

## **ANNEXURE B**

### **TERM OF REFERENCE**

#### **1. Background**

Blouberg Local Municipality is undertaking a digital transformation initiative to enhance employee productivity, secure data and promote efficient collaboration using modern cloud technologies. To support this, the municipality requires a cloud-based productivity and security solution that integrates email, file sharing, device management, collaboration tools and a modern operating system.

This Terms of Reference outlines the requirements for the procurement and deployment of 140 user licenses for Microsoft 365 and 6 MS Project Management Licenses on a three-year subscription basis.

#### **2. Purpose**

2.1 The purpose of this procurement is to acquire and deploy 140 full-featured productivity Microsoft and 6 MS Project Management licenses for municipal employees for a period of three (3) years, with the following integrated capabilities:

- Cloud-based email and calendaring
- Real-time collaboration and communication
- File storage and sharing
- Access to the latest desktop operating system

#### **3. Scope of Work**

3.1 The appointed service provider will be expected to:

3.1.1 Supply and deploy 140 MS365 valid user licenses with the following capabilities for each user:

- Access to email and calendaring services (Exchange Online)
- Access to collaboration tools including Teams for chat, meetings and video conferencing



- Access to file sharing and content management (SharePoint and OneDrive)
  - Desktop Office applications (Word, Excel, Outlook, PowerPoint, etc.)
  - Advanced device management capabilities via Microsoft Intune
  - Access and rights to upgrade to Windows 11
  - Mobile Device Management (MDM) and Mobile Application Management (MAM)
  - Built-in identity protection, conditional access and multi-factor authentication features
- 3.1.2 Ensure setup and assignment of all licenses under the official domain of Blouberg Local Municipality (blouberg.gov.za).
- 3.1.3 Provide initial configuration support, including Intune policy setup, Windows 11 deployment guidance and Exchange configuration support.
- 3.1.4 Provide basic handover training or documentation to the ICT team on managing users and services.
- 3.1.5 Ensure that the subscription will cover 3 years, with annual once-off payments only (no monthly billing).
- 3.1.6 Ensure compliance with South African data sovereignty and privacy laws.
- 3.1.7 Offer escalation support and facilitate access to Microsoft's official support channels when required.

#### **4. Technical Requirements**

##### **4.1 The solution must include:**

- Cloud email with minimum 50GB to 1TB mailbox per user
- Cloud storage with at least 1TB OneDrive storage per user
- Integrated Teams environment for meetings, chat, file sharing and collaboration
- Device management solution (Intune) allowing for security policy enforcement, remote wipe and application control



- Rights for each user to install desktop Office apps on up to 5 devices or more
- Access to upgrade to Windows 11, including activation keys where applicable
- Secure cloud infrastructure with multi-geo capabilities and compliance with South African regulations
- Admin portal for centralized license and user management integrated to blouberg.gov.za and BloubergCSP.onmicrosoft.com

## **5. Service Level Requirements**

- Licenses must be provisioned within 7 working days from purchase order issuance.
- Include assistance with tenant-level setup and integration with existing Active Directory (on-prem or hybrid).
- Provide at least 30 days post-implementation support on deployment and issue resolution.
- Support hours: Monday to Friday, 08h00 – 16h30.

## **6. Subscription and Payment Terms**

- Total subscription period: 3 years
- Annual once-off payment for each year (no monthly payments will be accepted)
- Pricing must be inclusive of all applicable costs (licensing, configuration support, VAT, etc.)
- Provide quotation breakdown per year

## **7. Minimum Eligibility Criteria**

### **7.1 Bidders must:**

- Be a registered Microsoft Cloud Solution Provider (CSP)
- Provide a valid proof of Microsoft Partner status
- Demonstrate previous experience in delivering Microsoft cloud solutions for public sector or municipalities



- Be capable of provisioning and supporting licenses under South African jurisdiction and compliance laws

## 8. Proposal Submission Requirements

8.1 Interested bidders must submit the following:

- Company profile and relevant experience in delivering Microsoft cloud solutions
- Proof of Microsoft Certified Solution Provider status
- Breakdown of costs per year for the 3-year period (once-off per year model)
- Details of support services (during installation) included in the offer
- Project delivery plan including license provisioning timelines and basic setup
- References from at least three (3) previous public sector clients

## 9. Evaluation Criteria (First Criteria) before going to SCM Criteria

Evaluation Area	Weight	
<b>Functionality &amp; Technical Compliance</b>	35%	
- Meets all listed solution features		
- Integration with Windows 11 & Intune		
<b>Experience and Capacity</b>	30%	
- Experience with similar municipal or government projects (15% for 3 clients or more)		
- Qualified personnel and certifications (15% for 4 or more)		
<b>Support Plan &amp; Implementation Approach</b>	15%	
- Setup, rollout, and escalation strategy		
<b>Microsoft Partner</b>	20%	



Microsoft Certified Solution Partner 5%		
Silver Partner = 10%		
Gold Partner = 15%		
Platinum Partner = 20%		
Total	100%	

*Only bidders meeting a minimum of 70% in functionality will be considered for further evaluation.*

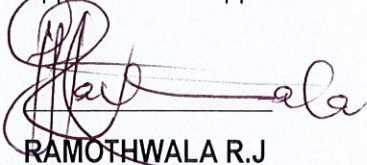
*"Supporting evidence must be provided in accordance with the evaluation criteria outlined above.*

*Failure to do so will result in no weight or score being allocated."*

#### 11. Payment Schedule

Year	Payment Structure	Due Date
Year 1	Once-off payment (incl. setup and configuration)	Upon deployment completion
Year 2	Once-off payment (licenses)	12 months after initial payment (start of Year 2)
Year 3	Once-off payment (licenses)	24 months after initial payment (start of Year 3)

Approved / Not Approved.

  
RAMOTHWALA R.J.

Municipal Manager

Date: 05/09/2025