



REQUEST FOR MICROSOFT DYNAMICS365 CERTIFIED RESOURCES VIA SITA CONTRACT 1183 FOR A PERIOD OF 18 MONTHS.

1. Purpose of assignment

The purpose of this document is to detail the resources required to implement Microsoft Dynamics 365 Finance & Operations, Supply Chain, Customer Relation Modules, and HR Modules for the Department of Cooperative Governance Community Works Programme. The period of the contract will be for 18 months with the maximum billable hours of 2080 hours and will be managed through the project plan. Only bidders accredited under **SITA contract 1183** will be considered.

2. Introduction and background

The Department of Cooperative Governance (DCoG) is responsible for the implementation of the Community Work Programme (CWP) in all nine provinces. The CWP is a government initiative, executed through implementing partners contracted by the Department to run day-to-day CWP site operations.

The implementing partners are responsible to execute, manage and administer the day-to-day programme implementation in approximately 6800 locations which are geographically spread across the country. They are also responsible for the procurement, upkeep and custodianship of programme assets, inventory and consumables utilized at each of the sites and sub-sites for the execution of the programme.

The implementing agents have an obligation to comply with the provisions of the Public Finance Management Act 1999 (Act 1 of 1999) hereinafter referred

to as the PFMA, National Treasury Regulations, directives and departmental policies and procedures relating to assets, inventory, and consumable management.

The Department is required to disclose all CWP assets in their financial statements and this requires an accurate opening balance, accurate/complete additions to assets and accurate closing balances of all items to comply with the requirements of financial disclosures.

3. Problem Statement

The Department is currently using a manual system i.e., Excel spreadsheet to manage assets register. As a result, the department is unable to accurately verify and update the physical existence of these items in all locations due to the lack of an enabling system. Furthermore, reconciliations of the assets procured during the financial year is not done on time, which then affects the submission of inputs for financial statements. On top of not being to account for assets appropriately, the inability of CWP to provide reliable asset register has resulted in the whole department receiving adverse audit outcomes for more than five years.

4. Scope of the assignment

The scope is to implement a system to manage the lifecycle of the assets and inventories including using Microsoft Dynamics365 and Microsoft Power Platform, but not limited to:

- a) Analysis of the existing processes and creating the to-be
- b) Development and implementation of the solution for:
 - i. Controlling the maintenance of assets.
 - ii. Controlling the movement (permanent or temporary) of assets and inventories.
 - iii. Customized reporting using Microsoft Dynamics365
 - iv. Customized reporting using Microsoft PowerBI.
 - v. Disposal of assets.

- vi. Ensure proper document management in terms of CWP documentation.
 - vii. Financial Management
 - viii. Implementation Management.
 - ix. Interfacing with transversal system (BAS, LOGIS) data.
 - x. Managing the lifecycle of assets and inventories.
 - xi. Managing the lifecycle of the users of the assets.
 - xii. Porting of data from Excel to the new solution
 - xiii. Procurement lifecycle.
 - xiv. Recording of assets and inventories
 - xv. Recording the acquisition of assets and inventories.
 - xvi. Recording the elements of the assets and inventories including description, serial number, barcode, and location.
 - xvii. Revaluation of assets.
 - xviii. Site and subsite management.
 - xix. Tracking of assets.
 - xx. Verification of assets.
- c) Training and skills transfer plan.

5. Deliverables

- a) The solution will provide an auditable and credible view of the department's financial health in respect of what it owns, and its relative worth.
- b) The solution can link assets data to Global Positioning Systems (GPS), allowing managers or supervisors to see where the department assets are located and how they perform in real-time using Geographic Information Systems (GIS) coordinates and Internet of Things (IoT) solutions.
- c) The solution will also aid in tracking assets, which is necessary for complying with the Government's regulatory requirements and preparing the department's financial statement. The solution must be able to reconcile with BAS.
- d) The application must be available on Windows, Apple and Android operating system.

- e) The solution provides audit tracking, ensuring transparency and accountability for all employees of the department responsible for the assets.
- f) The solution uses barcodes or Radio Frequency Identification (RFID) or IoT devices to keep track of assets thus automatically updates the information and reduces the possibility of human error.
- g) The solution will also aid in reducing potential asset theft, avoiding misplacement, and providing functionalities for assessing asset history and records.

6. Skills and Knowledge requirements:

6.1. Business Analyst (x2)

6.1.1. Resource requirements:

This resource is required to determine and document the business needs and processes for the solution required. Core to this role is taking the business needs and laying it out for the technical team. This analysis is entirely technology agnostic and uses a method of incremental decomposition, into the eventual Business Processes (Use Cases) included in the project scope. The business analyst must have experience in working with Microsoft Dynamics365 projects with experience in Finance and Operations, and Supply Chain Management modules.

6.1.2. Skills and experience required:

The resources must have at least 3 years' experience in

- a) Financial, Supply Chain Management and Customer Relationship Management requirements analysis.
- b) Translating and simplifying requirements.
- c) Requirements Workshop facilitation (Lead).
- d) Organisational/Area decomposition into Use Cases (Business Processes).
- e) Documentation (Business Requirements, Use Cases and Functional Requirements).
- f) Process Modelling.

- g) Project Scope Management.
- h) Project Risk Management.
- i) Open, clear, and regular communication with Project Stakeholders.
- j) Relationship Management.
- k) Time management and Reporting
- l) Technology agnostic analysis skills.

6.2. Dynamics365 Developer x2

6.2.1. Resource Requirements

The Microsoft Dynamics 365 and Power Platform Developer will play a key role in deploying Microsoft Dynamics 365 and Power Platform Business Applications. The key element of this role is to understand the business requirements and to configure and customize the application to meet the functional requirements as described by the business requirements.

6.2.2. Skills and experience required:

The resource must possess the following:

- a) Excellent knowledge of platforms & tools
- b) 3+ years Microsoft Dynamics 365 & Power Platforms development experience
- c) 3+ years Microsoft Dynamics 365 & Power Platforms administration skills
- d) Able to troubleshoot & support complex Microsoft Dynamics 365 & Power Platform issues
- e) Experience with enterprise Microsoft Dynamics 365 & Power Platforms configurations and deployments.
- f) Able to architect intermediate solutions
- g) Microsoft Dynamics 365 certified on Finance and Supply Chain Management modules.
- h) Developing test scripts
- i) Provide input into training
- j) Conduct Training
- k) Go Live support

6.3. Dynamics 365 Solutions Architect x1

6.3.1. Resource Requirements

The Microsoft Dynamics 365 solution architect leads successful implementations and focuses on how solutions address the broader business and technical needs of organizations. A Microsoft Dynamics 365 solution architect should have functional and technical knowledge of Microsoft Power Platform, Dynamics 365 apps, related Microsoft cloud solutions, and other third-party technologies. A key task of the Microsoft Dynamics 365 solution architect is solution envisioning. Essentially, this task involves looking at the problem and identifying which parts can take advantage of one of the Microsoft Dynamics 365 apps and which parts need to be built by using Microsoft Power Platform or Microsoft Azure solution architect is solution envisioning. Essentially, this task involves looking at the problem and identifying which parts can take advantage of one of the Microsoft Dynamics 365 apps and which parts need to be built by using Microsoft Power Platform or Microsoft Azure.

Microsoft Dynamics 365 solution architects should be able to facilitate design decisions across development, configuration, integration, infrastructure, security, availability, storage, and change management. This role balances a project's business needs while meeting functional and non-functional requirements. In addition to their technical knowledge, Microsoft Dynamics 365 solution architects need to have the ability to engage with business users and decision makers at all levels

6.3.2. Skills and experience required:

- a) The resource must have at least 3 years' experience in providing strategic guidance and insights by understanding solutions from the following aspects:
 - i. Application Security
 - ii. Empowering end users
 - iii. Trust and privacy
 - iv. Maintainability of the overall solution
 - v. Availability and recoverability

- vi. Performance and scalability
 - vii. Efficiency and operations
 - viii. Shared responsibility
- b) Analyse business requirements to determine viable options for solution design and ensure implementation addresses key issues, business strategic objectives and end to end solution design.
 - c) Define and communicate high level business and solution architecture requirements to inform business cases
 - d) Ensure that the business requirements are reflected in the design and that the appropriate business and technical services are reflected in the overall architecture.
 - e) Design and document the necessary models, mechanisms and technical requirements that will best communicate the overall solution and how it will address the business requirement.
 - f) Manage the overall design, implementation and functioning of solutions in line with business requirements

7. Time frame

- 7.1 The contract with the successful service provider will be for the period of 18 months with a maximum hours of 2080 per resource. All resources will not commence at the same time. Price payable will be rate and actual hours worked, and not the ceiling price.
- 7.2 The project will commence upon date of signing of the Service Level Agreement (SLA) between the DCoG and the Successful bidder/ service provider.

8. Performance Measurement/ Reporting

To facilitate the performance of Service Providers and monitor their scope of work, the DCoG will:

- 8.1 Enter into a Service Level Agreement (SLA) that will govern the relationship between DCoG and the service provider.

- 8.2 The SLA will include project assignments that will address each of the project deliverable.
- 8.3 Establish a Project Steering Committee to manage, monitor and oversee the project. This committee will ensure that:
- Services are rendered timeously.
 - Timeframes as far as possible are not extended.
 - Will render a quality assurance function; and
 - Will ensure that additional costs are not incurred unnecessarily.
- 8.4 The Service Provider will be expected to table progress reports for each deliverable contained in the implementation plan as agreed to and as per the SLA.
- 8.5 Monitor the payment schedule that will be attached to the SLA. Payments will therefore only be approved and processed based on the achievement of deliverables as per the implementation plan and/or project plan and related performed project tasks.
- 8.6 These deliverables and related payments will be recommended by the Project Manager and approved by the Project Steering Committee.

9. Form of proposal

Bidders should be requested in the TOR to comply with a specific format when submitting their bids. It is suggested that the format specified in the TOR corresponds with the various elements of the bid evaluation system to facilitate the evaluation and scoring of bids, e.g.:

Functionality Stage 1

- Experience
- Methodology – Service provider to provide system development methodology. DCoG will indicate the Project Methodology
- Qualifications (team members)

- Training and skills transfer plan.

Pricing

- Rates of each team member per hour for 2080 hours.
- Admin costs (offices, computers, telecom, travelling, etc.)
- Any other costs (to be specified by bidder)
- Value Added Tax
- Ceiling price (all-inclusive total tender price)

9.1 Bidders must include **detailed CVs including copies of applicable product certification. Failure to submit the these with the bid will result in the bidder's bid being viewed as invalid and therefore rejected.**

(a) Previous and current similar contracts awarded to the bidder as well as client references.

Failure to include the above stated information together with the bid document on the closing date and time will invalidate the bid.

10 Bid Prices

10.1 Bidders must express prices for their services in South African currency (Rand). All prices must be inclusive of Value Added Tax and costs to be incurred that are necessary for the execution and completion of the contract in accordance with the bid document. Prices will remain firm for the duration of the contract.

11. Bid Evaluation System

11.1 All bids duly lodged will be evaluated to determine compliance with bid requirements and conditions. Bids with obvious deviations from the bid requirements/conditions of bid and not acceptable to the evaluation committee will be eliminated from the adjudication process i.e., will not be shortlisted. All bid proposals submitted will be evaluated in accordance with the 80/10 principle and the evaluation criteria should be as follows:

(a) **Functionality scoring:**

The system comprises the following elements:

- (i) Functionality.....100
- (ii) Price.....80
- (iii) BEE Contributor.....20

Phase 1: Compliance with minimum requirements of bid

- (i) All bids duly lodged will be evaluated to determine compliance with requirements and conditions of the bid. All proposals that do not comply with the requirements/conditions of the bid will be disqualified.
- (ii) All bids that comply with the administrative requirements/conditions of the bid will be evaluated in three stages:
 - a) **First Stage:** Functionality will be assessed as per administration compliance and mandatory requirements.
 - b) **Second Stage:** The qualifying bidders in the **First Stage** will be evaluated on their bid submission in line with Stage 2 scorecard for functionality.
 - c) **Third Stage:** The qualifying bidders in the **Second Stage** will be required to do presentation evaluated in the **Third Stage** further on the demonstration of capabilities and thereafter on price and BEE Contributor Level using **80/20** preference point system as prescribed in Preferential Procurement Policy Framework Act 2000, Preferential Procurement Regulation 2017 and approved CoGTA Supply Chain Management Policy 2017.

d) The evaluation will be done as follows:

STAGE 1

- Mandatory requirements (SCM).
- Compliance (submitted/not submitted):

Requirements	Submitted	Not submitted
a) CVs of 2 Business Analysts including copies of qualifications and certifications		
b) CVs of 2 Microsoft Dynamics365 Developer including copies of qualifications and certifications.		
c) CVs of 1 Microsoft Dynamics365 Developer including copies of qualifications and certifications.		
d) System development methodology		
e) Verifiable references		
f) Training and skills transfer plan		
g) Pricing breakdown		

Failure to submit all the above with the bid will result in the bidder's bid being viewed as invalid and therefore rejected.

STAGE 2:

COMPLIANCE FOR FUNCTIONALITY:

The following criteria will be applied for functionality to assess all the bidders who complied with minimum requirements:

2.1. 2 x Business Analysts

Requirements	Comply	Do not comply
a) At least 3 years' experience with Financial, Supply Chain Management and Customer Relationship Management requirements analysis.		
b) At least 3 years' experience with translating and simplifying requirements.		
c) At least 3 years' experience with requirements leading workshop facilitation.		
d) At least 3 years' experience with organisational/ area decomposition into Use Cases (Business Processes).		
e) At least 3 years' experience with documentation (Business Requirements, Use Cases and Functional Requirements).		
f) At least 3 years' experience with process modelling.		
g) At least 3 years' experience with project scope management		
h) At least 3 years' experience with project risk management		
i) At least 3 years' experience with time management and reporting		
j) At least 3 years' experience with technology agnostic analysis skills.		

The bidder must comply with at least 8 of the 10 requirements.

2.2. 2 x Dynamics365 Developers

Requirements	Comply	Do not comply
a) At least 3 years' development experience with Microsoft Dynamics 365 & Power Platforms.		
b) At least 3 years' experience Microsoft Dynamics 365 & Power Platforms administration skills		
c) At least 3 years' experience with troubleshooting & supporting complex Microsoft Dynamics 365 & Power Platform issues		
d) At least 3 years' experience with enterprise Microsoft Dynamics 365 & Power Platforms configurations and deployments		
e) At least 3 years' experience in developing user training material.		
f) Microsoft Dynamics 365 certified on Finance and Supply Chain Management modules		

The bidder must comply with at least 5 of the 6 requirements.

2.3. 1 x Dynamics365 Solutions Architect

Requirements	Comply	Do not comply
a) At least 3 years' experience in providing strategic guidance and insights by understanding solutions from at least 6 of the following aspects:		
i. Application Security		
ii. Empowering end users		
iii. Trust and privacy		
iv. Maintainability of the overall solution		
v. Availability and recoverability		
vi. Performance and scalability		
vii. Efficiency and operations		
viii. Shared responsibility		
b) At least 3 years' experience in analyzing business requirements to determine viable options for solution design and ensure implementation addresses key issues, business strategic objectives and end to end solution design		
c) At least 3 years' experience in defining and communicating high level business and solution architecture requirements to inform business cases		
d) At least 3 years' experience in designing and documenting the necessary models, mechanisms and technical requirements that will best communicate the overall solution and how it will address the business requirement		
e) At least 3 years' experience in managing the overall design, implementation and functioning of solutions in line with business requirements		

The bidder must comply with at least 4 of the 5 requirements

Bidders who meet all the minimum requirements for 2.1, 2.2 and 2.3 will be evaluated further.

STAGE 3:

SCORECARD FOR PRESENTATION AND DEMONSTRATION:

The following criteria will be applied for presentation and demonstration for bidders who passed stage 2. The criteria for this stage is based on section 4b of this document and is listed below:

Requirement	No.	Criteria	Demonstrated	Not demonstrated
Presentation and demonstration of how resources will enable the Department to meet the objectives of this project	1.	Controlling the maintenance of assets.		
	2.	Controlling the movement (permanent or temporary) of assets and inventories.		
	3.	Customized reporting using Microsoft Dynamics365		
	4.	Customized reporting using Microsoft PowerBI.		
	5.	Disposal of assets.		
	6.	Ensure proper document management in terms of CWP documentation.		
	7.	Financial Management		
	8.	Implementation Agent Management.		
	9.	Interfacing with transversal system (BAS, LOGIS) data.		
	10	Managing the lifecycle of assets and inventories.		
	11	Managing the lifecycle of the users of the assets.		
	12	Porting of data from Excel to the new solution		
	13	Procurement lifecycle.		
	14	Recording of assets and inventories		
	15	Recording the acquisition of assets and inventories.		
	16	Recording the elements of the assets and inventories including description, serial number, barcode, and location.		
	17	Revaluation of assets.		
	18	Site and subsite management.		
	19	Tracking of assets.		
		20	Verification of assets.	

The bidder must comply with at least 16 of the 20 requirements

Bidders who managed to obtain a minimum scored of 80 out of 100 points for stage 3 will be evaluated further for price and preference points.

(c) Bids will be rated in respect of each criterion. The maximum possible total score that can be achieved for functionality is 100.

(d) The percentage scored by a bidder for functionality will be calculated as follows:

$$\frac{\text{Total score achieved for functionality}}{\text{Maximum possible score that can be achieved}} \times 100$$

(e) The average score is calculated for each bid by adding the individual scores awarded by the members of the Bid Evaluation Committee and dividing the total by the number of members.

(f) Points for price will be calculated only for shortlisted bidder/s as follows:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for competitive price of bid or offer under consideration;

P_t = Competitive price of bid or offer under consideration; and

P_{min} = Competitive price of lowest acceptable bid or offer

The maximum possible score that can be achieved for price is 80 points.

(g) **The maximum possible score that can be achieved for price is 80 points**

NB: Bidders are required to, together with their bids submit original and valid B-BBEE status level verification certificates or certified copies to substantiate their B-BBEE rating claims. A bid will not be disqualified from the bidding process if the bidder does not submit a certificate substantiating the B-BBEE status level of contribution nor is a non-compliant contributor. Such a bidder will score 0 out of maximum of 10 points for B-BBEE.

<i>B-BBEE Status level of contributor</i>	<i>Number of Points</i>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
<i>Non-compliant contributor</i>	0

Note: No preference will be awarded without submitting of a valid B-BBEE certificate or a Sworn Affidavit issued by DTI or a consolidated B-BBEE Certificate in case of a Joint Venture, Trust or Consortium and total points scored will be calculated by adding points scored for price and B-BBEE Contributor Level.

12. Awarding of Bid

The bid will be awarded to the bidder who scored the highest total number of points as prescribed in the PPPFA, SCM Policy of 2017 and Preferential Procurement Regulations of 2017.

In exceptional cases the bid may, on reasonable and justifiable grounds, be awarded to a bidder that did not score the highest number of points. Reasons for such decision must be approved and recorded for audit purposes and must be justifiable in the court of law (as prescribed on the Preferential Procurement Regulations 2017).

(a) Joint Ventures, Consortiums and Trusts:

A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. DCoG will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.

(b) **Sub-contracting:**

Bidders/ tenderers who want to claim Preference points will have to comply fully with regulations 11(8) and 11(9) of the PPPFA Act with regard to sub-contracting.

The following is an extract from the PPPFA Act:

- (i) “A person must not be awarded points for B-BBEE status level if it is indicated in the tender documents that such a tenderer intends sub- contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a tenderer qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.”
- (ii) “A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.”

IN EVALUATING THE TECHNICAL INFORMATION CONTAINED IN THE BID, THE EVALUATION COMMITTEE WILL BE GUIDED BY THE FOLLOWING:

- **Bidder’s understanding of the brief** – The bid provides a clear indication that the bidder fully understands the purpose and scope of the work and the bidder’s own roles and functions in this regard. (Methodology)
- **Capability and experience** – The bid provide a clear indication that the bidder’s team comprises people with the necessary qualifications, experience, skills, knowledge and required to ensure the efficient and effective generation of the required deliverables to the highest standards of quality.
- **Track Record** – The bid provides clear information on previous, relevant projects that confirm that the bidder has the required experience and success track record in the related analysis, development and architecture requirements.

13. Briefing session and presentations by shortlisted bidders

There will be no compulsory briefing session

14. Contact information:

Prospective bidders **may not under any circumstances** make contact with or engage any DCOG officials other than the officials indicated below on any matter related to this tender. Enquiries must be directed to all the officials below. Enquiries sent to the DCOG officials below will be routed to the relevant employees and responses will be coordinated and provided by the officials indicated below.

ENQUIRIES		
Name:	Ms. Kgaugelo Tselana	Mr. Mogoma Sekgothe
e-mail:	t11.2022@coqta.gov.za	

The Department reserves the right to disqualify any bidder that makes contact with or directly engages any other DCOG employee on matters / enquiries / questions related to this tender.