

CONTRACT JW IT004/22R
TO PROVIDE APPLICATION SUPPORT FOR THE MICROSOFT SHAREPOINT SOLUTION FOR A PERIOD OF THIRTY (36) MONTHS

<u>CONTRACT NUMBER:</u>	JWOPS IT004/22R
<u>CONTRACT TITLE:</u>	TO PROVIDE APPLICATION SUPPORT FOR THE MICROSOFT SHAREPOINT SOLUTION FOR A PERIOD OF THIRTY (36) MONTHS
<u>DEPARTMENT:</u>	SUPPLY CHAIN MANAGEMENT
<u>DATE OF MEETING:</u>	28 AUGUST 2023
<u>TIME OF MEETING:</u>	11:00
<u>VENUE FOR MEETING:</u>	BOARD ROOM 1, TURBINE HALL NETOWN

1. WELCOME

Ms. **Nthabiseng More** welcomed everyone who attended the meeting and introduced JWpersonnel.

Ms. **Nthabiseng More** indicated that this is an open tender, and the meeting is **COMPULSORY**, therefore bidders who did not attend the meeting will **NOT** be considered for this tender.

Bidders were informed that, the meeting will have 2 sessions, due to error of meeting times on the tender document. First meeting as advertised on media is 11H00 – 12H00 and on the tender document time is from 12:30

2. CONTACT PERSONS

TECHNICAL ENQUIRIES	GENERAL ENQUIRIES
John Sangweni	Nthabiseng More
john.sangweni@jwater.co.za	Nthabiseng.more@jwater.co.za
Timothy Oyomno	
timothy.oyomno@jwater.co.za	

3. JOHANNESBURG WATER REPRESENTATIVES THAT ATTENDED THE BRIEFING MEETING

NAME & SURNAME	DEPARTMENT
Ms. Mapule Setaka	Supply Chain
Mr. Lazola Lupondwana	Supply Chain

4. SUPPLY CHAIN MANAGEMENT PRESENTATION BY Nthabiseng More

- Bid documents are available in PDF format, at no cost to the bidder, on the Johannesburg Water website (www.johannesburgwater.co.za) and on e-Tender Portal.
- Bid documents received from non-attended bidders of a compulsory briefing session will be disqualified. Attendees were requested to ensure that their company names (company that will be tendering) and contact details of the company and individual are registered on the attendance register as proof of attending the tender briefing meeting and for Johannesburg Water to be able to communicate tender specific information to the attendees of the briefing meeting. Each bid must be submitted in a separate, sealed envelope on which the NAME AND ADDRESS OF THE BIDDER, THE BID NUMBER, DESCRIPTION OF BID AND THE CLOSING DATE must be clearly written.
- It is the responsibility of the bidder to ensure that their bid document is submitted in a sealed envelope and placed in the Bid Box in good time so as not to miss the official deadline of 10:30am on the closing date.
- The sealed bid envelope or package must be addressed to Supply Chain Management Unit, Johannesburg Water (SOC) Ltd and deposited in the BID BOX situated at the entrance: Turbine Hall, 65 Ntengi Piliso Street, Newtown, Johannesburg.
- Bid documents submitted via courier services will be accepted provided that the bidder instructs such courier company or its representative to deposit the documents in the bid box as only bid documents in the Bid Box at the time of tender closing will be taken into account.
- Documents should under no circumstances be handed to an employee of Johannesburg Water, including the receptionist or security, as Johannesburg Water will not be held accountable in the event of any loss thereafter. Bid documents may not be submitted via the South African Post Office as only bid documents in the Bid Box at the time of closing will be taken into account.
- Bidders are to allow for sufficient time to access Johannesburg Water offices in Turbine Hall and deposit their bid document in the Johannesburg Water tender box situated at reception before tender closing time. Bidders are to note that the Johannesburg Water offices are open during 06:00am and 18:00pm seven (7) days a week.
- Bid documents must be completed using non-erasable black ink or may be completed electronically without altering or tampering with any of the scope of work, terms & conditions, specifications, evaluation criteria, special conditions, award and allocations

strategies, pricing schedule etc. in the tender documents. Tender documents received contrary to this requirement will be disqualified.

- Bids received after the closing time and date will not be accepted and will be returned to the bidder unopened.
- It is a requirement that the bidders tax matters are in order. To this effect, the bidder must furnish their Tax Compliance Status Pin or CSD MAAA number for bids as requested elsewhere in the bid document.
- Pricing schedule must be completed and signed in accordance with award strategy. Bids that are received contrary to this requirement will be disqualified.
- Tender documents need to be bound and contain all pages. Tenderers therefore need to ensure that the tender document is submitted in its entirety with no pages or parts missing.
- Any mistakes must be struck- off and corrected with black ink and signed by tenderer to authenticate each mistake. The use of correction fluid (i.e., Tippex) to correct mistakes is not allowed
- The 80 / 20-point scoring system will be applicable to this tender. 80 points will be allocated to Price and 20 points will be allocated to Specific Goals as follows:
 - 1. Business owned by 51% or more-Women (10)
 - 2. Business owned by 51% or more- Black Youth (10)
- Tender will be valid for 90 days after closing date and may be extended upon agreement between Johannesburg Water and the bidder.
- Bidders who wish to tender as a Joint Venture (JV), consortium, partnership or equivalent need to include the JV, consortium, partnership, or equivalent agreement in their tender submissions. Each party must submit a separate TCS certificate/ Pin/ CSD number. The JV agreement is to state the percentage ownership, roles and responsibilities of each party to the agreement.
- Tenderers are required to submit one original hard copy and a soft copy in a USB, however, tenderers who did not submit the USB will not be disqualified.
- Bidders are to fill in the tender submission register at security after submitting their bids.
- Bidders are advised to be on the lookout on the Johannesburg Water website for any

communication regarding this tender, all correspondence will be published on the website. Bidders are also advised to check their emails for communication from either of the Johannesburg Water representatives as stated on the tender cover page.

- For further inquiries after the meeting, bidders can email through their queries, but do not send queries 7 days before closing date so that we can have enough time before closing to attend to all queries. can have 7 days before closing date and time to finalize their submissions.
- by the bidder's client and submit it as attachment with tender document. The bidders also have an option to submit a reference letter on their client's letterhead, however, the reference letter on their client's letterhead must have the description of the service that was provided, the start and end date (DD/Month/year) when the service was provided, whether the service that was provided was satisfactory/good or not, name and contact details of the authorized person from the client that Johannesburg Water can communicate with, to confirm the reference and information contained on the reference letter.
- Bidders are requested to confirm receipt of any communication sent to them by Johannesburg Water. Official
- The terms and conditions of tender are spelt out clearly on the document in terms of what is allowed and not allowed.

4.1 ADMINISTRATIVE EVALUATION

- These are the applicable Municipal Bidding Documents (MBD) that the tenderer's duly authorized representative must fully complete and sign and provide administrative documents such as director's and company's municipal statement or valid lease agreements which must be valid and submitted before tender award. The bidder will not be disqualified if not submitted on time, bidder will be given three (3) days to submit and adhere to the tender requirements.

Administrative Documents

1.	Certificate of Authority	Certificate of Authority or Board Resolution granting authority to sign.	Completed and signed certificate of authority to sign or signed board resolution
	Signed Acknowledgement of Tender Conditions		

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2.	MBD 1	Invitation to Bid Form	Complete and submit complete and signed MBD 1 Form.
3.	CSD	Central Supplier Database Registration	Provide proof of CSD registration. Complete MAAA number on cover page or copy of CSD report.
4.	MBD 3.1	Pricing Schedule - Firm Prices (Purchases)	Complete and submit signed MBD 3.1 Form.
5.	MBD 4	Declaration of Interest	Complete and submit signed MBD 4 Form.
7.	MBD 6.1	Preference Points Claim in Terms of The Preferential Procurement Regulations 2022	Complete and submit signed MBD 6.1 Form.
8.	MBD 8	Declaration of Bidder's Past Supply Chain Management Practices	Complete and submit complete and signed MBD 8 Form.
9.	MBD 9.	Certificate of Independent Bid Determination	Complete and submit signed MBD 9 Form.
10.	Annexure – Proof of Specific Goals	Refer to documents listed in 4.4 verification documents to be submitted with the tender document	Submit applicable documentation with the tender submission
11.	Annexure	Municipal Rates and Taxes for the Tenderer - Current municipal rates for the entity not in arrears by more than 90 days. If leasing/renting, submitted copy of valid lease agreement where premises are rented OR confirmation that suitable arrangements are in place for arrear municipal obligations with your local municipality OR current municipal rates which is not older than 90 days or valid lease agreement with affidavit from owner of property in cases stated in Proof of Good Standing with regards to Municipal Accounts document	Submit applicable documentation with the tender submission

12.	Annexure	Municipal Rates and Taxes - Current municipal rates for the directors of the entity not in arrears by than 90 days. If leasing/renting, submitted copy of valid lease agreement where premises are rented OR confirmation that suitable arrangements are in place for arrear municipal obligations with your local municipality OR current municipal rates which is not older than 90 days or valid lease agreement with affidavit from owner of property in cases stated in Proof of Good Standing with regards to Municipal Accounts document.	Submit applicable documentation with the tender submission
12.	Annexure	Joint Venture Agreement, Consortium or equivalent signed by all parties	Submit applicable documentation with the tender submission

4.2 MANDATORY CRITERIA

EVALUATION CRITERIA: (GATE KEEPERS)			
#	CRITERIA	DOCUMENTARY EVIDENCE	COMPLY (YES/NO)
No 1	Attendance of a Mandatory Tender Briefing Meeting		YES
No 2	Tenderer's Accreditation	The Service Provider must provide proof that they are a Microsoft certified partner with Modern Work (Microsoft 365) or Cloud Platform or Collaboration and Content or Application Development and/or integration competencies OR the tenderer must submit a valid certificate/letter or signed document from Microsoft certifying that they are a Microsoft Solutions gold or higher partner for Microsoft SharePoint application support.	YES
No 3	Signed Pricing Schedule and completed rates for items offered.		YES

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5. PRESENTATION BY Timothy

CRITERIA NO #	CRITERIA	EVIDENCE	SUB-CRITERIA/CLAUSE	WEIGHTING	SCORE
1.	Experience In the Provision of Application Support for the Microsoft SharePoint Software Solution.	<p>The Service Provider must provide proof that they have experience in the provision of application support or implementation of the Microsoft SharePoint software solution.</p> <p>NB: The attached reference template must be completed by the referee and included in the tender submission. Alternatively, the client's letterhead may be used for this purpose provided it complies with the functional criteria requirements.</p>	<p>Projects completed for the provision of application support or implementation for the Microsoft SharePoint software solution.</p> <p>Less than two (2) years</p> <p>Two (2) years or more but less than four (4) years</p> <p>Four (4) or more years</p>	70	 0 70 100
MINIMUM QUALIFYING SCORE					70
TOTAL					100

6. AWARD STRATEGY

AWARD STRATEGY	A tenderer who scores the highest score in terms of pricing and Specific Goals will be recommended for award
ALLOCATION STRATEGY	A tenderer who scores the highest score in terms of pricing and Specific Goals will be recommended for allocation

7. TENDER DATES

Tender Closing: **10:30** on **21 September 2023**. No late submissions will be accepted under any circumstances. Tender documents must be submitted in sealed envelopes, clearly marked with the reference number JW IT 004/22R and they must be deposited in the tender box.

8. QUESTIONS AND ANSWERS

QUESTION 1: Clarity on the Scope of Work page 34

ANSWER 1: The scope of work involves:

- Upgrade SharePoint 2019 on premise for Production, Development and Quality Assessment environments.
- Provide Application support for Johannesburg Water SharePoint environment for a period of 36 months.
- Provide professional services for a period of 36 months.
- Provide telephonic, remote and onsite support for a period of 36 months.
- Administrator training (x2).

QUESTION 2: Clarity on the Gate Keeper on Page 37

ANSWER 2: The following gate keepers apply to this tender: -

- Attendance of a Mandatory Tender Briefing Meeting
- Tenderer's Accreditation - The Service Provider must provide proof that they are a Microsoft certified partner with Modern Work (Microsoft 365) or Cloud Platform or Collaboration and Content or Application Development and/or integration competencies OR the tenderer must submit a valid certificate/letter or signed document from Microsoft certifying that they are a Microsoft Solutions gold or higher partner for Microsoft SharePoint application support.
- Signed Pricing Schedule and completed rates for items offered.

QUESTION 3: Clarity on Accreditation and the Legacy?

ANSWER 3: Microsoft made changes to their partner accreditation in Oct 2022, Johannesburg water is looking for a Microsoft partner with the following accreditations.

- Modern Work (Microsoft 365)
- Cloud Platform
- Collaboration and Content

- Application Development
- integration competencies

Service providers with the old/Legacy accreditations will also be considered, the tenderer must submit a valid certificate/letter or signed document from Microsoft certifying that they are a Microsoft Solutions gold or higher partner for Microsoft SharePoint application support.

QUESTION 4: How many tier system applications, and the size?

ANSWER 4: 3 tier system i.e., Application server, web server and Database server. Size of Database is +/- 6 TB.

QUESTION 5: How many users?

ANSWER 5: +/- 1000 users

QUESTION 6: Clarity on the current License?

ANSWER 6: Microsoft 365 E5

QUESTION 7: How do we authenticate on errors in the Tender Document?

ANSWER 7: every error made authenticate using signature.

QUESTION 8: The BBEE Scoring is eliminating on persons over age of 35 years, why is that?

ANSWER 8: Specific goals are part of the market analysis, of which we target areas which have in the past not doing well, as well as we are avoiding established companies in competing with small youth companies, therefore Johannesburg Water is not eliminating anyone, hence you can still bid and score yourself points on other goals, we only giving smaller organisations opportunity to bid.

QUESTION 9: if am present as in attending meeting and I will be doing Joint Venture with another company, should I complete both our company names on the register?

ANSWER 9: NO, the register is to be completed the company present in the meeting, although you allowed to tender as a JV.

QUESTION 10: What SharePoint version are you on and which version will you be upgrading or migrating to?

ANSWER 10: We are currently on SharePoint 2019 on premise and would like to upgrade/migrate to SharePoint subscription Edition or SharePoint Online.

QUESTION 11: Clarity on the risk of moving everything and if each department have a security policy?

ANSWER 11: There will always be a risk migrating that size of database, this risk will be mitigated by performing a full back up prior to the migration. Each department have their own security group and levels.

QUESTION 12: Clarity on Prem Integration? Any external parties?

ANSWER 12: Our SharePoint solution is out of the box and only integrated to our Active directory for managing user access and authentication, there are no enhancements or workflows. However, Johannesburg Water will be utilizing the bucket hours allocated for professional services for Microsoft Teams integration.

CLOSURE

Bidders are reminded to constantly look out for communication from Johannesburg Water Website and confirm receipt of emails received.

Ms. Nthabiseng More, thanked all who attended the briefing, and the meeting was adjourned.