

**SPECIFICATION FOR THE SUPPLY OF MICROSOFT 365 LICENCES, CLOUD HOSTING AND
MANAGED ICT SERVICES
INSTRUCTIONS TO SERVICE PROVIDERS**

1. SUBMISSION FORMAT

Service providers must submit:

- a. A written proposal responding to the scope of work set out in clause 4
- b. A completed Mandatory Requirements Checklist (Annexure A)
- c. A completed Pricing Schedule (Annexure B)
- d. Company experience and contactable references
- e. Profiles and Microsoft certifications of the proposed team
- f. An implementation timeline
- g. Terms and conditions

2. MANDATORY COMPLIANCE

This RFQ will be evaluated on mandatory requirements only.

- a. All mandatory requirements must be met.
- b. All evidence must be clearly referenced in the Mandatory Requirements Checklist.
- c. Failure to comply with any mandatory requirement will result in disqualification.

3. PRICE EVALUATION

Only service providers who meet all mandatory requirements will proceed to price evaluation. Award will be made to the winning proposal based on price and preference points claimed.

4. VALIDITY

Quotations must remain valid for thirty (30) days from the closing date.

5. ENQUIRIES

All enquiries must be submitted in writing to mafato.motimele@ter.org.za.

SPECIFICATION FOR THE SUPPLY OF MICROSOFT 365 LICENCES, CLOUD HOSTING AND MANAGED ICT SERVICES

1. PURPOSE

The Transport Economic Regulator (TER) seeks to appoint a suitably qualified service provider to supply Microsoft 365 licences and to establish, host and manage a cloud-based ICT environment for approximately forty (40) users.

The environment must be delivered entirely from the cloud. The TER does not currently occupy a facility capable of hosting on-premises infrastructure, and therefore all virtualisation, server hosting and mail services must be provided as cloud services.

The services required are foundational. They must be implemented in a way that allows the environment to scale as the TER grows, without redesign or re-implementation.

2. BACKGROUND AND MOTIVATION

2.1 Current position

- a. The TER has no established Microsoft 365 tenant or a collaboration environment.
- b. No facility is available to house server infrastructure, and no capital budget is allocated for on-premises hardware.
- c. A domain name has recently been registered to be in use for e-mails and for the TER website.
- d. There is limited in-house capacity to provide day-to-day end-user support, endpoint management or security monitoring.

2.2 Need for intervention

A cloud-first approach allows the TER to become operational quickly, avoids capital expenditure on infrastructure and accommodation, and converts ICT cost into a predictable monthly operating expense. Outsourced management is required because the TER does not have the internal capacity to operate the environment.

3. PROBLEM STATEMENT

3.1 The TER has no productivity or collaboration platform, which constrains internal communication (to only emails), document management and official correspondence.

3.2 The absence of a facility to host infrastructure means that virtualisation and system hosting must be provided as a managed cloud service.

3.3 The absence of internal ICT capacity means that end-user support, endpoint management and security monitoring must be outsourced.

3.4 The solution must cater for forty (40) users during the contract period without redesign.

4. SCOPE OF WORK AND DELIVERABLES

4.1 Licensing

- a. Supply of forty (40) Microsoft 365 licences during the contract period.

- b. The baseline licence is Microsoft 365 Business Premium, or an equivalent stock keeping unit that provides Exchange Online, SharePoint Online, OneDrive, Microsoft Teams, Microsoft Entra ID P1, Microsoft Intune and Microsoft Defender for Business.
- c. Service providers must additionally quote, as a separate optional line item, the equivalent price for Microsoft 365 E3, so that the TER can compare the two options.
- d. All licences, the tenant and the domain must be registered in the name of the TER. The TER must retain global administrator ownership at all times.
- e. Licences must be quoted per user per month, with the twelve (12) month total shown.

4.2 Microsoft 365 environment

- a. Design and deployment of a new Microsoft 365 tenant.
- b. Configuration of Microsoft Entra ID, including user and group creation, licence assignment, multi-factor authentication and conditional access policies.
- c. Configuration of Exchange Online, including user mailboxes, shared mailboxes, distribution lists, mail flow rules and anti-spam protection.
- d. Connection and verification of the TER's registered domain, including DNS records, SPF, DKIM and DMARC.
- e. Migration of any existing mailboxes and files into the new environment.
- f. Configuration of Microsoft Teams and OneDrive for Business.
- g. Application of a documented baseline security configuration, and handover of the tenant configuration document.

4.3 SharePoint environment

- a. Design and deployment of a SharePoint Online environment comprising an intranet site and team sites aligned to the TER's structure.
- b. Creation of document libraries with an agreed folder and metadata structure.
- c. A permission model based on Microsoft Entra ID groups rather than individual users.
- d. Configuration of version control, recycle bin and retention settings.
- e. Migration of existing electronic records into the new document libraries.
- f. End-user guidance on document storage, sharing and co-authoring.

4.4 Cloud hosting and server management (virtualisation)

- a. Provisioning and management of cloud infrastructure for hosting the TER's business systems. For pricing purposes, service providers must quote for up to two (2) virtual servers. Final sizing will be confirmed at award.
- b. Server build, operating system patching, performance monitoring, backup and restore.
- c. Backups retained for a minimum of thirty (30) days, with at least one restore test performed during the contract period.
- d. The ability to add servers or increase resources on request, at the rates quoted in the Pricing Schedule.
- e. Hosting must be provided from a South African cloud region where such a region is available. The service provider must declare where data will reside.

4.5 Managed services: end user, endpoint and managed security

- a. A service desk for up to forty (40) users, available during business hours (08:00 to 16:30, Monday to Friday), with logging by telephone and e-mail.
- b. Endpoint management using Microsoft Intune, including device enrolment, configuration profiles, application deployment, patching and compliance policies.
- c. Managed security, including deployment of Microsoft Defender, monitoring of security alerts, incident response and monthly security reporting.
- d. User account administration covering new users, changes and departures.
- e. A monthly service report covering calls logged and resolved, patch status, backup status and security alerts.
- f. Response and resolution targets:
 - Critical – service unavailable to all users: response within one (1) hour, resolution within four (4) hours.
 - High – a user is unable to work: response within four (4) hours, resolution within eight (8) business hours.
 - Standard – request or query: response within eight (8) business hours, resolution within three (3) business days.

4.6 Web hosting

- a. Hosting of the TER's website, connected to the recently registered domain.
- b. DNS management and provision of an SSL/TLS certificate with automatic renewal.
- c. Daily backups with restore capability.
- d. A minimum of 99.5% monthly uptime.
- e. Service providers must state the hosting platform offered and the storage and bandwidth included.

** Website design and development are excluded from this scope.*

4.7 Deliverables

- a. A fully configured and operational Microsoft 365 tenant, with the registered domain in use for e-mail.
- b. An operational SharePoint environment containing the migrated documents.
- c. Hosted and managed virtual servers with tested backups.
- d. A live website hosting service on the registered domain.
- e. Configuration and handover documentation.
- f. User onboarding training, to a maximum of two (2) sessions.
- g. Monthly service reports for the duration of the contract.

5. MANDATORY REQUIREMENTS

5.1 Technical competence

- a. Valid Microsoft Cloud Solution Provider (CSP) or Microsoft Partner status. Proof must be attached.
- b. At least one (1) contactable reference for a comparable Microsoft 365 deployment of similar or larger size completed in the last three (3) years.
- c. At least one (1) engineer certified in Microsoft 365 administration and one (1) certified in Microsoft Azure administration. One person holding both certifications is acceptable. Certificates must be attached.

- d. Demonstrated experience with Microsoft Intune and Microsoft Defender.

5.2 Operational capacity

- a. Ability to complete the deployment within the timeframe set out in clause 6.
- b. Availability of the named key personnel for the duration of the contract.
- c. Confirmation of no conflict of interest.

5.3 Data protection, confidentiality and ownership

- a. Compliance with the Protection of Personal Information Act (POPIA).
- b. Declaration of the geographic location of data at rest, with a South African region preferred.
- c. A signed non-disclosure undertaking.
- d. Written confirmation that the tenant, all licences and the domain are registered in the name of the TER.
- e. An undertaking to hand over all administrative credentials and documentation on expiry or termination, and to provide reasonable support for migration to a new service provider.

5.4 Statutory and administrative

- a. Valid Tax Compliance Status (TCS).
- b. Valid B-BBEE certificate or sworn affidavit.
- c. Registration on the Central Supplier Database (CSD).
- d. Company registration documents.

5.5 Evaluation methodology (mandatory only)

- a. This quotation will be evaluated on a mandatory compliance basis only.
- b. Service providers must meet all mandatory requirements listed in the Mandatory Requirements Checklist (Annexure A).
- c. Service providers who fail to meet any mandatory requirement will be deemed non-responsive.
- d. Only service providers who meet all mandatory requirements will proceed to price evaluation.

6. DURATION

- 6.1 The once-off deployment work described in clauses 4.2, 4.3 and 4.4 must be completed within thirty (30) working days of appointment.
- 6.2 Licences, cloud hosting, managed services and web hosting are required for a period of twelve (12) months from the date of go-live.
- 6.3 The contract may be extended by agreement between the parties, subject to satisfactory performance and the availability of funds.

7. SUBMISSION REQUIREMENTS

Service providers must include:

- a. A proposal responding to the scope of work.
- b. A completed Pricing Schedule (Annexure B), with all rates quoted inclusive of VAT.
- c. Team profiles and Microsoft certifications.

- d. An implementation timeline.
- e. Terms and conditions.
- f. A completed Mandatory Requirements Checklist (Annexure A).

ANNEXURE A: MANDATORY REQUIREMENTS CHECKLIST

Service providers must complete this checklist and reference the page in the proposal where the supporting evidence appears. Failure to meet any requirement will result in disqualification.

MANDATORY REQUIREMENT	COMPLY (YES / NO)	PAGE / EVIDENCE REFERENCE
1. Valid Microsoft Cloud Solution Provider (CSP) or Microsoft Partner status		
2. At least one contactable reference for a comparable Microsoft 365 deployment of similar or larger size completed in the last three (3) years		
3. At least one engineer certified in Microsoft 365 administration and one certified in Microsoft Azure administration (may be the same person)		
4. Demonstrated experience with Microsoft Intune and Microsoft Defender		
5. Confirmation that deployment can be completed within thirty (30) working days of appointment		
6. Named key personnel confirmed as available for the duration of the contract		
7. Signed declaration of no conflict of interest		
8. Written undertaking to comply with the Protection of Personal Information Act (POPIA)		
9. Declaration of the geographic location of data at rest		
10. Signed non-disclosure undertaking		
11. Written confirmation that the tenant, all licences and the domain will be registered in the name of the TER, which retains global administrator ownership		
12. Written undertaking to hand over all administrative credentials and documentation on expiry or termination, and to support migration to a new provider		
13. Valid Tax Compliance Status (TCS)		
14. Valid B-BBEE certificate or sworn affidavit		
15. Registration on the Central Supplier Database (CSD)		
16. Company registration documents (CIPC)		
17. Completed Pricing Schedule (Annexure B)		

ANNEXURE B: PRICING SCHEDULE

All prices must be quoted in South African Rand and inclusive of VAT. Item 2 is priced for comparison purposes and is excluded from the total. Items 3, 4, 5, 9 and 11 are unit rates that will be used to price any increase in scale during the contract period.

DESCRIPTION	QUANTITY	UNIT PRICE (INCL. VAT)	TOTAL PRICE (INCL. VAT)
1. Microsoft 365 Business Premium licence (or equivalent SKU meeting clause 4.1)	40 users x 12 months		
2. OPTION: Microsoft 365 E3 licence (priced for comparison only)	40 users x 12 months		
3. Additional licence, per user per month (rate for scaling up to 40 users)	1		
4. Microsoft 365 environment set-up (once-off)	1		
5. SharePoint Online environment set-up and data migration (once-off)	1		
6. Cloud hosting and managed virtual server services (up to two virtual servers)	12 months		
7. Additional virtual server, per server per month (rate for scaling)	1		
8. Managed services: end-user and endpoint support with managed security	40 users x 12 months		
9. Additional managed-services user, per user per month (rate for scaling)	1		
10. Website hosting connected to the registered domain	12 months		
TOTAL (INCL. VAT) – items 1 and 3 to 12			

Name of service provider: _____

Signature: _____ Date: _____