavit or are non-compliant contributors to B-BBEE as per the new Preferential Procurement Regulation, 2022, will not qualify for preference points for B-BBEE.

8.3 The 80/20 Broad Based Black Economic Empowerment (B-BBEE) Status level contributor shall be applicable.

8.4 The table below depicts the B-BBEE status level of contribution: (80/20)

B-BBEE Status level of Contribution	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-Compliant contributor	0

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9. CONTACT DETAILS FOR ENQUIRIES

SCM Enquiries: Nomonde Maliti or Metiah Mashaba (012) 683 2815/6
Technical Enquiries: Muzi Ntombela (muzin@cpsi.co.za) (012) 683 2846/47

10. DELIVERY ADDRESS

Centre for Public Service Innovation (The CPSI)
Batho Pele House, Agrivaal Building
546 Edmond Street
Arcadia, Pretoria, 0001

11. CLOSING DATE

Date: 25 October ~~September~~ 2024
Time: 23h59

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