



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: PROJ-ICT-126

MICROSOFT LICENSING 2025

REQUEST FOR PROPOSAL (RFP) PACK

FOR THE SUPPLY OF MICROSOFT LICENSING FOR THE EAST LONDON
INDUSTRIAL DEVELOPMENT ZONE

START DATE: 17th March 2025

CLOSING DATE: 07th April 2025 (12h00)

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation To Be Submitted	
CIPPC Registration	
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 for Generic companies for EMES and QSE's - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Proposed Solution and Project Approach	
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
Proof of Microsoft Partnership, a letter stating membership of the CSP program or LSP is required	
CSD Registration Certificate	
JV agreement (when necessary) a consolidated BBBEE and supporting documents for the parties.	

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



SECTION A: General Guidelines

FOR THE SUPPLY OF MICROSOFT LICENSING FOR THE EAST LONDON
INDUSTRIAL DEVELOPMENT ZONE

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 BBBEE status. 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 10 or 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 owned companies
- (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
Up to R2000	Not applicable
Above R2000 up to R1 000 000	<p>80 points for price</p> <p>10 points for 51% and above Black owned suppliers</p> <p>5 points – 25% to 50% Black owned suppliers</p> <p>5 points for Eastern Cape Based suppliers</p> <p>2 points for 51% and above Youth owned suppliers</p> <p>2 points for 51% and above Women owned suppliers.</p> <p>1 point for Persons with 51% disability owned companies</p>

Specific Goals returnable Documents

Evaluation Criteria	Returnable document
51% and above Black owned suppliers	BBBEE Certificate/Affidavit/CSD report
Eastern Cape Based suppliers	Municipality Bill or Lease agreement or any other document confirming address
51% and above Youth owned suppliers	BBBEE Certificate/Affidavit/CSD report
51% and above Women owned suppliers.	BBBEE Certificate/Affidavit/CSD report

Persons with 51% disability owned companies	BBBEE Certificate/Affidavit/CSD report
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Please note all BBBEE certificates requires SANAS accreditation.

Service providers are required to return the above-mentioned document in order to score points for the Preferential Procurement 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.

- There will be no compulsory briefing session for this tender;
- Tenderers are encouraged to submit written questions by email to Zandile Mtebele via e-mail to zandile@elidz.co.za on/or before 24th March 2025 at 16:00 responses will be sent by the 26th of March 2025 at 15:00;
- It is the responsibility of the potential service provider to make a follow-up on the response should there question be omitted by the 28th March 2025 at 15:00;
- The closing date for this tender is at 12h00 on the 07th April 2025. 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 hereto 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 1 (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.

In the event that 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 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 in Envelope B, 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, service providers must undergo ELIDZ SHE induction and produce a SHE file for approval with contents that include but might not be limited to:

1. Copy of appointment.
2. Copy of scope of work.
3. Project specific Safety, Health & Environmental (SHE) Risk assessments,
4. SHE Risk assessments to include activity specific risks (example risk of injury, risk of operating machinery, risk of pollution, etc.), service providers risk to the ELIDZ and the ELIDZ risk to them;
5. 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, working at heights, fall protection plans, working in confined spaces, etc.);
6. Emergency preparedness plans – including relevant emergency contact information (example, emergency services and contacts for those with information on dealing with snake bites);
7. List of applicable PPE required;
8. PPE issue register;
9. List of chemicals and related Material Data Sheets;

10. Letters of Good standing with workman's compensation where applicable;
11. Applicable legal appointments - as required;
12. Requisite training / competency certificates where applicable;
13. 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);
14. Applicable certifications and / or registrations with / from the relevant authorities as required;

NB: Work may not commence until the SHE file has been approved and induction training concluded.

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
Supporting Documentation To Be Submitted	
CIPC Registration	
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 for Generic companies for EMES and QSE's - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Proposed Solution and Project Approach	

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 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.)	
Proof of Microsoft Partnership, a letter stating membership of the CSP program or LSP is required.	
CSD Registration Certificate	
JV agreement (when necessary) a consolidated BBBEE and supporting documents for the parties.	

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 bidder's 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 the 17th March 2025 at 12h00 (Noon) 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 SUPPLY OF MICROSOFT LICENSING FOR THE EAST LONDON
INDUSTRIAL DEVELOPMENT ZONE

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1. Introduction

The ELIDZ is a Greenfield development project that is part of a sub-regional economic growth and employment creation initiative driven by the government's micro-economic reform strategy, as implemented by the South African Department of Trade and Industry. Over 400 hectares of prime land has been transformed into a world-class industrial location.

The ELIDZ is the operator of the zone, an entity that exists to help manufacturers to become globally competitive through the development and efficient management of a modern, purpose built industrial location, which offers investing industries a streamlined business environment enhanced by a range of supporting services.

The ELIDZ is a prime industrial park in South Africa. It is perfectly positioned for light industry manufacturers that are investing from R10 million (+/- \$1.2 million) upwards. The zone is specially developed for growth-oriented manufacturers in search of ultimate global competitiveness. The zone focuses on streamlining business operations and engineering operational efficiencies for located industries.

The zone is already operational and currently houses a number of manufacturers that supply products for the local and international markets. The zone is situated on the Buffalo City's West Bank, adjacent to the existing East London port. The ELIDZ includes a Customs Control Area to allow for a duty-free importation of manufacturing inputs utilized in the production of export products as well as providing access to a variety of general sector-specific industrial investment incentives.

The zone has six individually fenced sub-zones, each designed to serve specific manufacturing needs. It is characterized by excellent internal roads and a newly built dual carriageway designed to carry both light and heavy vehicles including 22m-long interlines.

Boasting 150 fully serviced sites with access to all utilities including the highest calibre ICT infrastructure and systems and all are within close proximity to key transport networks. The ELIDZ is on a mission and has already succeeded in establishing local and global export-oriented industries within the zone.

The ELIDZ offers complete solutions and streamlined business activity for companies doing business in a number of sectors. These include:

- Automotive
- ICT and Electronics
- Agro-processing
- Pharmaceuticals
- Energy and Advanced Manufacturing
- Marine Aqua-culture
- Business Process Outsourcing and Offshoring
- Logistics
- General Manufacturing

ELIDZ Forming Part of the New Special Economic Zone Programme

The ELIDZ is an initiative under the South African Government's Special Economic Zones (SEZ) Programme.

SEZ's are geographically designated areas of a country set aside for specifically targeted economic activities, supported through special arrangements (that may include laws) and systems.

SEZ's are designed to be conduits for the creation of an appropriate environment for foreign direct and domestic investment and the development of strategic industrial capabilities. Companies that locate in the SEZ have access the following incentives:

- VAT and customs relief, if located within a CCA;
- Employment tax incentive;
- Reduced corporate income tax rate;
- Accelerated depreciation.

2. Scope

2.1. The Scope Of This RFP Includes The Following:

The East London IDZ would like to appoint a service provider for the renewal of Microsoft licensing for a further 3 years with software assurance and Premium Support .

The current Microsoft Enterprise Agreement expires on the 31 March 2025 with a CSP component for D365 licensing expiring on the 13 May 2025.

As the East London IDZ does not qualify for an Enterprise Agreement nor the discounted GFA option, the East London IDZ has opted for a CSP agreement going forward.

In order to simplify licensing renewals in future, service providers are required to co-term the renewal of the licensing expiring on the 31 March 2025 to the 13 May 2025, therefore (14 Months) for year one. Unified Support will continue for the three-year period from May.

A list of licensing is provided in Section B, point 4 and covers the following contract or agreement types:

- Existing Enterprise Products
- D365 CSP Renewal
- Open Value Agreement
- Unified Support

2.2. The Scope Of This RFP Excludes The Following:

The following is excluded under this project:

- Licensing not listed in Section B, point 4.

3. Considerations

3.1. Functionality Evaluation Matrix

Evaluation will be based on compliance and specific goals evaluation.

3.2. Financial Considerations

Payment milestones will be attached to the service level agreement, aligned to the annual anniversary date of the licensing.

The total bid price from the service provider for this project can't be exceeded. Keeping in mind the price is dependent on the Rand \ Dollar exchange rate, all service providers need to ensure that the rates and price tendered sufficiently covers the service provider's obligations under this project and will allow for the proper completion of the project.

Exchange rate to be stated on supporting quotation in Envelope B.

3.3. Time Constraints

<u>Milestones</u>	<u>Target Date</u>
Advert and Issuing of RFP	: 17 th March 2025
Compulsory Briefing Session	: N/A
Deadline for Questions	: 16h00, 24 th March 2025
Response to Questions	: 15h00, 26 th March 2025
RFP Submission Due Date	: 12h00, 07 th April 2025

The East London Industrial Development Zone would like this project to commence as soon as possible after approval and the signing of the service level agreement.

3.4. Area of Service & Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyridge, East London. We currently have no remote or branch offices.

4. Detailed Requirements

This section will aim to unpack all the elements required for this project:

4.1. Licensing Renewal

The East London IDZ would like to renew its Microsoft licensing for a further three (3) years with software assurance and Premium Support as per the below schedule from the 13 May 2025.

The existing Enterprise Agreement licensing needs to be co-termed for the first year to the 13 May 2025. Service providers are to note the adjustments and include the applicable license types where required.

Enterprise Products			
<u>Product Description</u>	<u>Qty (Current)</u>	<u>Qty (Renewal)</u>	<u>Adjustment</u>
Microsoft 365 E5	10	20	(+10)
Microsoft 365 E3	150	160	(+10)
Office 365 E3	20	20	-
Office 365 E1	80	50	(-30)
Dynamics 365 Team Members	70	70	-
Visio Plan 2	35	15	(-20)
Planner and Project Plan 3	35	15	(-20)
Dynamics 365 Operations – Activity	18	18	-
Power BI Pro	10	15	(+5)
Microsoft 365 Copilot	0	15	(+15)
Microsoft Copilot Studio	0	1	(+1)
Microsoft Copilot Studio User License	0	5	(+5)

D365 CSP Renewal			
<u>Product Description</u>	<u>Qty (Current)</u>	<u>Qty (Renewal)</u>	<u>Adjustment</u>
Dynamics 365 Operations - Sandbox Tier 2: Standard Acceptance Testing	1	1	-
Dynamics 365 Sales Enterprise Attach to Qualifying Dynamics 365 Base Offer	10	10	-
Dynamics 365 Field Service	10	10	-
Dynamics 365 Customer Service Enterprise	10	10	-
Dynamics 365 Customer Insights	1	1	-
Dynamics 365 Human Resources Self Service	90	90	-
Dynamics 365 Human Resources	8	8	-
Dynamics 365 Finance	20	20	-

Open Value Agreement			
<u>Product Description</u>	<u>Qty (Current)</u>	<u>Qty (Renewal)</u>	<u>Adjustment</u>
SQL CAL SLng SA OLV NL 1Y Aq Y1 AP User CAL	120	120	-
SQL Server Standard SLng SA OLV NL 1Y Aq Y1 AP	25	20	(-5)
Project Server CAL SLng SA OLV NL 1Y Aq Y1 AP User CAL	10	0	(-10)
Visual Studio Ent MSDN ALng SA OLV NL 1Y Aq Y1 AP	5	5	-
Win VDA Device SLng Sub OLV NL 1M AP Per Device	50	80	(+30)
Project Server SLng SA OLV NL 1Y Aq Y1 AP	1	0	(-1)
CIS Suite Standard Core SLng SA OLV 16L NL 1Y Aq Y1 AP	10	6	(-4)
CIS Suite Datacenter Core SLng SA OLV 16L NL 1Y Aq Y1 AP	12	18	(+6)

Microsoft Unified Support			
<u>Product Description</u>	<u>Qty (Current)</u>	<u>Qty (Renewal)</u>	<u>Adjustment</u>
Unified Support Base B-Ent Base-Product Support Services-VL	1	1	-
Proactive Svcs Ent Data AI ALNG ProEntSrv PSS	1	1	-

4.2. Project Management \ Engagements

No project management to be included, however as part of the advisory services, quarterly engagements are expected to ensure value is derived by East London IDZ's operations and for compliance requirements.

4.3. Monthly Meetings and Reports

A scheduled Unified Support meeting is expected with the Microsoft representatives on a monthly basis with a quarterly licensing and product update session with the service provider.

No formal monthly service reports are expected.

5. Response Format

5.1. Company Profile

- Provide an overview of your company profile.
- Provide information on your operation office locations. Do you have local offices in the BCM Metropolitan \ Eastern Cape Province \ National or International?
- Provide a Municipal Clearance Certificate
- Provide an organogram for team allocated to this project in terms of roles and responsibilities

5.2. Proposed Solution

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.

All areas of Section B, point 4 is **mandatory**. Service providers will be disqualified if any of the technical or licensing requirements are excluded within this Section.

5.3. Microsoft Partnership

Proof of Microsoft Partnership needs to be provided, in a form of letter stating membership of the Microsoft CSP program, LSP program or other similar partnership status.

5.4. Implementation Methodology

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

- Engagement Structure
- Implementation Methodology, for example, ITIL, Prince 2

6. Conclusion

This document seeks to provide comprehensive information for the purposes of supporting the proposal of a solution that meets the requirements of the ELIDZ.

The information provided herein has been done so in partnership with the relevant business units of the ELIDZ in order to describe necessary requirements.

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

Tel: (043) 702 8200

Fax: (043) 702 8251

Zandile@elidz.co.za



ANNEXURE 1

PROCUREMENT HANDBOOK