



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: RFP-ICT-111 RT

REQUEST FOR PROPOSAL (RFP) PACK

FOR THE CONFIGURATION, IMPLEMENTATION, MAINTENANCE AND SUPPORT OF
MICROSOFT DYNAMICS 365 FOR THE PERIOD OF 4 YEARS

START DATE: 30 JUNE 2023
CLOSING DATE: 24 JULY 2023

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation To Be Submitted	
CIPC Registration	
Certified I.d's	
Share certificate	
Proof of Disability	
Proof of Office Location (lease agreement, statement of account from the municipality and/or confirmation of address/clearance from the municipal councilor)	
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Three (3) Completed and Verifiable Reference Letters for similar work (Annexure 2). References must be submitted on the form provided by ELIDZ.	
Support and maintenance plan	
Proposed Solution and Project Approach/Methodology	
Project Team Skills Matrix and Curriculum Vitae's and organogram	
Proof of Training Plans	
Proof of Test Plans	
Change Management Plan/Strategy	
Documentation and Support plan	
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Report	
Valid Tax Clearance Certificate or SARS PIN	
JV Participation Documentation (If applicable, with consolidate BBBEE Certificate).	
Microsoft Certification on Business Applications	

Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.

The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Annexure 1:** Procurement Handbook
4. **Annexure 2:** Reference Letter

SECTION A: General Guidelines

FOR THE CONFIGURATION, IMPLEMENTATION, MAINTENANCE AND SUPPORT OF MICROSOFT
DYNAMICS 365 FOR THE PERIOD OF 4 YEARS

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on special goals. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

- Ps = Points scored for price of tender under consideration
- R = Percentage of the price
- Pt = Rand value of tender under consideration
- Pmin = Rand value of lowest acceptable tender
- R must be up to a maximum of 80

Score Breakdown:

Price (R) = 80 points

Specific goals = 20 points

A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender. 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.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential and specific goals shall be as per below may include:

- (a) Historically disadvantaged individuals’ companies (51% Black owned)
- (b) Women (51% Black Women Owned) companies.
- (c) Persons with disability
- (d) SMMEs

- (e) Service providers located in Eastern Cape Province
- (f) Youth
- (g) Any other RDP goal or preference points in favor of historically disadvantaged individuals, may be added

The tender documents shall stipulate—

- (a) the applicable preference point system as envisaged in regulations
- (b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate issued by verification agency accredited by SANS for the Generic Suppliers, for QSE's and EME's Sworn Affidavit signed under oath confirm ownership status. Failure to submit a valid B-BBEE certificate and/or sworn affidavit may result in zero points being awarded for preference.

Unincorporated Joint Ventures are required to compile a consolidated verified BBBEE certificate in order to achieve Preferential Points

The following table shall be used to convert the Specific goals criteria into points.

Table: Specific Goals Points Conversion

Estimated Rand Value inclusive of Vat	Specific Goals and Point allocation
Above R1 000 000 up to R50 000 000	80 points for price
	10 points - 51% and above Black owned suppliers 5 points - 25% up to 50% Black owned suppliers 0 points below 25% Black owned suppliers
	5 points for Eastern Cape Based suppliers 0 points outside Eastern Cape
	1 point for 51% and above Youth owned suppliers
	1 point for 51% and above Women owned suppliers.
	3 points for SMME's (EME or QSE)

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- A Compulsory Briefing with representatives of the Employer will take place at Virtually via Microsoft Teams on 07 July 2023 starting at 10h00. Click on the link below:
[Click here to join the meeting](#)
- Tenderers are encouraged to submit written questions by email to Zandile Mtebele via e-mail to zandile@elidz.co.za on/or before 14 July 2023 at 16:30. Responses will be sent not later than 17 July 2023 at 16:00
- The closing date for this tender is at 12h00 on the 24 July 2023. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time.
- E-mailed, faxed, late, or incomplete proposals will not be considered;

- ELIDZ is not obligated to accept the lowest or any proposal;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit-sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyridge, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

If the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the dti in consultation with the National Treasury.

6 COMPANY / FIRM PROFILE

A brief company profile is required to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent, and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 SHEQ COMPLIANCE (IF APPLICABLE)

Before starting work, the successful service providers must produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
 - a. SHE Risk assessments to include activity specific risks, service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. List of applicable PPE required;
4. Letters of Good standing with workman's compensation where applicable;
5. Applicable legal appointments - as required;
6. List of chemicals and related Material Safety Data Sheets;

All of the above must be included in a SHE file together with:

1. Copy of scope of work;
2. Copy of appointment;
3. PPE issue register;
4. Requisite training / competency certificates where applicable;
5. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);

15 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific "areas of work" (or parts of "areas of work") of the tender as it sees fit.

Accordingly, tenderer's are advised to ensure that all prices submitted against each "area of work" are sufficient to cover the tenderer's entire obligation as defined in these documents, required to provide each specific "area of work".

16 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
CIPC Registration	
Certified I.d's	
Share certificate	
Proof of Disability	
Proof of Office Location (lease agreement, statement of account from the municipality and/or confirmation of address/clearance from the municipal councilor)	
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Three (3) Completed and Verifiable Reference Letters for similar work (Annexure 2). References must be submitted on the form provided by ELIDZ.	
Support and maintenance plan	
Proposed Solution and Project Approach/Methodology	
Project Team Skills Matrix and Curriculum Vitae's and organogram	
Proof of Training Plans	
Proof of Test Plans	
Change Management Plan/Strategy	
Documentation and Support plan	

17 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

ITEM	TICK
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Report	
JV Participation Documentation (If applicable)	
Microsoft Certification on Business Applications	

18 POPIA

By submitting this tender, the bidder hereby consents to providing the ELIDZ with personal information as provided in the Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

19 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on www.elidz.co.za at 12h00 (Noon) on the 30 June 2023 from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za>

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

FOR THE CONFIGURATION, IMPLEMENTATION, MAINTENANCE AND SUPPORT OF MICROSOFT DYNAMICS 365
FOR THE PERIOD OF 4 YEARS

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1. Introduction

The objective of this bid is to appoint a suitable, independent service provider that will configure, implement, maintain, and support a Microsoft Dynamics 365 system that will assist the East London IDZ to integrate many functions across the business, such as financial management, human resources, procurement, and sales, to deliver benefits such as increased productivity and efficiency for a period 4 years as detailed in section 3.

Travel and accommodation costs need to be included where applicable.

2. Considerations

2.1. Requirements Considerations

The services defined are based on the current understanding of the requirements and strategic and business objectives of the ELIDZ. Therefore, as the need arises, the service may be amended (by agreement between the parties) to ensure that it always reflects the realities of the relationship between the ELIDZ and the Service Provider.

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

FUNCTIONALITY EVALUATION MATRIX

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
Project Management	Project Management plan	5	5	Project plan provided; Project manager included
			0	No project plan provided
Change Management	Change Management Plan/Strategy	10	10	Change management plan/strategy reflecting at least two change agents that will be responsible for change management
			5	Change management plan/strategy does cover all projects stages, details of the agent are not provided.
			0	Change Management Plan/Strategy not provided.
Implementation, Training, Support Plan & Methodology	Project Methodology	10	10	Precise project methodology to be adopted including all project stages provided.
			0	Partial or project methodology provided

	Training Plan, Documentation Plan	5	5	Training plan for end users and administrators provided.
			0	No training plan provided
	Support Plan	10	10	Maintenance and support plan submitted including: (a) Support Plan Considering onsite and offsite support. Detailed plan with support level by severity and time-bound (b) Response time (according to urgency) (c) Resolution Time (according to urgency)
			0	Partial or no maintenance and support plan submitted
Solution Proposal	Completeness of the offered solution.	20	20	Detailed solution proposal provided fully address IDZ requirements.
			10	Solution proposal provided partially addresses the IDZ requirements.
			0	Solution proposal provided does not address the IDZ requirements or is not provided.
Service Provider Expertise	Service Provider Expertise	30	30	Proven previous works with a minimum of three (3) other organisations of similar size (from 100 users) where the same system (Microsoft Dynamics 365) was configured and rolled out. Three (3) contactable, stamped or signed reference letters relevant to this tender provided.
			20	Proven previous works two (2) other organisations of similar size (from 100 users) where the same system (Microsoft Dynamics 365) was configured and rolled out. Two (2) contactable, stamped or signed reference letters relevant to this tender provided.
			10	Proven previous works with a one other organisation of similar size (from 100 users) where the same system (Microsoft Dynamics 365) was configured and rolled out. One (1) contactable, stamped or signed reference letters relevant to this tender provided.
			0	No verifiable Reference Letters provided
	Skills Competency	20	20	Project team composition and details provided with CVs indicating experience, Qualifications and relevant Microsoft Qualifications. Bidder provided at least eight (8) resources with an average of 5 years experience.
			15	Project team composition and details provided with CVs indicating experience, Qualifications and relevant Microsoft Qualifications. Bidder

				provided at least six (6) resources with an average of 5 years experience.
			10	Project team composition and details provided with CVs indicating experience, Qualifications and relevant Microsoft Qualifications. Bidder provided at least five (5) resources or has an average of less tha5 years' experience.
			5	Project team composition and details provided, but with no CV's
			0	No project team details provided

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

THE ELIDZ WILL SELECT AT LEAST ONE REFERENCE SITE FOR PHYSICAL VERIFICATION PURPOSES FROM EACH SHORT LISTED BIDDER BEFORE AWARDING THE CONTRACT.

FUNCTIONALITY EVALUATION MATRIX

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

2.2. Financial Considerations

Payment milestones will be spread over 4 years according to the commencement date agreed upon in the service level agreement.

All travel and accommodation and other relevant costs should be included in the project cost and cannot be billed separately. All costs should be reflected in envelop B and any mention of price in envelop A will deem this submission non-responsive.

2.3. Time Constraints

The East London Industrial Development Zone would like this project to commence during August 2023 after the signing of the service level agreement.

<u>Milestones</u>	<u>Target Date</u>
Advert and issuing of RFP :	30 June 2023
Compulsory Briefing meeting :	10:00, 7 July 2023
Deadline for Questions :	16h30, 14 July 2023
Response to Questions :	16h30, 17 July 2023
RFP Submission Due Date :	12h00, 24 July 2023

The East London Industrial Development Zone would like this project to commence on the 1st September 2023. after approval and the signing of the service level agreement.

<u>Milestones</u>	<u>Target date</u>
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Configuration of the system	:	completed by the 31 March 2024
After go-live support (3 months)	:	completed by the 30 June 2024
3-year support and maintenance	:	01 July 2024 – 30 June 2027

2.4. Area of Service and Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyridge, East London or anywhere the service is required.

Based upon an evaluation of all the proposals received, ELIDZ may do a random physical visitation to the preferred bidder/s for a formal viewing of the implemented solution as per mutual convenience prior to the final selection.

3. Detailed Requirements

3.1. Scope

The ELIDZ is currently utilizing a Microsoft product, Microsoft Dynamics AX 2012 R2 as the main ERP system. The system has been in operation for the past eight (9) years, and it is being fully utilized. Microsoft added many new features in the last 9 years and the current version that the organization is now using has since been upgraded. We need to upgrade to the cloud-based Microsoft Dynamics 365 as the currently installed version is no longer supported.

The aim of this tender is to appoint a service provider with the capability to configure, implement, maintain, and support Microsoft Dynamics 365 for the East London IDZ. Together with data migration.

The following high-level business processes (but not limited to) will be under the scope of ERP implementation project.

Finance

- Finance Management
- Accounts Payables (Including Vendor spend Report)
- Accounts Receivables (Invoice and Financial Report)
- Accounts (Including Project-based accounting)
- Budget and Costing
- Revenues
- Fixed Assets (Including a use of GIS Integration and RFID Functionality)

Human Resources

- Human Capital Management (to be integrated with Psiber payroll system).
- Employment Recruitment and staffing (Internal and External with Recruitment Portal)
- Training and Development
- Employment administration

Supply Chain Management

- Procurement and sourcing
- Planning to Contract Management
- Vendor Management
- Procurement Categories Management
- Inventory Analysis
- Asset Management / Inventory Management

- Self-Service Procurement in ERP
- BBBEE Spend
- Treasury Compliance

IT Administration

- User & Role Management
- Integration/interfacing management
- Audit and log management
- Administration through Interface
- Data Warehouse management
- Business Intelligence
- Backup & Recovery Management
- Job and scheduling management
- System change request management
- Workflow Automation – Ability to integrate and automate business processes.
- Audit management

CRM Functionality

Contact Management Features & Requirements

- Account History & Tracking – Simple, user-friendly interface to add account information such as contacts, phone, address, email, fax, website, preferences, and other account related details.
- Call/Email History & Tracking – Ability to record phone calls & emails.
- Customisable User Interface – Ability to customise views and interfaces.
- Mail Merge – The CRM system can leverage marketing databases to insert contact information into documents such as letters or emailing labels.
- Contact Hierarchy Management – Ability to generate organisational charts.
- List Building & Management- Ability to create lists of contacts, tasks, etc.
- Time/Date Stamped Notes – Automatic time/date stamping for all notes

Customer Service & Support Features & Requirements

- Case/Ticket Management – Ability to provide a ticketing system for the creation, assignment, and resolution of customer support issues.
- Case Routing & Escalation Management – Ability to provide escalation management features to ensure high-severity customer tickets are solved quickly.
- Time-tracking – Ability to monitor & track time spent on cases.
- Customer Service reports – Ability to reports such as open cases, total cases created, closed cases, total cases created by a specific user, etc.
- Customer Service Dashboard – Key metrics visualised with dashboard.
- Case Monitoring Tied to SLA – Ability to integrate case management & monitoring with Service Level agreements.
- Customer Self -Service Portal – ability to provide online self-service portal where customers can login and access information, update account details, download support documents, etc.
- Best Practices Knowledge Base – Customers and Help desk agents to have online access to best practices with self-help documents and how-to guides.

Marketing Features & Requirements

- Campaign Management – Provide tools designed to track the return on investment for multi-channel campaigns such as, simple interface for building, monitoring, and adjusting campaigns.

- HTML Email Marketing – send tracked HTML emails.
- Customisable Campaign Fields – Allow for an unlimited amount of campaign types to be captured and tracked. Specific fields for each campaign type can be created, modified, or removed.
- Compliance with CAN-SPAM – Ensures adherence to CAN-SPAM.
- Customer Segmentation & Profiling
- Customer Survey Tools – System should be able to capture online/offline customer survey data.
- Marketing Collateral Management – Help desk agents and users should be able to retrieve all marketing collateral.
- Campaign Responses Metrics – All Customer/Prospect responses from campaigns such as click-through rates can be reported on.
- Campaign ROI Measurement – All campaign-related expenses & revenues can be entered and reported on for campaign ROI analysis.
- Budget & Expense Monitoring – the system should be able to track campaign budget/expenses.

Sales Features & Requirements

- Sales Process Methodology – Integration with sales process methodologies.
- Web Lead Capture - Ability to integrate forms to capture/assign web leads.
- Territory Management – System should automatically assign leads and accounts based on user-defined territory criteria such as geographic region, company size, etc.
- Contact Center Feature – Ability to record calls, provide call statistics and metrics, auto-dial, integrate with current phone system.
- Lead Management – the system should support lead scoring, nurturing, assignment, re-assignment, qualification, activity reporting, prospect list building.
- Opportunity Management – the system should provide reporting on sales opportunity pipeline, can be customised to fit our sales stages cycle. Provides weighted forecasting based on opportunity stages, win/loss reports and identifies stalled opportunities.
- Sales Reports & Dashboard – provides high-level view of key performance indicators based on sales reports that can be rolled up or drilled down.
- Lead Reports & Dashboard - provides high-level view of key performance indicators based on sales reports that can be rolled up or drilled down.
- Customer Lifecycle task Manager – Task generated based on Lifecycle.

Facilities management/ Field Services

- Lease Administration
- Conference Centre Booking Management
- Canteen management
- Electrical Engineering services management
- General Services management

Legal and contracting

- Grant Monitoring Process
- Sub Grant Monitoring & Assessment Process
- Tracking of Contract Approval Form

Interfaces will be required with the following systems but not limited to:

- Web Access over Intranet (SharePoint)
- CSV file from the Automatic Meter Reading (AMR) Plug and Play system that is used to insert records in sales order for invoicing of Customers.
- 2 GIS Web services Is used to intergrate the GIS functionality with AX, the functionality is not being utilised.
- Inbuilt connector for MS Dynamics 365 will be used to integrate CRM with Ms AX.

- Psiber is our payroll application that we export Payroll information from and import to AX
- Project server integration is used to extend Project module on AX.
- Projects information - Integration from the EPM system to Ms AX
- Integration to the electronic signature application (SigniFlow)
- Integration to the Document Management system (Collabware)

The appointed service provider will be expected to migrate data from the old version to the new one.

The contractor will customize Microsoft Dynamics 365 to meet the requirements of the ELIDZ. Some scope of the customizations is also outlined in “**Dynamics 365 Technical Requirements**”. This document is an integral part of this TOR. The contractor is expected to bear in mind that user’s requirements may be redefined by the users in question during the user acceptance test of the system. This should be affected if they do not fall out of the already accepted scope. The overall expected system features are:

- I. **Single Sign-In:** The system should provide a single sign in Intranet interface by which the user accesses all the underlying applications.
- II. **Workflow:** The system should have workflows for various business processes. These workflows should be formulated using the existing procedures and benchmarking on the recommended workflow standards.
- III. **Dashboards:** The system should be able to generate dashboards to various users of the system. This should be formulated based on different information requirement for different users of the system.
- IV. **Web Access:** The system should be accessible via internet on a web browser.
- V. **Reports:** The system should be configured so that it is able to generate different reports to different system users as per their needs to support day to day management and running of the organization.
- VI. **Controls:** Controls should be in-built within the system where, marker-check is implemented and access to information on the system should also be restricted as per the ELIDZ active directory.
- VII. **Single Database:** The system should run from a single central database that is secure.
- VIII. **User Access Levels/Roles/Rights:** The system should have a user administration center which manages user roles, users access levels and the right they have over the information on the system i.e., what they have access and what they do not have right to access.
- IX. **Document Management:** The system should have an ability to integrate with the ELIDZ document management system to allow users to upload crucial documents as attachments to various system entries. This helps in archiving crucial documents.
- X. **Data Security:** The system should be well secured from unauthorized access and data in the system well secured.
- XI. **Email Notifications:** The system should be configurable to send out email alerts notifications.
- XII. **Audit Trail:** The system should have audit trail for all the events in the system.

Documentation

Upon completion of the system, the full documentation of the system will be availed to ELIDZ technical team during training and roll out. This includes:

- I. The code documentation
- II. The user manual
- III. The database ERD diagrams.
- IV. The technical manual

3.2. Current System and Environment in ELIDZ

The East London Industrial Development Zone (ELIDZ) is currently utilising Microsoft Dynamics AX 2012 R2 as the fully functional Enterprise Resource Planning (ERP) solution to run Financial, Procurement, Fixed Asset, Project, AP, AR management processes. The solution was implemented and automated on the 31st of January 2014, and it is fully utilised.

The solution was a fresh implementation, and no new major development done ever since. The solution has been in operation for the last 9 years and been running on the Microsoft Dynamics AX 2012 R2 version. We have 1 legal entity with about 90 active users in the system. This application will be hosted centrally, and the users will have access to the system through LAN.

Following are modules used in the current AX 2012 R2:

- General Ledger
- Cash and bank management
- Accounts payable
- Accounts receivable
- Budgeting
- Cost Accounting
- Cash and bank management
- Travel and expense
- Human resources
- Fixed assets
- Procurement and sourcing
- Project management and accounting
- Organization administration
- System administration

Core business process

Below are the various business processes, modules, and key requirements.

Only services products. No physical inventory. No modifications.

Procure to Pay:

- Raise quotations -> Purchase order -> No inventory -> Only purchase services.
- Suppliers are added manually. Workflow to approve vendor data. Procurement catalogs in place (Supplier service list).
- Manual invoicing -> Always match against PO. Only PO based invoicing.
- Procurement is done directly into procurement categories. No items.
- Payment -> Manual payment runs (No banking integration).

Inbound to outbound:

No advanced warehouse functionality.

Production control & MRP:

Production module not in use.

Project management and accounting:

- Project management
- Register projects, register project expenditure. Cost/Expenses.
- Register Projects (Some Mods).
- Report fixes.
- Sales and Marketing -> No AX sales and marketing. CRM is used as a Help Desk (issue tracking).
- CRM integrated into AX but not used. For the Dynamics 365 version the full integration between CRM and Dynamics Sales is planned. CRM 2014 (Old installation).
- Manual customer creation. CRM and AX has separate customer lists.
- AX -> AX Template -> Fill in -> Creates sales orders each month. Once a month - Sell utilities.

Invoicing -> Sales invoicing -> Goes into the system, creates a batch -> Batch based invoicing (print and email invoicing).

- Automated collection letters -> Batch based (could be a modification).
- Mods: Workflow mods.

Human Resources

Hire to retire

- Employee creation/delete employee, employee leave. Employee lifecycle, Positions/Position hierarchy.
- Jobs, assigning employee to a job.
- Financial delegation to employee -> Policies for how much employee/department can procure.
- Only the travel requisition piece -> Enterprise portal (Extend for full expense reports)
- Payroll/Leaves/Expenses/Performance/Benefits - Not done in the system.
- Requirements: Portal to link with employee recruitment.

Fixed Assets (FA):

Currently ELIDZ Fixed are divided into 2 types. The assets under Finance Business unit are maintained by finance business unit and regular depreciation is calculated. The assets under Operational business unit are capitalised and do not fall under the fixed assets register, and they are managed on the separate system. Initially 2 GIS Web Services were configured to integrate with the FA module and a use of RFID scanners, the RFID antennas are installed in the buildings.

Record to result:

- Tax - No specifics. Only Local currency.
- Budget module -> Full budget module utilization.

- Bank imports -> Import payroll, expenses for financials.
- Management Reporter - In use. Configured
- Cost accounting -> For services.

Reporting tools:

- SSRS
- Excel
- Management reporter

Risks

- Extensions – The solution contains business logic customizations that have intrusive changes and require developer effort to migrate to Dynamics 365. The solution contains mostly Small to Medium size modifications which do not require big technical complexity. Solution contains modifications that are not needed but are part of the core code base and should reviewed to be excluded (Performance, Hotfix and in modules that are not used).
- File based interfaces – Multiple interfaces were built on the WinAPI file I/O frameworks which are directly not supported in the Dynamics 365 platform. A direct approaching of moving files to an Azure FTP server or BLOB storage and using file processing logic (logic apps/power automate) can be taken (list found in the attached Excel file). Recommended approach would be to re-build these imports with DIXF and automate if needed. Example: Banking file integrations.

Current system information/build version

System Information	Details
Microsoft Dynamics AX version	AX 2012 R2 CU7 Application version 6.2.1000.4051
Database server type and version	SQL server
Database size (GB)	40 GB
Database collation	N/A
Virtual company used?	No
Data partitioning used?	No
Attachment storage	File Storage
Number of Legal Entities	1
Location	On-premises (South Africa)
Server Details	N/A
Other Servers	N/A

Models Installed

Model ID	Model Name	Layer	Model Publisher	Version	Signed	Model Description	Purpose
15	USR Model	usr		1.0.0.0	No	System generated model for USR layer for Microsoft Dynamics AX	15

Based on above model information, it's observed that:

- USR layer – 1 model present in USR layer that contains customizations. This model is considered for code upgrade. This layer also contains partner specific modifications that were built for the solution.

Modification level

The Customer's solution Assessment uncovered the following modified objects versus a standard version of Microsoft Dynamics AX 2012 R2:

Application Object Type	Customized Objects	Complexity Level				New Objects
		Small	Medium	Large	Not in scope	
Tables	67	37	22	4	4	109
Views	1	1				2
Extended Data Types	7		7			48
Base Enums	4	3	1			16
Macros						1
Classes	58	18	17	5	18	142
Forms	54	27	11	10	6	77
Info Parts	2				2	2
SSRS Reports	21		20		1	37
Dynamics AX Model Projects VS						20
Queries	1	1				21
Jobs						70
Menus	11	8	1	1	1	11
Menu Items Display	10	9	1			33
Menu Items Output	8	7			1	23
Menu Items Action	2	2				48
Web Menu Items URLs	7				7	12
Page Definitions	2				2	4
Web Controls	1				1	1
Services						2
Service Groups						2
Workflow Categories						1
Approvals						4
Workflow Types						4
Privileges	2				2	26
Duties						7
Roles	95				95	99
Resources	1		1			1
Label Files						1
Total	354	113	81	20	140	824

Table: Current Solution Modification Assessment

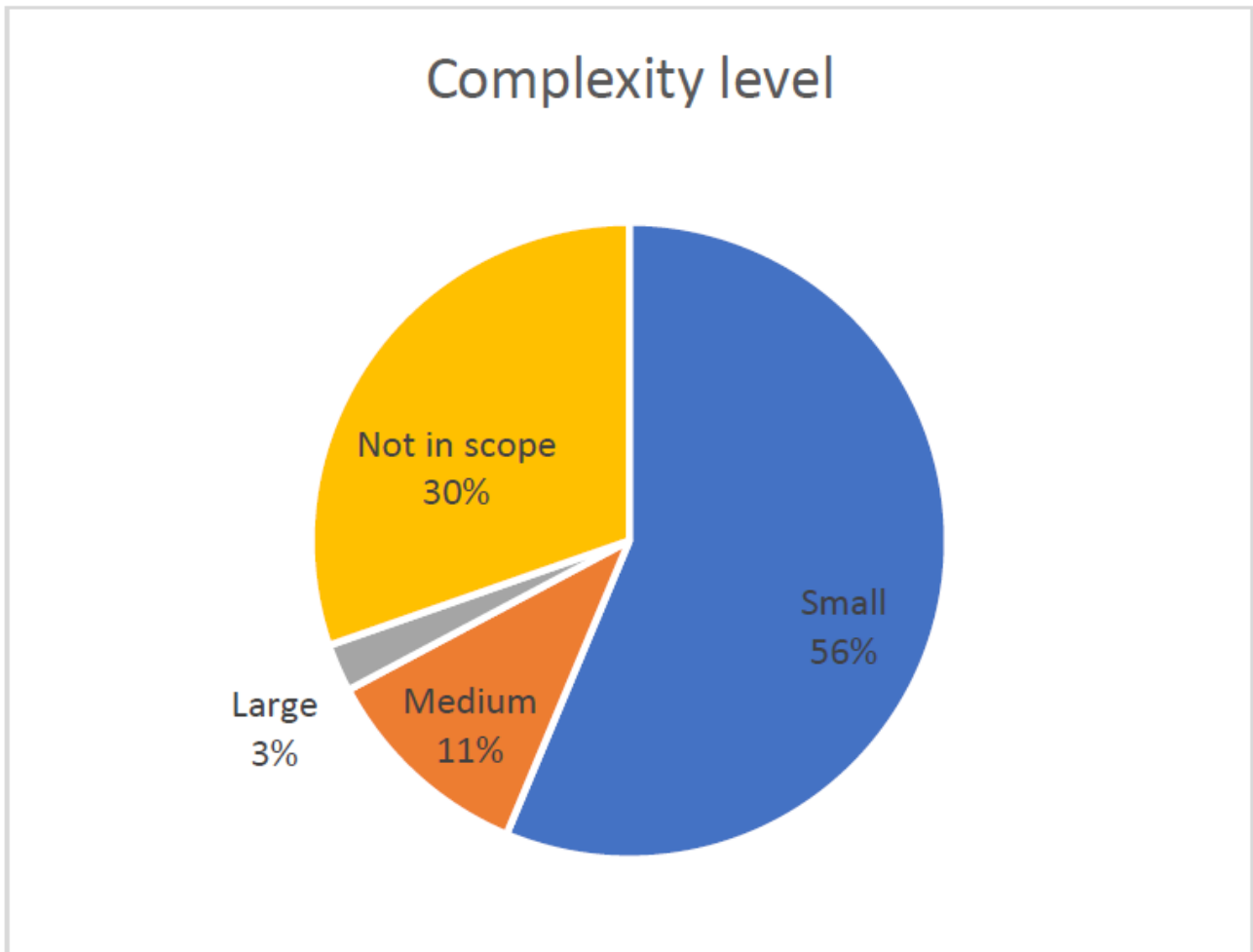
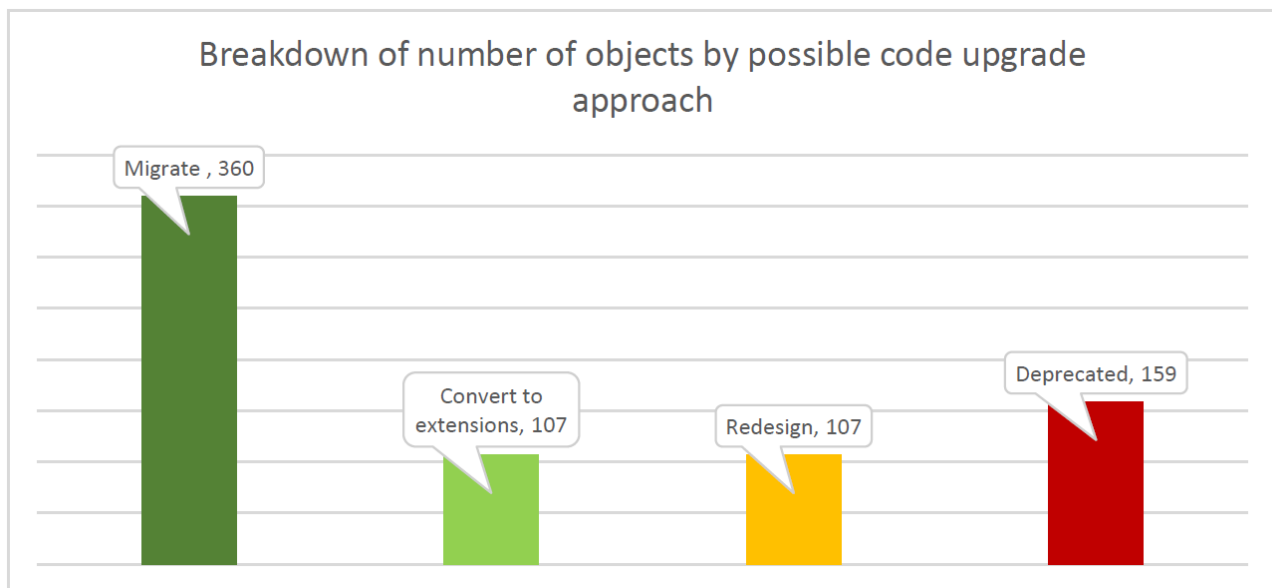


Figure 1 shows the percentage of objects by complexity level: hard, medium, easy and TBD objects.

Model store using LCS code upgrade service, below is the breakdown of number of objects.



Migration assessments

Following section describes high level assessment as compared to Finance and Operations.

Pain Points & Recommendations

Process	Pain Points	Recommendations
Human resources module	Current solution contains changes in the HRM and Payroll modules to support local operations and keep all employee information in the ERP.	A review of potential replacements for these modules could be performed. An existing new HRM application could be investigated if it would be easier to implement. Also, ISV add-ons offered by D365FO partners can be investigated. Some partners offer already pre-built ISV solutions that can be installed directly in the Dynamics platform reducing the need for modifications. This would reduce the scope of migration and future maintenance issues.
Inventory tracking	Current solution does not utilize the inventory tracking functionality	Tracking inventory dimension could be implemented to support tracking of physical inventory throughout its lifecycle and sales/purchases done.
Document attachments	Attaching documents and tracking them through the lifecycle	Dynamics 365 offers advanced Document Management and tracking capabilities.

Capabilities available in Dynamics 365

Below are the capabilities available in Dynamics 365 that can benefit the business in terms of improving and streamlining the business processes, also enhances the user and customer experience:

Area/Module	Requirement Description	Actions/Comments
Project management and accounting	There is a need to run project management process using modern system	Project management and accounting functionality can be used to plan and execute projects, to track expenses, procure items and connect related sales orders.
Enterprise credit management	Manage customer credit for sales orders	Credit management is new functionality that significantly enhances your ability to manage credit for sales orders.
General	There is a need to mass update ERP data	Organization can utilize OOB MS Office integration to mass update required data in MS Excel files.
Electronic Reporting	Format business document	ER is a tool that you can use to configure formats for both incoming and outgoing electronic documents in accordance with the legal requirements of various countries/regions. ER lets you manage these
Financial period close workspace	Configure Financial period close activities.	The Financial period close workspace lets you track your financial closing processes across companies, areas, and people
Budgeting	Budget planning, control, Forecasting and transfer	Budget planning, control, Forecasting and transfer
Vendor collaboration	Manage vendor master data. Purchase order confirmation. Vendor bidding. Invoicing	Vendor collaboration allows vendor to provide update on RFQ, acknowledge PO and submit invoice for acceptance and payment.
Cash and bank management	Automatic reconciliation and bank interface to integration with payment system.	Advanced bank reconciliation feature lets you import electronic bank statements and automatically reconcile them with bank transactions in Dynamics 365 Finance.
Travel and Expenses	Expense registration, Expense management mobile workspace, Workflow approval, Import and	Travel and expense module allows employee to record their expenses and processed for approval and payment based on the policy defined.
Power platform	Power Bi self service reports Power apps Power automate	Leverage Power platform for seamless business co-ordination and performance

ISV Solution Overview

ELIDZ is currently not using any ISV solutions – all the ISV layer models are provided by implementation partner and should be verified for availability in D365.

Localizations Solution Overview

ELIDZ uses partner provided localization solution.

Integration assessments

There are major differences in integration technologies between AX2012 R2 and MS Dynamics 365 Finance & Supply chain management systems. For this reason, existing integrations must be analysed and possible solutions for existing integrations must be discussed.

Below is a list of existing AX2012 integrations that are used in current system. Possible solutions for existing integration migrations to the new system can be discussed.

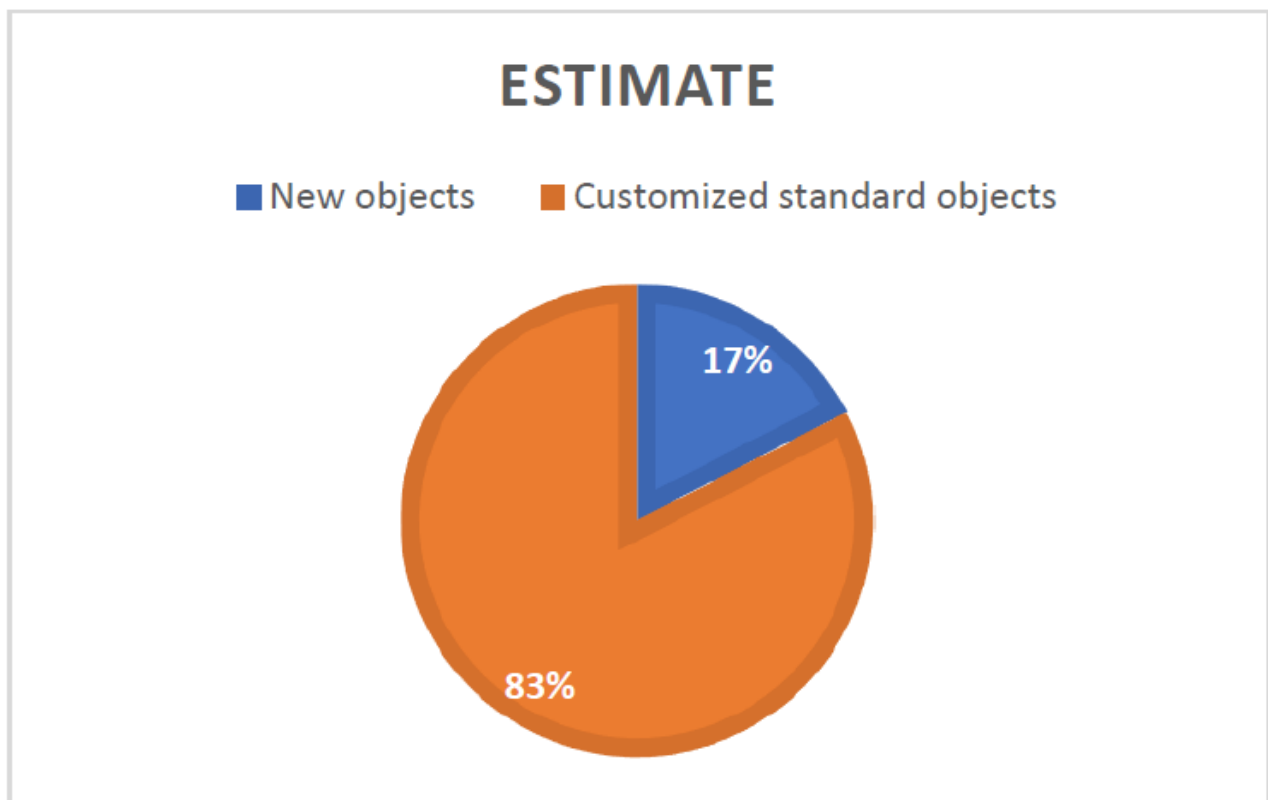
Integration Name	Integration Description	Source	Target	D365 Integration model
GIS	GIS ODBC Integration – to External DB (Not used)	AX 2012	External DB	Database
Revenue/General Journal Web services	Not used Document/Custom services (Revenue/GeneralJournal)	External systems	AX 2012	Custom service based
Various file-based integrations	File import / export integrations that are operating with CSV and text based files (Monthly Bill Imports/Expense imports)	AX	File system	Synchronous inbound & outbound
Data import from xlsx files	Few custom file imports and export from XLSX using SysExcelAPI (Deprecated)	File system	AX	Synchronous inbound
Payrol Sytstem	payroll application that we export Payroll information from and import to AX	External systems	AX 2012	Custom service based

Code upgrade - time investment

The ELIDZ solution Assessment uncovered the following time investment:

Object type	Action	Categories	Count	Estimate (H)
Customized objects	Converting to Extension	Small	113	161
		Medium	81	134
		Large	20	138
New objects	Fix code compilation/ refactoring	Small	351	213
		Medium	9	41
		Large	0	34
Not in scope	No longer in use in D365 Finance/SCM	AIF	17	
		Enterprise portal	20	
		DMF Objects	2	
		Security	91	
		Obsolete objects	92	
		Replaced with OOB feature	27	
		Customization not used	1	
		Totals	824	721

* Estimate presented can vary +-50%, incl. form refactoring, exclude report refactoring and any design changes, if any.



Data migration/upgrade assessments

Possible data migration approaches have been discussed and possible migration scenarios are provided below:

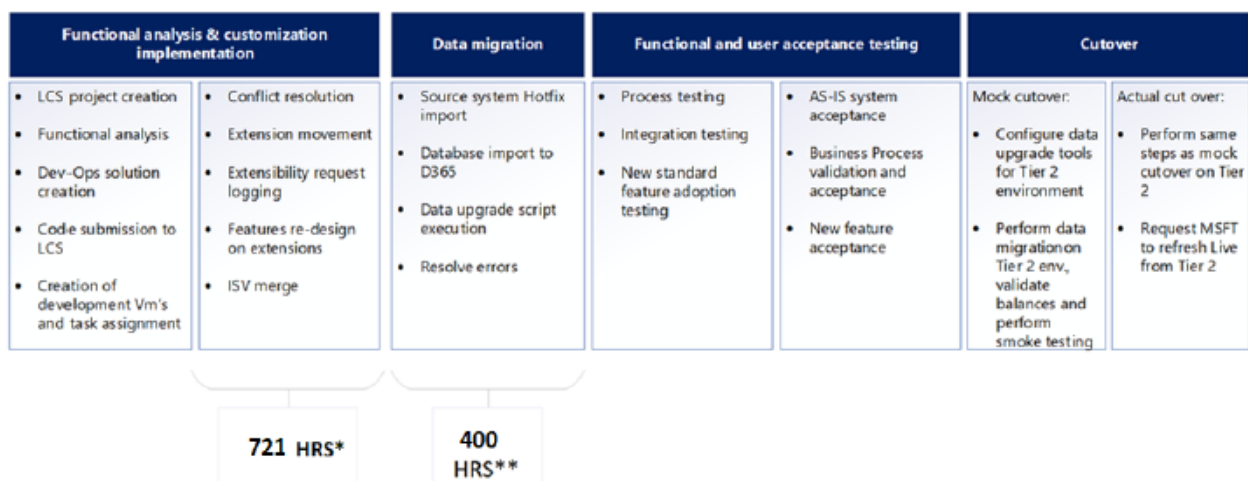
Data Migration/ Upgrade Approach	Customer scenarios	Recommendations/Risks	Customer preference
In-place Data Upgrade (Big Bang)	<ol style="list-style-type: none"> 1. Cleanup history unwanted data 2. Use available Microsoft migration scripts to migrate from AX 2012 R2 to D365 FO (Database to database) 3. Perform in-place data upgrade from AX2012 R2 	<p>Recommended in case all the existing data structure modifications are selected to be upgraded to Dynamics 365;</p> <p>This migration approach is preferred because the customer has only one legal entity and wants to keep transaction history</p>	Preferred (Only after clean-up is performed)
In-place Data Upgrade for selected parts of data structure + data migration	<ol style="list-style-type: none"> 1. Cleanup historical unwanted data 2. Perform in-place data upgrade for selected AX2012 tables 3. Import the remaining required data using standard or custom data migration tools 	<p>Recommended in case parts of the existing solution will be redesigned based on new frameworks and standards.</p>	Not preferred
Phased rollout by region	<ol style="list-style-type: none"> 1. Perform in-place data upgrade for 1st rollout regions 2. Perform Master data & open balances for remaining regions in next rollout phases 	<p>Recommended in case single rollout in all regions is too complex to support for a centralized IT team</p> <p>In case both AX2012 and D365 systems are live simultaneously there's a high risk of supporting integrations</p>	Not preferred
Custom data migration	<ol style="list-style-type: none"> 1. Configure new company setup blueprint in a clean Dynamics 365 database 2. Import master data and open balances using standard and custom data migration tools 	<p>Recommended when most of the existing AX solution is re-implemented</p>	Preferred

Reporting and BI assessments

Reporting areas	Current solution	Proposed Solution
Operational reporting	SSRS reports in Dynamics AX 2012; excel files	Upgrade business critical AX SSRS reports to Dynamics 365 Embedded Power BI for other Ad-hoc reporting Alternative, SQL native reports can run on a dedicated SQL Reporting warehouse
Financial reporting	Management reporter	OOB financial reporting based on Management Reporter. Embedded Power BI
Business document reporting	SSRS reports in Dynamics AX 2012; multiple custom designs	Upgrade business critical AX SSRS reports to Dynamics 365. Alternatively – apply customizations to configurable business document templates. MS Docs link
Analytical reporting	None	Utilize embedded Power BI reports; Utilize OOB excel reporting capabilities.

Components of Upgrade

Key components of upgrade from AX 2012 R2 to Dynamics 365 Finance & Operations are listed below:



* Estimate presented can vary +/-50%, incl. form refactoring, exclude report refactoring and any design changes, if any. ** Estimate presented can vary +/-50%. Estimate excludes custom scripts for heavy data manipulation such as data conversion, re-mapping, etc.

3.3. Purpose

Service provider must perform a baseline assessment of the existing infrastructure including gather and document requirements (scoping), develop an implementation and backup plan, and execute against this plan.

3.4. Project management

A project plan with dates and milestones must be created by Service provider and followed throughout the engagement. Service provider will work with a project manager from ELIDZ to plan and schedule all work.

3.5. Microsoft Dynamics design

Evaluation that must be performed by Service provider must validate that the setup configuration and foundation is in accordance with best practices and must function as expected. This must include but is not limited to the following sections:

- Functional Requirements Document that must capture high-level information concepts and specific business capabilities and/or business objectives.
- Governance Plan
- Information Architecture
- Training Plan

3.6. Microsoft Dynamics Build

Service provider must present the solution in a test environment to the IT team and the Project Manager for assessment and consideration for GO-NO-GO before uploading to the Microsoft dynamics live environment. With assistance from ELIDZ's ICT staff, Service provider must map out the necessary configurations within Microsoft dynamics including creating a backup strategy and management for the modules built.

The Service provider must provide a detailed documentation together with the entire code and all designs used in the Microsoft dynamics development. The documentation must be availed in both soft-copy and hard-copy while the code must be available in softcopy. Service provider team must engage with ELIDZ's ICT department save the code while testing the same. Signoff must be dependent on satisfactory handing over of the detailed documentation that is acceptable to ELIDZ's ICT team.

The Service provider must document the details of the system configuration and include the same in the handover document to be signed off by the Service provider Director.

When ELIDZ's Project Manager provides initial acceptance of the solution, Service provider, in collaboration with ELIDZ's ICT department, must develop a Test Plan document. ELIDZ's ICT staff together with the Service provider technical team must execute the Test Plan and document defects that are created after the testing plan is executed. Service provider must be responsible for resolving the defects and the test process re- activated again to ascertain all the documented defects have been fixed before live rollout.

Service provider must provide instructional documents necessary for covering all standard and recurring operational tasks for each environment including but not limited to:

- System Backup and Restore,
- Database Maintenance Tasks,
- Environmental Build to Build Upgrade Steps, etc.

All template/functionality customizations must be documented.

3.7. Microsoft Dynamics Deployment

After a signed off functional specifications has been developed by Service provider and ELIDZ and an acceptance signed off, Service provider must guide preparation for and deployment of the production system by availing a detailed project management document with clear step by step project execution plan with detailed and clear agreed timelines.

As part of deployment, Service provider must also be required to develop training materials (This must include the development of detailed system manual and PowerPoint training materials) and deliver training for Finance team and power users for other units, who must serve as Microsoft dynamics champions for the entire ELIDZ. Training materials developed must enable ELIDZ ICT to provide for ongoing training of future Microsoft dynamics content managers. In addition to business user training, Service provider must be required to provide knowledge transfer and formal training to all the ICT staff tasked with Microsoft dynamics administration responsibilities.

Training must include the following:

- Technical training covering usage of PowerShell and other scripting to streamline system Administrator functions and provide enhanced system administrative capability.
- System Administrator training and knowledge transfer to enable staff to effectively support and manage Microsoft dynamics 365.

3.8. Support and maintenance

The successful service provider is expected to have on-site resource(s) for a period of three months effective from the go-live date. The resource(s) will provide hands-on support to the ICT employees when issues and/or incidences arise.

The maintenance and support offered should include hundred (100) hours per year for 2nd and 3rd level support. Support will be done remote mostly.

3.9. Other system requirements

The system should have an ability to integrate with the ELIDZ document management system (SharePoint) to allow users to upload crucial documents as attachments to various system entries. This helps in archiving crucial documents.

4. Response Format

- Provide an overview of your company establishment and operational history.
- Provide an overview of your company profile.
- Provide information on your operation office locations. Do you have local offices in the BCM Metropolitan Area \ Eastern Cape Province \ National or International?
- Provide a Municipal Clearance Certificate / lease agreement
- Provide an organogram for team allocated to this project in terms of roles and responsibilities
- Proof of SA residential for at least 3 partners or team members

4.1. Proposed Solution/Approach

Describe your proposed solution or methodology of services that will be provided in detail in response to the detailed requirements as per Section B, Point 4. This is an essential part of your response and it will form part of the service level agreement. This section should clearly demonstrate your understanding of the requirements of this tender and how you'll address each requirement.

4.2. Project Management plan and methodology

Provide a sample project management plan demonstrating estimated timelines (based on your experience) and deliverables.

Describe the proposed engagement model with reference to this tender. Please provide the following:

- Engagement Structure
- Describe your project management approach/methodology.

4.3. Implementation and Test Plan

In this section, we ask that you provide information regarding the implementation methodology of your organization will utilize. This should be framed in terms of the various stages associated with the implementation (e.g., process definition, assessment, build, UAT, deployment, release management, training, post-implementation support including SLA, Annual Maintenance Contract etc.). In addition, you should identify the tools which your organization will utilize for maintaining the project schedule and required resources.

4.4. Training Plan

As part of the implementation process, it is the hope of ELIDZ that its existing information systems users can gain significant expertise in both the technology used by the application as well as the inner workings of the application itself. Within this section, please identify the steps involved in getting our ICT team and functional experts familiar with all aspects of your application. This should include any recommendations which your organization might have regarding training programs.

4.5. Documentation and Support plan

In this section, you should define the type of documentation that is available within your system. Specifically, is there on-line documentation at both the screen and user manual? Is there a data dictionary available for the system? To what extent can ELIDZ modify the help text? Are data flow and process flow diagrams available? Is the software user manual along with application administration and database administration SOP available? Are the module and submodule wise detail functional document available? Are system back up restoration SOPs available?

4.6. Change Management

In this section, you should define a change management plan or strategy reflecting at least two change agents that will be responsible for change management and Change management plan or strategy that covers all projects stages also the details of the Change champions

4.7. Service provider skills competency

- Curriculum Vitae (CV) of Proposed Contract Manager (including verifiable reference contact details to verify previous similar work experience). Indicate if the Contract Manager and Supervisor is the same person. In which case, the person must have both, the Qualification and Training.
- Curriculum Vitae (CV) of Proposed Site Supervisor (including verifiable reference contact details to verify previous similar work experience). Indicate if the Contract Manager and Supervisor is the same person. In which case, the person must have both, the Qualification and Training.

4.8. Service Provider similar work experience

- Minimum of 3 Valid reference letters (annexure 2) must be completed; stamped and / or signed and dated by the referee.
- Reference letters that do not satisfy the following requirements shall be deemed invalid and will not be considered:
 - Reference letters that do not reflect the full deployment of Dynamics 365.
- Respondents are required to provide sufficient information to support that the firm and resources has relevant experience in the area of Microsoft Business application deployment as detailed under “Section 3.1: Scope of Work”.
- The ELIDZ reserves the right to verify the information contained therein.
- The scoring provided by the referee will be used in the functionality evaluation.

4.9. B-BBEE

Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company. Specific goals returnables.

4.10. Track Record

Please forward any queries to: Zandile Mtebele at the following contact details:

E-mail: zandile@elidz.co.za

Tel: (043) 702 8200

Fax: (043) 702 8251



ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

REFERENCE LETTER



ANNEXURE 3

TRACK RECORD