



Tender Ref #:	COGTA (T) 14/2023	Tender Description:	Appointment of a Service Provider via SITA Contract 1183 for a period of 24 months for Municipal Infrastructure Grant Management Information System Maintenance and User Incident Support
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PART A – BID DETAILS

- The Department of Cooperative Governance (hereunder referred to as the Department or DCOG) invites qualifying service providers for Appointment of a Service Provider via SITA Contract 1183 for a period of 24 months for Municipal Infrastructure Grant Management Information System Maintenance and User Incident Support.
- Closing Date:** The bid closing date and time are indicated in the tender advertisement and bid documents (SBD-1). **Bids received after the closing date and time will not be accepted.**
- Briefing Session:** The briefing session date and time (if applicable) are indicated in the tender advertisement and bid documents. The Department cannot physically accommodate the expected number of bidders and the briefing will therefore be conducted online. Interested bidders must contact the SCM officials indicated below for the MS Teams link. (There will be no briefing).
- 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:	
e-mail:	

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.

- Project duration:** Successful bidders will be appointed for a period of 24 months.
- Bid / Proposal format**

Bidders must use the templates presented Part B section 2: Functional Evaluation Stage 1 and Stage 2. The pricing must include the following:

- Rates of each team member per hour for a maximum of 160 hours per month,
- 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)
- NB: pricing should be detailed (itemised) – must show cost separately and total.

Bidders must include detailed CVs including certified copies of applicable qualifications not older than 3 (three) months. The CV template is attached as Annexure A. Failure to submit these documents with the bid will result in the bidder's bid being viewed as invalid and therefore rejected.

Package 1: The following must be submitted –:

- A detailed **proposal and project execution** plan addressing the scope and requirements indicated in Part F of this ToR. The proposal and project execution plan must contain all the information required to evaluate the bid against the requirements stipulated in these terms of reference.
- **Summary of Bidder Experience (Annexure A)**. Must complete attached summary sheet and provide reference letters with contact details of referees,
- **Proposed project team (Annexure B)**. Must complete attached summary sheet and provide detailed CVs that clearly indicate experience and qualifications as well as written confirmation of availability for this project.

Package 2:

- SBDs 1, 3.2, 4 and 6.1 all other required SCM documents.
- National Treasury Central Suppliers Database (CSD) report, not older than 30 days (www.csd.gov.za).
- Valid B-BBEE certificate issued by a SANAS accredited verification agency or sworn affidavit.

PART B –ADMINISTRATIVE REQUIREMENTS AND SPECIFIC GOALS

General principle: In cases where bidders submitted insufficient evidence or where evidence is ambiguous, bidders may be requested to provide additional evidence and may be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. **The costing and content of proposals may not be amended under any circumstances.**

1. BID DOCUMENTS – To be verified by SCM

Only bids that comply with all mandatory administrative requirements and that submitted all required bid documents (**acceptable bids**) will be considered during the functional evaluation phase. Only acceptable bids will therefore be scored by the Bid Evaluation Committee against the functional criteria indicated in Part C

SCM ADMINISTRATIVE COMPLIANCE		
#	Criteria	Yes / No
1.1	Supplier is registered on the National Treasury Central Suppliers Database (CSD) on or before bid closing date.	
1.2	Supplier is Tax Compliant (as indicated on CSD) ¹ or verified through SARS ¹	
1.3	Supplier has a valid B-BBEE certificate issued by a SANAS accredited verification agency or a sworn affidavit ² .	
1.4	SBD 1 completed and submitted.	
1.5	SBD 4 completed and submitted.	
1.6	SBD 6.1 completed and submitted.	
1.7	SBD 3.2 completed and submitted	

Note 1: Bidders that are not tax compliant on the closing date for bids or at any time subsequent to the closing date, must rectify their tax compliance status within 7 working days of being requested to do so. Bidders that remain tax non-compliant after 7 working days of being requested to rectify their tax status, will be disqualified.

Note 2: Failure to submit a valid B-BBEE certificate issued by a SANAS accredited verification agency or a sworn affidavit will not disqualify the bidder. Consortia or joint ventures must take note of the relevant sections of SBD 6.1 regarding requirements for B-BBEE certificates.

2. VERIFICATION OF INFORMATION PROVIDED – To be verified by SCM

No bids will be considered from:

1. Individuals in the service of the State.
2. Organisations with directors (whether remunerated or not) in the service of the State.

Where exceptions are allowed in terms of the applicable legislation, the bidder must attach an approved and valid Remunerative Work Outside of the Public Service (RWOPS). This clause does not apply to bidders that are government departments/entities.

The Department reserves the right to use the information provided by bidders to engage banks, credit rating agencies and the relevant government institutions to obtain information on credit records, criminal records, pending court cases, etc. Suppliers that show a history of poor financial/credit management and/or criminal behaviour will not be considered. The same will apply to the key team members as well as all directors / owners.

The Department reserves the right to apply the following criteria only to shortlisted / recommended bidders. Bidders must meet all four criteria below:

SCM ADMINISTRATIVE COMPLIANCE CHECKLIST		
#	Criteria	Yes / No
2.1	Team members, Director(s)/Owner(s) have not been convicted on charges related to fraud, corruption or violent/abusive behaviour.	
2.2	Bidder and team members, Director(s)/Owner(s) do not have a history of poor financial / credit management.	

2.3	No team members, Director(s)/Owner(s) in the service of the state, or approved RWOPS attached where in the service of the state. This clause does not apply to bidders that are government departments/entities.	
2.4	SBD forms or subsequent enquiries did not reveal any information or past practices that prohibits the supplier from conducting business with the state.	

3. MANDATORY REQUIREMENTS

Failure to submit the below listed documents will render your bid null and void and will not be considered or will be disqualified:

Mandatory Requirement		
#	Criteria	Yes / No
3.1	Summary of Bidder Experience (Annexure A) attached.	
3.2	Proposed project team (Annexure B) attached.	
3.3	Detailed proposal and project execution plan submitted	
3.4	Detailed Pricing information (Cost Breakdown)	

Note 3: **Bidders must submit a detailed Pricing information**

4. SPECIFIC GOALS

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
BEE Compliance Based on Section 10 of the BBEE Act (Act 53 of 2003 as amended by Act 46 of 2013)	4 Level 1-2 = 4 pts Level 3-4 = 3 pts Level 5-6 = 2 pts Level 7-8 = 1 pt Non-compliant contributor= 0	8 Level 1= 8 pts Level 2 = 7 pts Level 3=6 pts Level 4= 5 pts Level 5= 4 pts Level 6= 3 pts Level 7= 2 pts Level 8= 1 pt Non-compliant contributor= 0	
Black ownership (51% or more)	2	4	
Women ownership (51% or more)	2	4	
Youth	1	3	
Disability	1	1	

PART C – FUNCTIONAL EVALUATION – To be evaluated by the BEC

General principle: In cases where bidders submitted insufficient evidence or where evidence is ambiguous, bidders may be requested to provide additional evidence and may be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. **The costing and content of proposals may not be amended under any circumstances.**

Each Bid Evaluation Committee (BEC) member will evaluate acceptable bids based on the proposals and bid documents submitted. The following scoring system will be applied to the evaluation of all functional criteria:

Scoring system
0- Does not meet any of the minimum requirements
1- Meet one of the minimum requirements
2- Meet two of the minimum requirements
3- Meet three of the minimum requirements
4- Exceeds three minimum requirements

The **Score obtained for each criterium** will be calculated by multiplying the score awarded by a BEC member by the weight for that criterium. The **overall score for a BEC member** will be expressed as a percentage (Total weighted score divided by the maximum possible score, then multiplied by 100). The **overall score obtained by a bidder** will be the average of overall scores awarded by BEC Members (rounded to the nearest whole number). Only Bidders that received **the indicated minimum overall scores** will proceed to Part D – Price Evaluation and Award.

Where functional evaluation is conducted in stages, bidders must meet the minimum overall score for a particular stage to proceed to the next stage and only bidders that met the minimum overall scores for all stages will proceed to Part D – Price Evaluation

The Bid Evaluation Committee may:

- Evaluate and score bids based on the bid documents and proposals submitted; or
- Provisionally evaluate and score bidders based on proposals submitted and then invite bidders that met all mandatory administrative requirements to present their bids.

The final evaluation and scoring of bids will be based on the proposals submitted, as well as on information provided by bidders during bid presentations (if applicable). Presentations can be used to summarise and clarify bids and may not substantially depart from the proposals submitted.

If a bidder is unable to attend a bid presentation on the date requested by the Bid Evaluation Committee, then the bidder must be afforded another opportunity within 5 working days. If a bidder is for a second time unable to attend a bid presentation, then the bid must be evaluated based on the bid documents and proposals submitted only.

1. FUNCTIONAL EVALUATION STAGE 1

1.1. Functional Evaluation Stage 1: Mandatory Compliance

The Bid Evaluation Committee (BEC) will evaluate all acceptable bids based on the proposals (including supporting documents) and bid documents submitted. Only Bidders that meet all **six (6)** of the criteria below will proceed to functional evaluation stage 2. Bidders that did not meet these requirements will be eliminated.

Requirements	Submitted	Not submitted
a) CVs of 2 (two) Business Analysts including copies of qualifications and/or certifications in Business Analysis. 81112011-0011 or 81112011-0045		
b) CVs of 2 (two) Full Stack Developers are required as follows with either a Certified Software Development Professional and/or a Microsoft Certified Solution Developer Certification. 81112011-0019		
c) CV of 1 (one) Microsoft Database Administrator with Microsoft Exam DP-300 completed. 81112011-0058 or 81112011-0021		
d) References from previous and current similar contracts awarded to the bidder		
e) Training and skills transfer plan		
f) 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 1 CRITERIA

1.1	Business Analyst 1	Weight	5	
	<ul style="list-style-type: none"> at least 3 years' experience financial systems business analysis. at least 3 years' experience with translating and simplifying requirements. at 3 years' experience with organisational/ area decomposition into Use Cases (Business Processes). At least 3 years' experience with documentation (Business Requirements, Use Cases and Functional Requirements). 			
	Evaluation			Score
	Does not meet any of the requirement listed above			0
	Business Analyst have 3-year tertiary qualification in information technology (NQF 6 or Higher) and meets one of the experience requirements above.			1
	Business Analyst have 3-year tertiary qualification in information technology (NQF 6 or Higher) and meets two of the experience requirements above.			2
Business Analyst have 3-year tertiary qualification in information technology (NQF 6 or Higher) and meets three of the experience requirements above.	3			
Business Analyst have 3-year tertiary qualification in information technology (NQF 6 or Higher) and meets four of the experience requirements above.	4			

1.2	Business Analyst 2	Weight	5	
	<ul style="list-style-type: none"> At least 3 years' experience financial systems business analysis. At least 3 years' experience with translating and simplifying requirements. at 3 years' experience with organisational/ area decomposition into Use Cases (Business Processes). At least 3 years' experience with documentation (Business Requirements, Use Cases and Functional Requirements). 			
	Evaluation			Score
	Does not meet any of the requirement listed above			0
	Business Analyst have 3-year tertiary qualification in information technology (NQF 6 or Higher) and meets one of the experience requirements above.			1
Business Analyst have 3-year tertiary qualification in information technology (NQF 6 or Higher) and meets two of the experience requirements above.	2			
Business Analyst have 3-year tertiary qualification in information technology (NQF 6 or Higher) and meets three of the experience requirements above.	3			
Business Analyst have 3-year tertiary qualification in information technology (NQF 6 or Higher) and meets four of the experience requirements above.	4			

1.3	Full Stack Developer 1	Weight	5	
	<ul style="list-style-type: none"> At least 3 years in design and development of software applications with Microsoft Visual Basic.Net and C#.NET. At least 3 years' experience with design and development of software application on on-premises infrastructure and cloud (Microsoft Azure) infrastructure. At least 3 years' experience with development of Web-based and mobile-based applications using Microsoft Visual Studio 2019 or above. At least 3 years' experience with XML, JSON, HTML 5, CSS 3 and Bootstrap 5 capabilities 			
	Evaluation			Score
	Does not meet any of the requirement listed above			0
	Full Stack Developer have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets one of the experience requirements above.			1
Full Stack Developer have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets two of the experience requirements above.	2			
Full Stack Developer have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets three of the experience requirements above.	3			
Full Stack Developer have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets four of the experience requirements above.	4			

1.4	Full Stack Developer 2	Weight	5	
	<ul style="list-style-type: none"> At least 3 years in design and development of software applications with Microsoft Visual Basic.Net and C#.NET. At least 3 years' experience with design and development of software application on on-premises infrastructure and cloud (Microsoft Azure) infrastructure. At least 3 years' experience with development of Web-based and mobile-based applications using Microsoft Visual Studio 2019 or above. At least 3 years' experience with XML, JSON, HTML 5, CSS 3 and Bootstrap 5 capabilities 			
	Evaluation			Score
	Does not meet any of the requirement listed above			0
	Full Stack Developer have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets one of the experience requirements above.			1
Full Stack Developer have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets two of the experience requirements.	2			

Full Stack Developer have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets three of the experience requirements above.	3
Full Stack Developer have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets four of the experience requirements above.	4

1.5	Microsoft SQL Database Administrator 1 <ul style="list-style-type: none"> At least 3 years' experience in designing, implementing, maintaining and administration of MS SQL 2019 and above versions. At least 3 years' experience in administration of the Report / Analytics Environment (SSRS, SSAS, PowerBI). At least 3 years' experience in administration of SQL Always On clusters At least 3 years' experience in Disaster recovery (backup and restore) Procedures and checks. At least 3 years' experience in managing the overall design, implementation and functioning of solutions in line with business requirements. At least 3 years' experience in enhancing and maintaining databases to accommodate new business functions and improve existing business functions. 	Weight	5
	Evaluation		Score
Does not meet any of the requirement listed above		0	
Microsoft SQL Database Administrator have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets three of the experience requirements above.		1	
Microsoft SQL Database Administrator have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets four of the experience requirements above.		2	
Microsoft SQL Database Administrator have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets five of the experience requirements above.		3	
Microsoft SQL Database Administrator have 3-year tertiary qualification in information technology (NQF 6 or higher) and meets six of the experience requirements above.		4	

STAGE 1 SCORING SUMMARY

Criterion	Weight	Score	Weighted score	Maximum possible score
1.1	5		4	20
1.2	5		4	20
1.3	5		4	20
1.4	5		4	20
1.5	5		4	20
TOTAL		-		100
Overall Score (Total Weighted Score / 100)			%	--
Minimum qualifying overall score			70%	

2. FUNCTIONAL EVALUATION STAGE 2

STAGE 2 CRITERIA

2.1	<p>Application Maintenance. The proposal and project execution plan should outline how the service provider will maintain Municipal Infrastructure Grant Management Information System Maintenance and User Incident Support including but not limited to:</p> <ul style="list-style-type: none"> • This is to ensure that changes are made to the system which may become necessary to ensure that the system continues to perform the functions it was designed for. • Continuous updating of the software application • Analyzing software application • Modifying software application • Re-evaluating of existing software application 	Weight	5
Description			Score
Does not meet any of the elements listed above			0
Adequately addresses two (2) of the elements listed above			1
Adequately addresses three (3) of the elements listed above			2
Adequately addresses four (4) of the elements listed above			3
Adequately addresses all five (5) elements listed above. In addition, the proposal contains innovative ideas that will significantly enhance the impact of the programme.			4

2.2	<p>Functional Support and User Incident Support The proposal and project execution plan should outline how the service provider will maintain Municipal Infrastructure Grant Management Information System Maintenance and User Incident Support including but not limited to:</p> <ul style="list-style-type: none"> • This support is directed at supporting the business objectives through the optimal use of the system and includes call centre services. • Configure system according to business needs. • Understand business processes to manage the day-to-day functioning of the system. • Conduct regular maintenance and diagnostic tests on the application to ensure optimal performance. • Perform detailed analysis of complex business process requirements. 	Weight	5
Description			Score
Does not meet any of the elements listed above			0
Adequately addresses two (2) of the elements listed above			1
Adequately addresses three (3) of the elements listed above			2
Adequately addresses four (4) of the elements listed above			3
Adequately addresses all five (5) elements listed above. In addition, the proposal contains innovative ideas that will significantly enhance the impact of the programme.			4

2.3	<p>System Administration Support The proposal and project execution plan should outline how the service provider will maintain Municipal Infrastructure Grant Management Information System Maintenance and User Incident Support including but not limited to:</p> <ul style="list-style-type: none"> • This support is directed at supporting the system administrators in the event that support is not available. • Plan, develop, install, troubleshoot, maintain, and support operating systems and associated server hardware. • Troubleshoot databases ensuring optimum system integrity, security, backup, and performance. • Creating user accounts and performing access control. • Documenting processes, as well as backing up and archiving data. 	Weight	5
Description			Score
Does not meet any of the elements listed above			0
Adequately addresses two (2) of the elements listed above			1
Adequately addresses three (3) of the elements listed above			2
Adequately addresses four (4) of the elements listed above			3
Adequately addresses all five (5) elements listed above. In addition, the proposal contains innovative ideas that will significantly enhance the impact of the programme.			4

2.4	<p>Application Enhancements and Platform Upgrade The proposal and project execution plan should outline how the service provider will perform minor system enhancements and upgrade Municipal Infrastructure Grant Management Information System platform but not limited to:</p> <ul style="list-style-type: none"> • This support includes enhancements that may be requested for additions and /or to existing system functionalities to meet new, changing and expanding user requirements. Management Tasks • This support is directed at effectively managing the functional and technical tasks to provide an effective service and ensures quality of the system and change in a product or an upgrade that raise the capacity of software or hardware beyond its unique specification. • To extend the life of existing applications and optimized architecture (infrastructure, app setup, data flow, databases, API's, workloads, and performance). • This additions and /or to existing server / system functionalities to meet new, hanging ansupport includes server / system platform upgrades that may be requested for d expanding user requirements, and be in line with Departmental ITC Policy. • Upgrade the .Net Framework versions, re-develop and upgrade the functionality to newer versions, upgrade the 3rd Party-tools to new versions and migrate production application servers. 	Weight	5
Description			Score
Does not meet any of the elements listed above			0
Adequately addresses two (2) of the elements listed above			1
Adequately addresses three (3) of the elements listed above			2
Adequately addresses four (4) of the elements listed above			3
Adequately addresses all five (5) elements listed above. In addition, the proposal contains innovative ideas that will significantly enhance the impact of the programme.			4

2.5	<p>MIG-MIS system skills transfer and Training</p> <p>The proposal and project execution plan should outline how the service provider will maintain Municipal Infrastructure Grant Management Information System Maintenance and User Incident Support including but not limited to:</p> <ul style="list-style-type: none"> • Skills transfer on User Incident Support and Centre Call Logging system procedures. • Skills transfer on MIG-MIS Application back-end for MIG-MIS system support. • Skills transfer on SLA service elements implementation: User Incident Support Call Analysis Statistics and Training, application maintenance, functional support, system administration support, application enhancements and platform upgrade. • Training and Induction Overview on MIG-MIS system to internal and external stakeholders. • MIG-MIS training and skills transfer to System Administrators and the Technical Staff of the department as well as providing training to system users 	Weight	5
Description		Score	
Does not meet any of the elements listed above		0	
Adequately addresses two (2) of the elements listed above		1	
Adequately addresses three (3) of the elements listed above		2	
Adequately addresses four (4) of the elements listed above		3	
Adequately addresses all five (5) elements listed above. In addition, the proposal contains innovative ideas that will significantly enhance the impact of the programme.		4	

STAGE 2 SCORING SUMMARY

Criterion	Weight	Score	Weighted score	Maximum possible score
2.1	5		4	20
2.2	5		4	20
2.3	5		4	20
2.4	5		4	20
2.5	5		4	20
TOTAL		-		100
Overall Score (Total Weighted Score / 100)			%	--
Minimum qualifying score			70%	

PART D – PRICE EVALUATION AND AWARD– To be evaluated by the BEC

Only bids that met all administrative requirements and the minimum functional requirements will be evaluated in terms of the provisions of the Preferential Procurement Framework Act and related regulations – see attached bid documents. The evaluation method (80/20 or 90/10) and preference points allocation applicable to this bid are indicated in the attached SBD 6.1.

PART E –SPECIAL CONDITIONS AND CONTRACT MANAGEMENT

1. SPECIAL CONDITIONS APPLICABLE TO THIS BID

- 1.1. The Department may, at its sole discretion, cancel this bid.
- 1.2. The period of thirty days (30 days) referred to in the General Conditions of Contract paragraph 27.2 applies. If the service provider is found to have engaged in fraudulent activities or caused the Department to incur irregular expenditure, the Department reserves the right to cancel the bid and any subsequent SLA with immediate effect. Repercussions for the conduct of the Service Provider referred to above may include blacklisting of the Service Provider thus preventing them from doing business with government for a period of 10 years.
- 1.3. The Department may, at its own discretion, require that each employee of appointed services providers as well as each contractor or other participant, sign a code of conduct to promote ethical behaviour. The Department may, at its sole discretion, prohibit any person found to be in breach of such code of conduct from further participation or involvement in the project.
- 1.4. Additional conditions for an applicant who would like to apply as a Consortium / Joint Venture. It is recognized that applicants may wish to form consortia or joint ventures to respond to this bid. The following guidelines apply:
 - Bidders are prohibited from being part of more than one consortium / joint venture and to submit an individual bid and a bid as part of a consortium / joint venture.
 - One of the members shall be nominated by the others as authorised to be the lead applicant and this authorisation shall be included in the agreement entered between the consortium members.
 - The lead applicant in the Consortium or Joint Venture must satisfy all the administrative requirements contained in the ToR and submit all the relevant documents necessary to meet the minimum requirements of the applications.
 - Other members of a consortium or a joint venture must comply with the requirements in line with Service Provider Funding Policy prescripts for the respective Service Provider categories.
 - The consortium/joint venture submission must be signed-off by each institution/organisation to be legally binding on all consortium members.
 - The lead applicant shall be the only authorised party to make legal statements, communicate with the department, and receive instructions for and on behalf of all the members of the consortium.
 - The lead applicant shall be held responsible for the delivery of services and for meeting conditions outlined in this bid.
 - A copy of the agreement entered and signed by all members of the consortium or joint venture shall be submitted with the consortium proposal indicating the respective responsibilities of each party.
 - Indicate how the joint venture/ consortium will be managed in the event of a dispute arising during the implementation period of the programme (Provide a contingency plan of managing any possible conflicts).

2. CONTRACT MANAGEMENT

- 2.1. The successful bidder will be required to enter into a service level agreement (SLA) with the Department of Cooperative governance. The National Treasury General Conditions of Contract (GCC) will form part of the SLA to be concluded between DCOG and the successful bidder.
- 2.2. The SLA will include project assignments that will address each of the project deliverables. The SLA may further establish a Project Steering Committee to manage, monitor and oversee the project such as:
 - Ensure that services are rendered timeously;
 - render a quality assurance function; and
 - ensure that the project remains within the allocated budget.
- 2.3. The SLA will include a detailed payment schedule. Payments will therefore only be approved and processed on the basis of the achievement of deliverables as per the implementation plan and/or project plan and related performed project tasks.
- 2.4. If the parties (the Department and the appointed service provider) are unable to reach agreement on the special conditions of contract (SLA) after a period of 14 calendar days of the date on which the bid

award is communicated to the service provider, then the Department reserves the right to cancel the award to the service provider and to appoint another service provider.

2.5. Bidders should note that:

- All information related to this bid, or information provided to the service provider subsequent to the award of this bid, must be treated as confidential and may not be disclosed in any way to third parties without the explicit written consent of DCOG.
- All rights, title and ownership of any Intellectual Property developed by or for the Service Provider or DCOG independently and outside of execution/production of the Deliverables related to this bid and provided during the course of this project ("Background IP") shall remain the sole property of the party providing the Background IP.
- To the extent that the Service Provider utilises any of its Background IP in connection with the Deliverables, such Background IP shall remain the property of the Service Provider and DCOG shall acquire no right or interest therein. Service Provider shall grant DCOG a non-exclusive, royalty-free, non-transferable licence to use such Background IP strictly for purposes of making beneficial use of the Deliverables into which such Background IP has been incorporated.
- All Intellectual Property rights in Bespoke Deliverables are or will be vested in and owned by DCOG unless specifically agreed otherwise in writing. The Service Provider agrees that it shall not, under any circumstances, question or dispute the rights and ownership of DCOG in and to the Bespoke Deliverables. DCOG shall grant the Service Provider a non-exclusive, royalty free, non-transferable licence to use the Bespoke Deliverables for the purpose of performing its obligations under this project.
- The Service Provider may not publish or sell, in whole or in part, any Bespoke Deliverables emanating from this project without the explicit written consent of DCOG.
- The Copyright of any Bespoke Deliverables shall vest in DCOG.

2.6. No amendments to the SLA or any variation, waiver, relaxation or suspension of any of the provisions thereof shall have any force or effect, unless reduced to writing and signed by both parties.

PART F – DETAILED REQUIREMENTS

1. Purpose of assignment

The purpose of this document is to detail the resources required to implement develop, upgrade and support new and existing technologies within the Department of Cooperative Governance (DCoG).

2. Introduction and background

The Department uses web-based workflow systems that connect users from municipalities, sector departments and project consultants who interact with the system on behalf of the municipalities.

The applications include functionality for Fund Administration, Project Life Cycle Management, Backlogs, Reporting & Mapping, Workflow and System Administration Modules. Workflow is used to enforce the business processes, requiring users with designated responsibility to sign off on a variety of forms required for project registration, appointment of consultants, and contractors, requests for payments, expenditure reporting and project closure procedures. All the information required for monitoring and reporting purposes are derived from these forms. Users may delegate responsibility to other users, and they may appoint evaluators to assist them with the technical evaluation of forms. The application architecture is of the multi-tier variety, where a web service exposes the functionality that a user wants to access, a Coordinator provides transactional support for operations that update the database, a Controller contains the business logic, and a data Assessor provides the functionality to query and update tables in the database. All applications were built on the Microsoft.Net Version 3.5 framework and coded in C#. Database functionality is provided by MS SQL Server 2019 and reporting is based on MS SQL Server Reporting Services. MIG-MIS is currently hosted on a single multi-processor server which consists of GIS functionality and MIG-MIS functionality. The application server is hosted on MS Windows Server 2003 operating system with IIS as web server and this is currently being upgraded to MS Windows Server 2019. The database server is hosted on MS Windows Server 2019 operating system. System administration activities include user account management (especially permissions associated with accounts), data corrections, after-hours deployment of new releases from the staging to live environment and ad-hoc reporting. While most data corrections can be done by users with sufficient permissions, occasions do arise when it is appropriate or more efficient to achieve this by means of scripts provided by the development team. These situations normally arise when the same mistake is made with the capturing of many projects or when data clean-up activities require a number of projects to be deleted or changed. Most standard reports are already provided for, but the need does arise from time to time to build special reports to answer special requests.

These are normally run on a backup of the production database at the end of the previous day.

3. Problem Statement

- 3.1 The MIG-MIS system is a web-based management information system which was developed by DCoG in 2005 as a tool in the administration and management of the Municipal Infrastructure Grant (MIG). 1st MIG-MIS system enhancements were undertaken in 2018 and subsequently to be followed by second phase of system enhancements.
- 3.2 The system facilitates the management of the MIG [Projects](#) to the value of R15 billion per annum.
- 3.3 The system is used to register projects through a workflow process and to track the funds disbursed to municipalities for service delivery. Municipalities are required to capture and report on the MIG-MIS in terms of progress and expenditure and utilise the system as a planning and programme management tool.
- 3.4 The MIG-MIS system is currently being utilised by ALL MIG receiving municipalities, provinces, sector departments, DCoG MIG Administration Unit as well as other MIG programme stakeholders. The system plays a critical role in ensuring that the MIG programme is managed effectively, and it is therefore critical that the system is maintained.
- 3.5 High levels of utilization have been achieved since the enforcement of compulsory MIG programme reporting from 01 July 2018 which has raised the level of accountability by municipalities, especially in the area of reporting on funds spent against the MIG funds transferred and total MIG allocations. The following areas have contributed towards the higher levels of utilization by municipalities and provinces:
 - a) At a policy level the utilisation of the MIG-MIS by municipalities was secured by introducing conditions on the MIG Framework since 2017/2018 that require municipalities to utilise the system as well as allowing provinces to render the required support; and
 - b) Enhancements on the system have been undertaken to improve various areas of operations.
- 3.6 Maintenance on the system has been undertaken to ensure stability of the system;

3.7 The Department is not able to render MIG-MIS system maintenance and Call Centre Incident Support due to its capacity constraints and has therefore decided to outsource this critical function.

4. Scope of the assignment

To develop, support and maintain current and new application requirements based on the technology stack mentioned in the document.

5. Deliverables and time frames

- a. Application Maintenance.
- b. Functional Support and User Incident Support.
- c. System Administration Support.
- d. Application Enhancements and Platform Upgrade.
- e. MIG-MIS system skills transfer and Training.

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.

6.1.2. Skills and experience required:

The resources must have at least 3-year tertiary qualification in information technology and 3 years' experience in:

- a) Financial systems business 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.
- m) Working experience of data migration and integration tools
- n) Knowledge of Business Intelligence tools
- o) Data profiling (physical, logical and reference data model)

6.2. Full Stack Developer (x2)

6.2.1. Resource Requirements

To develop scalable software, interpret written requirements, provide effective and strategic technical development of systems, including new developments, maintenance, enhancement, and support of existing systems.

6.2.2. Skills and experience required:

The resources must have at least 3-year tertiary qualification in information technology and 3 years' experience in:

- a) Design and development of software applications with Microsoft Visual Basic.Net and C#.NET.
- b) Design and development of software application on on-premises infrastructure and cloud (Microsoft Azure) infrastructure.

- c) Development of Web-based and mobile-based applications using Microsoft Visual Studio 2019 or above.
- d) XML, JSON, HTML 5, CSS 3 and Bootstrap 5 capabilities.
- e) AGILE and/or SCRUM development methodology
- f) Able to troubleshoot & support complex Microsoft Visual Basic.Net and C#.NET issues.
- g) Using Version Source Control (GIT or GitHub or Team Foundation Server)
- h) Microsoft SQL 2019 server and above versions
- i) Developing test scripts.
- j) Provide input into training.
- k) Conduct training.
- l) Go Live support.

6.3. Microsoft SQL Database Administrator (x1)

6.3.1. Resource Requirements

To develop new Databases as per requirements and support and maintain all new and existing database environments. Manage the performance of SQL databases hosted both on-premises and in Azure (IaaS / PaaS) for developed application and warehouse processes.

6.3.2. Skills and experience required:

The resources must have at least 3-year tertiary qualification in information technology and 3 years' experience in:

- a) Designing, Implementing, Maintaining and Administration of MS SQL 2019 and above versions.
- b) Administration of the Report / Analytics Environment (SSRS, SSAS, PowerBI).
- c) Administration of SQL Always On clusters.
- d) Disaster recovery (backup and restore) Procedures and checks.
- e) Enhancing and maintaining databases to accommodate new business functions and improve existing business functions.
- f) Assisting application developers with problem analysis and resolution of development and production failures.
- g) Supporting user and developer access, upgrade planning, implementation, and resolution of database.
- h) Providing and maintaining technically stable and performing production environments.
- i) Installing and testing new versions of the database management systems (MS SQL Server, MySQL etc)
- j) Controlling, monitoring and managing user access permissions and security.
- k) Performing database backups and restore.
- l) Performing database replication across production sites including Disaster Recovery (DR).
- m) Compiling database documentation, data standards and procedures.
- n) Managing database performance to provide quick response to front end applications.
- o) Conceptualizing user requirements and perform data modelling.