

TERMS OF REFERENCE

CIPC BID NUMBER 19/2017/2018

**DESCRIPTION: INVITATION TO BIDDERS TO SUBMIT PROPOSALS FOR THE
DESIGN, IMPLEMENTATION AND SUPPORT OF MICROSOFT
SHAREPOINT 2013 FROM A REPUTABLE SERVICE PROVIDER**

CONTRACT PERIOD: 36 (THIRTY-SIX) MONTHS

1. *Design, Implementation and Consulting Services are to be provided for a period of three (3) years.*

TERMS AND CONDITIONS OF REQUEST FOR TENDER (RFT)

1. CIPC's standard conditions of purchase shall apply.
2. Late and incomplete submissions will not be accepted.
3. Any bidder who has reasons to believe that the RFT specification is based on a specific brand must inform CIPC before RFT closing date.
4. Bidders are required to submit an original Tax Clearance Certificate for all price quotations exceeding the value of R30 000 (VAT included). Failure to submit the original and valid Tax Clearance Certificate will result in the invalidation of this RFQ. Certified copies of the Tax Clearance Certificate will not be acceptable.
5. No services must be rendered or goods delivered before an official CIPC Purchase Order form has been received.
6. This RFT will be evaluated in terms of the 80/20 system prescribed by the Preferential Procurement Regulations, 2001
7. The Government Procurement General Conditions of contractors (GCC) will apply in all instances.
8. As the commencement of this project is of critical importance, it is imperative that the services of the service provider are available immediately. Failing to commence with this project immediately from date of notification by CIPC would invalidate the prospective service provider's proposal.
9. No advance payment would be made. CIPC will pay within the prescribed period as according to PFMA.
10. All price quoted must be inclusive of Value Added Tax (VAT)
11. All prices must be valid for 90 days
12. The successful contractor must at all times comply with CIPC's policies and procedures as well as maintain a high level of confidentiality of information.
13. All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorised person or institution without the written consent of the Chief Executive Officer or his delegate.
14. The service provider is restricted to the time frames as agreed with CIPC for the various phases that will be agreed to on signing of the Service Level Agreement.
15. CIPC will enter into Service Level Agreement with the successful service provider.
16. Prospective bidders are required to respond in chronological order to each element of the evaluation criteria in not more than four (4) pages per element, as eluded paragraph 6 (VI). You may include annexure, however for the purposes of the evaluation; focus would be on the four (4) page response to each element. Failing to comply with this condition will invalidate your proposal.
17. Fraud and Corruption:
18. The Service Provider selected through this TOR must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, CIPC:

Defines, that for such purposes, the terms set forth will be as follows:

- I. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of CIPC or any personnel of Service Provider(s) in contract executions.
- II. "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to CIPC, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive CIPC of the benefits of free and open competition;
- III. "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work
- IV. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- V. Shall reject a proposal for award, if it determines that the bidder recommended for award, has been engaged in corrupt, fraudulent or unfair trade practices.
- VI. Shall declare a Service Provider ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the Service Provider has been engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.



Companies and Intellectual
Property Commission

a member of **the dti** group

I, the undersigned (NAME).....certify that :

I have read and understood the conditions of this RFT.

I have supplied the required information and the information submitted as part of this RFT is true and correct.

.....
Signature

.....
Date

1. INTRODUCTION

CIPC's mandate is the registration of companies, close corporations, cooperatives and intellectual property rights. Related services include the disclosure of information as well as dispute resolution arising out of infringements to these rights. CIPC needs to ensure data integrity through the use of state of the art Applications and Databases.

CIPC needs to appoint a Microsoft accredited service provider for the design, implementation and services of Microsoft SharePoint 2013 and Microsoft Project Server 2016 as an Intranet Portal/Enterprise Management Content/Document/Project solution for a period of 36 Months

2. BACKGROUND

The CIPC is already licensed to use Microsoft SharePoint 2013 and Project Server and requires a reputable service provider to implement SharePoint services to manage documents and sites. Currently the documents are managed through manual system and the website was designed using a closed system which does not allow for easy management.

Organizational Delivery Environment (internal)

The CIPC is faced by one of the following challenge:

- (i) Document management
 - The current arrangement poses a security risk. Working with sensitive, and confidential documents requires an access controlled environment and/or a secluded area to store and work with confidential documents, which is lacking at the CIPC.

CIPC employs approximately 494 staff and 146 vacant post in 4 different location across the country who create, edit, publish and share documents in a collaborative manner. Some of these documents are public while other are confidential such as HR information. Until now, each of these entities have worked with their own document management system without a clear or common policy.

Currently a large proportion of documents held by CIPC are stored, shared and maintained via the use of Dropbox, Google drives and shared drives. These include documents pertaining to the following departments/project/function: ICT, Project Management Office, Compliance Risk and Governance, Finance, HR, Administration, Communication and Operations. However, the structural organisation of the folders often follow inconsistent logic, documents are often duplicated unintentionally, there is no version control over various documents and there are other limitations that staff regularly encounter.

The current system and approach to document management poses the following problems:

- i. No version control or history
- ii. Cannot assign meta-data
- iii. Cannot co-edit document
- iv. The main administrator doesn't have access to some folders created by users (approximately 150Gb of 400 Gb)
- v. There is no validation function for document approval
- vi. There is not workflow feature
- vii. Folder structure is the only taxonomy available
- viii. Limitation on total file/folder lengths
- ix. Documents can be difficult to located, which promotes duplication of documents
- x. There is no unique service-oriented way to integrate with share drive folder, intranet and collaboration platforms
- xi. Difficult to share documents: documents are often shared via email making maintaining version control a challenge

Additional background information:

- xii. The working language of CIPC is English. This means that all oral and written communication and all documentation is in English.
- xiii. CIPC is seeking to design and deploy an Intranet solution which must be linked to the document management solution.
- xiv. CIPC is seeking to implement an online proposal template to improve the process of proposal-writing and project management.
- xv. CIPC is seeking to implement an online project management platform to improve the collaboration, sharing knowledge, resources management, brainstorming, innovation portfolio management.
- xvi. CIPC is seeking to implement an online enterprise wiki to capture, store and share knowledge.

3. SCOPE OF WORK AND OBJECTIVE

The qualified bidder shall provide services to architect, design, develop and implement SharePoint 2013 and Project Server 2016 as an Enterprise Management Content/Document/Project solution with an emphasis on implementing SharePoint as a secure, corporate intranet, document management, project management, BPM, and business intelligence solution. The Solution will eliminate and/or minimize paper documents and manual processing, accelerate workflow throughput, enhance collaboration, and provide all departments within the organization more cost effective access to documents and related information.

The qualified bidder shall assist CIPC to migrate all existing document from Dropbox, Google Drive and shared drives to the new SharePoint platform.

4. OBJECTIVE OF THE SERVICE AND EXPECTED RESULTS

i. Objective of the service

CIPC is looking for a Service Provider to assist with the design, installation and deployment of SharePoint 2013 integrated with Project Server 2016, Microsoft Office Web App 2013 as the Enterprise Content/Document Management System of the CIPC, and to also assist with putting in place a new set of processes for creating, maintaining, and sharing documents across and outside the organisation.

The Service Provider will assist CIPC with the migration of (subsets of) documents stored on the shared drives, Google Drive and Dropbox to the SharePoint solution.

ii. Expected Results

The expected deliverables for this project will be:

- a) Unified Enterprise Content Structure for CIPC Network
- b) Microsoft SharePoint 2013 and Microsoft Project 2016 deployed in clustered database, multi farm and network load balancing environment to provide high availability
- c) SkyDrive Pro deployed for all users
- d) Single Sign-On (SSO) through ADFS Enabled for all users
- e) All the related documentation(e.g., migration instructions, user manual, knowledge base, process, policy, Governance and Security Plan, physical and logical architecture design plan, SharePoint Server Topology, etc.) provisioned
- f) Provide Training for Administrators and Staff
- g) Change Management
- h) Post Implementation Support for a period not exceeding 36 Months
- i) CIPC Offices and Partner supports (Extranet)

The main CIPC office is situated at the dti Campus, 77 Meintjes Street, Sunnyside.

Addresses of Service Centres with Self Service Terminals

Pretoria Service Centre	Johannesburg Service Centre	Cape Town Service Centre
Shop L309 Level 3 Sunnypark Shopping Centre Cnr Steve Biko & Robert Sobukwe Streets Sunnyside Pretoria 0001	Shop 205 Level 200 150 Commissioner Street Carlton Centre Johannesburg 2001	Shop Number 10 Picbel Parkade Mall 58 Strand Street Cape Town

Addresses of Partners with Self Service Terminals

Gauteng	Kwa-Zulu Natal	Western Cape
Transnet Enterprise Development Hub Shop No 208 Level 200 150 Commissioner Street Carlton Centre Johannesburg 2001	Durban Chamber Of Commerce And Industry Chamber Square Lion Match Office Park 892 Umgeni Road Durban	1.1.1.1 Transnet Enterprise Development Hub West Coast Business Development Centre Building 234 Tonym Street Saldanha
North West	Northen Cape	
Orbit TVET College Fatima Bhayat Street Rustenburg 0300	National Cape Provincial Government Cnr. Kingston and Elliot Streets Kimberly 8300	

5. DURATION OF CONTRACT

The duration for the design, implementation and consulting services are to be provided for a **period of three (3) years, as and when required**

6. COMPETENCY AND EXPERTISE REQUIREMENTS

The following competencies and expertise are required for this role:

6.1 Exposure

The successful bidder must have relevant exposure in the design, implementation and technical support of the Microsoft SharePoint Server 2013; support and maintenance of Microsoft Project Server 2016 respectively by demonstrating integration to the solution.

6.2 Experience

The successful bidder must have over 5-years' experience each in the design, implementation and technical support of the Microsoft SharePoint Server 2013 Solution.

6.3 Qualifications

As per experience and accreditation provided by the OEM

7. Soft Skills

- The following soft skills are essential:
- Communication
- Report writing
- Relationship management

8. Aptitudes/Personality traits

Please provide CVs of your company's technicians who will be assigned to the CIPC account.

9. REPORTING

The contracted bidder's account manager will report to the Divisional Manager: Enterprise Information Management and Assurance or his / her delegate.

10. WORKING CONDITIONS

10.1 Equipment

- PC, Telephone, and other relevant equipment will be provided by CIPC.

11. Proprietary rights

- The proprietary right with regard to copyright, patents and any other similar rights that may result from the service rendered by the resource belong to CIPC.
- The final product of all work done by the resource, shall at the end of service period, be handed over to CIPC.
- The resource may not copy documents and/or information of the relevant systems for any other purpose than CIPC specific.

12. Indemnity / Protection / Safeguard

- The resources safeguard and set CIPC free to any losses that may occur due to costs, damage, demands, and claims that is the result of injury or death, as well as any damage to property of any or all contracting personnel, that is suffered in any way, while delivering a service to CIPC.
- The resources safeguard and set CIPC free to any or all further claims for losses, costs, damage, demands and legal expenses as to the violation on any patent rights, trade marks or other protected rights on any software or related data used by the resources.

13. Government Safety

- The resources attention is drawn to the effect of government Safety Legislation. The resources must ensure (be sure) that relevant steps are taken to notify the person(s) of this requirement.
- The resource must at all times follow the security measures and obey the rules as set by the organization.

14. Quality

- The Divisional Manager: Enterprise Information Management and Assurance will subject the quality and standard of service rendered by resources to quality control.
- Should CIPC, through the Divisional Manager: Enterprise Information Management and Assurance, be of the opinion that the quality of work is not to the required level, the service provider will be requested to provide other resources. The service provider will carry all the costs related to these changes.

15. **COSTING**

Prospective bidders cost breakdown for the **Design, Implementation and Consulting services and any other costs applicable for a period of 3 years**.
The onus is upon the prospective bidders to take into account all costs for the duration and to **CLEARLY** indicate the price.

The total bid price must be written in the SBD3 form together with the following information

- Price validity period
- Duration of the contract written in the space provided in the SBD 3 form
- All prices must be inclusive of VAT
- Note: Service providers will be responsible for all costs; e.g. transportation and other disbursements for ALL activities/ meetings associated with this quote and must include this cost in the pricing for this quote.

Price proposal must be submitted in a separate sealed envelope marked with the Bidders details

16. **EVALUATION PROCESS**

The evaluation process will be done on accordance with the following criteria:

Bids will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000).

17. **Evaluation Process (Phases)**

- a) Bids will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000).

The evaluation will be completed in 3 phases:

1. **Phase 1: Compliance to minimum requirements**
2. **Phase 2: Functional evaluation**
3. **Phase 3: Pricing and Preferential Procurement policy**

Phase 1: Compliance to minimum requirements

During Phase 1 all bidders will be evaluated to ensure compliance to minimum document requirements (ex. Tax Clearance Certificates), ensuring all documents have been completed and that the specified documentation has been submitted in accordance to the bid requirements. All bidders that comply with the minimum requirements will advance to Phase 2.

Responsiveness Criteria: Failure to provide the following might result in a bid not to be considered: (minimum requirements)

- a) Bid offers must be properly received on the tender closing date and time specified on the invitation, fully completed and signed in ink as per Standard Conditions of Tender.
- b) Submission and completion of the Declaration of Interest
- c) Submission of an original and valid Tax Clearance Certificate
- d) Submission of the company's registration certificate from the Register of Companies (CIPC).
- e) Submission of proof of registration with the National Central Supplier Database

Phase 2: Functional evaluation

All bidders that advance to Phase 2 will be evaluated by a panel to determine compliance to the functional requirements of the bid. The functional evaluation will be rated out of 100 points and will be determined as follows:

EVALUATION CRITERIA	Rating					Weight	Total
	1	2	3	4	5		
Provide OEM accreditation for the Microsoft SharePoint Server software licensing and services						10	
The experience and knowledge of the company in the fields of systems development, preferably in the public service: <div> <div>5+ Years = 5</div> <div>4 Years = 4</div> <div>3 Years = 3</div> </div>						20	
Demonstrated experience in the design and implementation of Microsoft SharePoint Server 2013 (Provide a minimum of three (3) reference letters / testimonial with contactable references from clients) These references must contain the following information which will be scored during evaluation <ul style="list-style-type: none"> ✓ Duration of the contract ✓ Duration taken to deliver the service ✓ Contract amount ✓ The service provided <i>satisfactory / not satisfactory</i>: please indicate from 1- to 10 scale ✓ Provide email addresses ✓ Provide telephone numbers ✓ Provide contact person CIPC may verify reference provided by bidders <div> <div>5+ References = 5</div> <div>4 references = 4</div> <div>3 references = 3</div> </div>							
Proposed project management methodology as in Annexure A – Paragraph 1						20	
Bidder understanding of the brief and the method to be employed (relevance and accuracy) to achieve deliverables and scope of work including minimum requirements in Annexure A Paragraph 3						30	
Capability (profiles of key staff and persons to be assigned to the project). Experience, qualifications and track record as in Annexure Paragraph 2. <div> <div>All required skills and more = 5</div> <div>All required skills = 4</div> <div>Partially = 3</div> </div>						15	
Ability of bidders to run at least three concurrent projects						10	
Overall assessment of bid						5	
Total						100	

Bidders scoring less than 60 points in Phase 2 will not be eligible for Phase 3 evaluation i.e. pricing and preferential procurement.

- Please provide details for all the above information to enable proper evaluation.

Phase 3: Preferential Procurement Policy and Pricing

Please Note: CIPC 6.1 Preference Points Claim Form in terms of the PPPFA is attached for claiming above mentioned points, if not completed the company will automatically score 0 points

Preferential Procurement Policy

The bidders that have successfully progressed through to Phase 2 will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000).

Pricing

Pricing will be calculated using the lowest price quoted as the baseline, thus the lowest price quoted will achieve full marks, while all other quotes will achieve a weighted average mark based on the lowest price.

Description	Total
Price	80
BBBEE	20
Total	100

The bidder with the highest score will be recommended as the successful vendor.

18. SUBMISSION OF PROPOSALS

Sealed proposals will be received at the Tender Box at the Reception, 77 Meintjies Street, Sunnyside, the dti campus, Block F.

Proposals should be addressed to:

Manager (Supply Chain Management)
Companies and Intellectual Property Registration Office
Block F, the dti Campus, 77 Meintjies Street,
Sunnyside
PRETORIA

ENQUIRIES

A. Supply Chain Enquiries

Mr Solomon Motshweni OR Ms Ntombi Maqhula
Contact No: (012) 394 5233 /45344
E-mail: SMotshweni@cipc.co.za OR Nmaqula@cipc.co.za

B. Technical Enquiries

Mr Sello Ndhlovu
Contact No: (012) 394 3120
E-mail: sndhlovu@cipc.co.za

Mrs Lunghile Mbedzi
Contact No: (012) 394 5699
E-mail: lmbedzi@cipc.co.za

ANNEXURE “A”

1. Project Preparation, Delivery and Post Project support

- a) Provide information on your implementation methodology.
- b) Detailed planning documentation needed for the preparation and execution that pertains to the following, but not limited to, elements of a SharePoint 2013 EMC: Deployment Planning, Software and Hardware Requirements, Migration plan to on-premise SharePoint 2016 for future requirements, Security Permission, Load Balancing, External Services Integration, Branding and User Interface, Governance and documentation, Storage Configuration, Farm Design, Enterprise Search Support, Implementation Support, Site Development and Migration
- c) Detailed Project Plan time line.
- d) Project Management Plan to capture and document the Contractor's approach to managing the entire effort end-to-end, covering all project phases, from initiation through planning, execution and closure.
- e) List of any third party software application and the cost involved for the project.

2. Summary of Qualifications of Employees and Past Experience

Category	Comply (Yes/No)
Microsoft SharePoint Functional Expert	
Microsoft SharePoint Technical Expert	
Microsoft SharePoint Solution Architect	
Microsoft SharePoint Senior Developer	
Microsoft Business Intelligence Infrastructure Expert	
Microsoft Business Intelligence Functional Expert	
Microsoft Business Intelligence Technical Expert	
Microsoft Business Intelligence Solution Architect	
Microsoft Senior BI Developer	
Microsoft .Net Functional Expert	
Microsoft .Net Technical Expert	
Microsoft .Net Solution Architect	
Microsoft .Net Senior Developer	
Mobile App Senior Developer	
UX / Graphics Designer	
MS SQL server administration (including optimisation)	
Data warehouse administration/ development	

ANNEXURE “A”

3. PROPOSAL REQUIREMENTS

i. Special Requirements

Detailed requirements are in the subsections below for the bidder:

Assist in the auditing of documents to be migrated across multiple departments and functional areas throughout CIPC.

- a) Advise and assist in formalising the Information Architecture requirements for the new solution across multiple departments and functional areas throughout CIPC Network.
- b) Assist in the planning of formal procedures and guidelines for document creation and management across multiple departments and functional areas throughout CIPC Network. Procedures and guidelines (in English) should cover:
 - grouping of documents into one or more repositories,
 - library and folder structures,
 - metadata and taxonomy models,
 - user managed taxonomy models,
 - file naming conventions,
 - record locking and version control rules.
- c) Advise on hardware requirements for SharePoint 2013 and Microsoft Project server 2016 environment
- d) Advise new SharePoint 2013 and Microsoft Project server 2016 logical and physical architecture. New topology shall be highly available, scalable and redundant to ensure 99.9 uptime on with will support thousands of files and documents.
- e) Setup and configure Multi-Farm(02) SharePoint 2013 and Microsoft Project server 2016 on provided server infrastructure
- f) Allow for the migration, consolidation and restructuring of pre-existing documents and data to a new SharePoint deployment
- g) The solution shall be fully integrated with Active Directory users and groups, Microsoft Office Web App, and Lync server 2013.
- h) Construct a set of Document Management repositories in SharePoint 2013 as per the defined Information Architecture documentation
- i) Setup out-of-the-box features of the solution to best enable CIPC staff to quickly and easily:
 - find specific documents within the repository(s),
 - add and update documents in the correct repository, library and folder;
 - manage document history and version;
 - allow document co-edition;
 - name and classify (metadata and taxonomy) documents in line with the pre-defined procedures and guidelines.
- j) Setup out-of-the-box features of the solution to best enable records managers and administrators to:
 - Optimize performance of repositories
 - Archive Documents
 - Backup and Restore Documents/Repositories
- k) Advise CIPC on how to best use SharePoint 2013 document management features to best fulfil the defined procedures and guidelines, including:
 - Sites, Libraries, Folders
 - Document Sets
 - Managed Metadata (local and global term sets)
 - Content Types and Columns
 - Workflows

ANNEXURE “A”

- l) Shared calendar showing availability of internal resources
 - Views – ordered/grouped by different taxonomies (potentially across multiple sites)
 - Content Organiser
 - Record Centre
 - Enterprise Search
- m) Assist in the creation of a phased migration plan to migrate documents from departmental drives to the EMC.
- n) Recommend procedures to automate where possible the migrating of documents to the EMC. Choice between automated or manual migration will be decided on a case by case basis determined by cost effectiveness.
- o) Provide technical documentation detailing how the EMC has been setup and how the various SharePoint 2013 Document Management features have been utilised (in English)
- p) Create backup and disaster recovery plan
- q) Establish Governance roles and security for the new SharePoint site/libraries
- r) Create documents and guides for day-to-day use of the EMC by end users (in English)
- s) Provide training on how to use the EMC to key members of staff within CIPC (in English)
- t) On-going support, user management and system administration
- u) On-going maintenance of SharePoint 2013 application and database server

ii. Functional and Security Requirements

a) Core Features Requirements

The Project software implemented by the Consultant must all meet the minimum feature requirements below:

SharePoint 2013:

- Core Document Management
- Client Integration capabilities with MS Office Documents
- Alerts Management
- Co-Editing, Versioning document
- Common Document Operations
- New Feeds
- Social networking Management
- Workflow management
- Document Renditions
- Managing Document Life Cycles
- Document Workflows
- SharePoint Enterprise Scale Search
- Mobile Search Experience
- Quota Templates Management
- RSS Feeds Management
- Office Web Apps integration
- Duplicate Detection
- Enterprise wiki Management
- Community Site management

ANNEXURE “A”

Project Server 2016:

- Task Management
- Work Management
- Administrative Time Management
- Document Management
- Workflow and Process Management
- Pre-Built Solutions
- Reporting
- Portfolio Management
- Schedule Management
- Resource Management
- Cost Management

b) Security Requirements

The EMC solution maintained by the CIPC IT Team, the Hosting Service, and the Consultant must all meet the minimum security requirements of the CIPC Data and Technical Standards.

These Requirements include:

System Security

- User Authentication
- Virus Protection
- Firewalls
- Public Access
- Physical Access to System with Access to CIPC Data
- Disaster Protection and Recovery
- Disposal
- System Monitoring
- RPO and RTO policy

Software Application Security

- User Authentication
- Electronic Data Transmission
- Electronic Data Storage

Hard Copy Security

Protection of any hard copy generated by or for CIPC that contains Personal Protected Information when the hard copy is in a public area.