BID SPECIFICATIONS
Upgrade and Extend SharePoint as the GCIS Extranet, Enhance, Support and Maintenance of GCIS Enterprise Content Management System (ECMS) for a period of three (3) years
Reference: GCIS 006 2014/2015

1. PURPOSE

The purpose of this document is to request a proposal and to specify the requirements for the upgrading, enhancements, support and maintenance of the Government Communication and Information System (GCIS) Enterprise Content Management System (ECMS) on the following sub projects:

1.1   Upgrade the GCIS ECMS from Microsoft SharePoint 2010 to SharePoint 2013
1.2   Configure the GCIS ECMS as the Extranet for an online Photo library
1.3   Configure the GCIS ECMS to allow the Corporate mobile users to access the system
1.4   Develop and Implement eSubmission for Travel and Subsistence claims
1.5   Three (3) Years Support SLA contract from 1 July 2015 to 30 June 2018

2. BACKGROUND

The GCIS uses Microsoft SharePoint as its ECMS. Microsoft SharePoint Server 2010 was customized according to the departmental business needs and serves as the departmental Intranet, Document Management System and automation of leave and requisition processes, etc. All development, support and maintenance on the ECMS are outsourced to a service provider. The outsourced agreement is valid until 30 June 2015.

To get the full benefits from Microsoft SharePoint and address new business needs, bidders are invited to submit proposals for the sub projects as mentioned section 1.

2.1 Functionalities of the Current GCIS ECMS

The GCIS ECMS consists of the following main components:

2.1.1   **Intranet** – a central portal for the departmental internal communications such as announcements / messages, organisational events and calendar, common organizational documents, blogs, websites links etc. It also allows central access to other GCIS systems
2.1.2   **Document Centre** - an Electronic Document Management System (EDMS), serves as an e-filing system according to the GCIS file plan
2.1.3   **e-Services with online Leave application and Requisition process** - automation of leave application and Requisition processes
2.1.4   **Advanced Enterprise search capabilities**
2.1.5   **My Site** – It serves as an internal social media tool for GCIS employees

2.2 Technologies of the Current GCIS ECMS

2.2.1 **Microsoft SharePoint Server 2010 Enterprise Edition** is used for the departmental Intranet, Document Centre and Search

2.2.2 **InfoPath Form 2010** is used for the leave application and requisition forms

2.2.3 **Nintex Workflow 2010** is used for the automation of leave application and requisition processes

2.2.4 **Visual Studio 2010** is used for developing the customized functionality for web services

2.2.5 **SQL 2008 R2 Reporting Services** is used for Leave applications and Requisition reporting

2.2.6 AvePoint **DocAve 6** is used for the Disaster Recovery (DR) environment high availability replication and usage monitoring reporting

2.3 The Infrastructure of the GCIS Current ECMS

There are three environments for GCIS ECMS:

1)   Development: 2-tier architecture has been applied: a) one server for web front and application server; b) one SQL cluster server

2)   Production: 3-tier architecture has been applied: a) two web front servers for load balancing, b) one application server, c) two SQL cluster servers with a SAN device

3)   DR: 4-tier architecture has been applied: a) one web front server, b) one application server, c) one SQL server, d) one DocAve server

The GCIS needs a service provider with the required skills in the technologies mentioned-above and enough capacity to provide effective and efficient support to the departmental SharePoint environment.

3. SCOPE OF THE BID

3.1 Scope Inclusion

The proposals must include the following sub projects:

3.1.1   Upgrade the GCIS ECMS from Microsoft SharePoint Server 2010 to SharePoint 2013 with Hyper-V Virtualisation technology configuration

3.1.2   Configure the GCIS ECMS as the Extranet for online Photo library

3.1.3   Configure the GCIS ECMS to allow the corporate mobile users to access the system

3.1.4   Develop and implement eSubmission for travel and subsistence claims

3.1.5   Three (3) Year Support SLA contract from 1 July 2015 to 30 June 2018

3.1.6   Non-Microsoft software licenses for three years: 1 September 2015 to 31 August 2018

NB: GCIS reserves the right to reduce the scope by removing any of sub projects mentioned-above

3.2 Scope Exclusion

3.2.1 Procurement and configuring the hardware and Virtualisation infrastructure for SharePoint 2013 upgrade and Extranet

4. REQUIREMENTS

The bidders should address the requirements per sub project accordingly.

4.1 Upgrade the GCIS ECMS from Microsoft SharePoint 2010 to 2013

4.1.1 To propose the new infrastructure for the GCIS ECMS in Microsoft SharePoint 2013 with virtualisation technology and one additional environment for Quality Assurance (QA) environment based on the current three environments as mentioned in section 2.3. The proposed infrastructure must be scalable for configuring the extranet.

4.1.2 To configure the GCIS ECMS in Microsoft SharePoint 2013 according to the proposed new infrastructure with four (4) environments: 1) Development, 2) QA, 3) Production, and 4) DR.

4.1.3 To implement the new look and feel according to the GCIS inputs

4.1.4 To migrate all content from the current GCIS SharePoint infrastructure environments to the respective new infrastructure environments

4.1.5 To upgrade the InfoPath forms from InfoPath 2010 to InfoPath 2013

4.1.6 To upgrade the Nintex workflows from Nintex Workflow 2010 to Nintex Workflow 2013

4.1.7 To upgrade eLeave workflows with the same method as the workflows for eRequisition

4.1.8 To ensure the compatibility of the current Nintex workflows and InfoPath forms in the SharePoint 2013 environment when migrating leave and requisition content.

4.1.9 To ensure AvePoint **DocAve 6** is compatible with the SharePoint 2013 Disaster Recovery (DR) environment high availability replication and usage monitoring reporting

4.1.10 To configure SharePoint 2013 to allow corporate mobile users to read SharePoint Documents via the SharePoint Document links

4.2 Configure SharePoint 2013 as the Extranet for an online Photo library

To extend and configure SharePoint 2013 for an online photo library after GCIS ECMS is upgraded to Microsoft SharePoint 2013. The departmental SharePoint extranet online photo library must provide a secure access mechanism to automatically identify a logged-in user with specific functions. It should provide the following functionalities for two user groups:

4.2.1 GCIS photo Librarians
- Capture / update events
- Upload medium resolution photos
- Retrieve requests from external clients
- Upload high resolution photos per request
- Maintain external client profiles
- Monitor the usage via usage report per period

4.2.2   External clients (other Government departments, Media)
- Search photos per event and photo name,
- Browse categories of photos
- Create a shopping cart for orders of printing photos
- Download photos.

4.3 Configure the GCIS ECMS for corporate mobile user accessing it

GCIS has allocated iPad's to most senior managers. Currently corporate mobile users cannot connect to the department ECMS to perform SharePoint core tasks online, i.e. add / edit / approve SharePoint documents, recommend / approve eLeave and eRequisition.

To enable the GCIS mobile corporate users to access the GCIS ECMS, Bidders are requested to propose the solution which can provide the full features of the GCIS ECMS, such as the ability to browse the department intranet, upload documents or to take items offline for editing documents, and to recommend and approve eLeave, eRequisition and eSubmission

4.4 Develop and Implement eSubmission of Subsistence & Travel claims

The department has implemented two electronic workflow approval processes for eLeave and eRequisition by using InfoPath 2010 for Form design and Nintex Workflow 2010 for the automation of workflow. The department would like to use the similar solution to implement the eSubmission of subsistence and travel claims.

4.4.1 Business Problems

Currently the subsistence and travel claims are completed and approved on paper-based forms. This has the following issues:

1) Claims must be submitted within a specific period. This is a challenge for persons who are traveling around often, and it is a challenge for staff members at provincial offices since all supporting documents have to be posted to head office before the claim can be processed

2) Many managers also travel often and this sometimes delays the approval process.

4.4.2 Requirements

4.4.2.1 The paper-based process should be replaced with an electronic submission and approval process driven by a combination of InfoPath and Nintex Workflow running on top of the existing SharePoint infrastructure.

4.4.2.2 The overall process consists of two types of submissions:
1) A request for an advance for the purposes of travel,
2) The claim for a business related trip that has taken place.

Due to the differences between the persons responsible for processing the forms, there will be a differentiation between advance requests and claims for a person on director or higher level, and persons below director level. This implies that there will be four separate forms and associated workflows that will need to be configured.

4.4.2.3 Each workflow will consist of an InfoPath form, and a four-step workflow (Submission, Verification, Approval, and Processing for Payment). The InfoPath form must be designed like the existing paper form that is available. It must make provision for attaching supporting documents and calculations to the form.

4.4.2.4 A Subsistence and Travel SharePoint web part must be created to allow the current logged-in user to view their forms submitted. Another SharePoint web part must be created to display all tasks that should be completed by the current logged-in user.

4.4.2.5 Reports: Feedback on the process should be provided via a dashboard format and two SQL Reporting Services reports. The reports will give details on claims of in-progress approvals.

4.4.2.6 The following documentation must be provided:

1) Functional Specification with Users Requirements
2) Design Specification
3) Test Plan
4) User Acceptance Testing (UAT) Specification

4.5 Support and Maintenance

The support agreement can be requested for any activity or system pertaining to the GCIS ECMS SharePoint Environment, including user and system support, and informal training. The contract should be structured with both a monthly retainer and pre-paid support hours (available hours) with 240 hours per year. The support agreement will be in effect from 1 July 2015 until 31 June 2018.

4.5.1. The Monthly Retainer should cover the following activities:

4.5.1.1 Overheads and Management

The cost of all activities that are associated with the overheads and management of the support contract will be covered by the monthly retainer.

4.5.1.2 Preventative Maintenance

The successful service provider will perform monthly preventative maintenance health check. This will include a review of the servers, databases, backups, and logs for the environment. Any identified issues or recommendations will be submitted in a MS Word Report to GCIS.

4.5.1.3 Monthly Performance Reporting

A monthly SLA performance report should be provided to GCIS. This report includes a breakdown of all issues logged, responses and hours utilised.

4.5.2 Pre-paid Support Hours

The Bid should provide GCIS with support totaling 240 hours per annum (available hours). The available hours will be used in accordance with following:
1) Incident and Problem Support
2) Mini Change or Enhancement Support

The Bid should allow GCIS to purchase additional hours if the available hours are exceeded. The hourly rate must be provided

5. INFORMATION REQUIRED FROM BIDDERS

Bidders must provide all the necessary information required. Please present the information by referring to the headings and paragraph numbers of this document. Bidders must submit relevant information in sufficient detail in order to enable GCIS to make an assessment of the information provided.

5.1 Pricing

Prices must be provided for
- A fixed price for upgrading the GCIS ECMS from Microsoft SharePoint 2010 to 2013 as mentioned in paragraph 4.1
- A fixed price for configuring SharePoint 2013 as the Extranet for online Photo library as mentioned in paragraph 4.2
- A fixed price for deploying a solution to allow Mobile users to fully access the GCIS ECMS as mentioned in paragraph 4.3
- A fixed price for developing and implementing a solution for eSubmission of Subsistence & Travel claims as mentioned in paragraph 4.4
- A fixed fee for three years supporting period with a detailed Service Level Agreement as mentioned in paragraph 4.5. The payments will be made quarterly
- An hourly rate fee for enhancement and ad hoc requests and projects.

Prices must be quoted as a **Rand value and include VAT**. Please use the following format for presenting pricing information:

Item	Price (R) (Inc. VAT)
1. Upgrade the GCIS ECMS from Microsoft SharePoint Server 2010 to SharePoint 2013 with Hyper-V Virtualisation technology configuration	
2. Configure the GCIS ECMS as the Extranet for online Photo library	
3. Configure the GCIS ECMS to allow the Corporate Mobile Users to access the system	
4. Develop and Implement eSubmission for Travel and Subsistence claims	
5 Non-Microsoft software licenses for three years: 1 September 2015 to 31 August 2018	
6. Maintenance per annum	
Year 1	
Year 2	
Year 3	
Total price for Three Years	
TOTAL	
7. Hourly Rate	

5.2 Experience, credentials and capacity

It will be expected that the successful bidders have proven experience with the specific technologies to be able to support GCIS with the software and the maintenance.

Proposals provided by interested parties must include:

5.2.1   Detailed information on **relevant experience** of the company in supporting clients with the technologies mentioned in **Paragraph 2.2**.

5.2.2   Please provide at least five examples of services currently or previously rendered as mentioned in **Paragraph 4**

5.2.3   An indication of the resource's **skills and expertise** for the mentioned technologies in **Paragraph 2.2**, e.g. clear description or CV that shows relevant skills and expertise.

5.2.4   Number of human resources who will be able to support GCIS must be provided.

5.2.5   **Provide three contactable references** for clients for whom similar work is done.

5.2.6   Bidders must be a certified Microsoft partner for SharePoint technology.

5.3 Company profile

Bidders must provide a company profile.

5.4 Knowledge and skills transfer

Bidders must provide information on how they will ensure transfer of relevant knowledge and skills with the GCIS team, to empower them to sustain, manage and support the solutions.

Bidders must indicate what documentation they will provide for each sub project according to the requirements as mentioned from paragraph 4.1 to 4.5

6. ACCOMPANYING DOCUMENTS

The proposal must be accompanied with the following documents:
6.1 **Valid SARS Tax Certificate**
6.2 **Proof that the bidder is a certified Microsoft partner for SharePoint technology**

Failure to submit the above-mentioned documents will result in a disqualification of the bid.

7. EVALUATION PROCESS

7.1 Functionality Evaluation criteria

Proposals submitted that comply with the requirements and delivered on the specified time will be evaluated per sub project as indicated in the **Description** column for Point 1 in the table below according to the criteria.

Aspect	Description	Points
1 Deliverables as specified under Paragraph 4	1.1 Upgrade the GCIS ECMS from Microsoft SharePoint 2010 to SharePoint 2013 (12) 1.2 Configure the GCIS ECMS as the Extranet for online Photo library (12) 1.3 Configure the GCIS ECMS to allow the Corporate mobile Users to access the system (12) 1.4 Develop and Implement eSubmission for Travel and Subsistence claims (12) 1.5 Three (3) Years Support SLA contract from July 2015 to June 2018 (12)	60
2. Experience, skills, credentials, capacity	Issues mentioned in paragraph 4.2: 2.1 relevant experience and references (10) 2.2 capacity, skills and expertise (5) 2.3 Microsoft SharePoint Partner (5)	20
3. Company profile	Company profile	5
4. Knowledge and skills transfer	Plan for knowledge and skills transfer between the prospective service provider and the GCIS team	5
5. Project management	5.1 How the service provider will follow the project management approach (2) 5.2 Separate high-level project plan, indicating activities to be undertaken, project deliverables per phase, milestones and timelines for the four sub projects as mentioned in Paragraph 3.1.1 to 3.1.4 (8)	10
	Total	**100**

7.2 Bid Evaluation Method

Proposals will be evaluated in terms of the Preferential Procurement Policy Framework Act (Act 5 of 2000) and Regulation (December 2011) on the basis of functionality and the 90/10 preference points system. A bidder that scores **60%** or more may be invited to come and do a presentation. The shortlisted bidder will be evaluated further in terms functionality according to the same criteria that were used in the previous round. The shortlisted bidders will be further evaluated in terms of the **90/10** preference points, where **90** points will be for price only and the **10** points for BBBEE Status Level of contribution.

GCIS will assess the functionality of each proposal taking into account the following criteria:

TECHNICAL	WEIGHT	VALUE

Values: 1 = Poor; 2 = Average; 3 = Acceptable; 4 = Very good; 5 = Excellent
The percentage for functionality will be calculated as follows:

$$\frac{A}{B} \times 100$$

Where:
A = total score of the bidder
B = maximum score, i.e. 500

7.3 Preferential procurement

Companies wishing to claim points in terms of preferential procurement must complete the SBD 6.1 form and submit an original or certified copy of the BBBEE Status Certificate.

The breakdown of points that will be awarded as follows:

Area of evaluation	Points
1. Price	90
2. BBBEE Status Level of Contribution	10
Total	100

8. GENERAL REQUIREMENTS

8.1 Requests for any additional information from Bidders must be submitted within 5 (five) days of this request having taken place.

8.2 Bidders are welcome to call the GCIS to get clarity on the current infrastructure, the GCIS technical SharePoint environment and how the SharePoint is set up for GCIS.

9. SUBMISSION OF BIDS

Bidding companies must submit their bids and all relevant documentation and forms attached to this bid, by no later than **11:00** on **26 September 2014.** Late submission will not be considered.

Postal address:
The Head: Supply Chain Management
Government Communications (GCIS)
Private Bag X 745
Pretoria
0001

Physical address:
GCIS Head Office
Tshedimosetso House
C/O Francis Baard and Festival Streets
Hatfield
Pretoria

10. ENQUIRIES

Enquiries can be directed as follows:

10.1 For Technical Enquiries, please contact
- Cathy Chen
    Email: cathyc@gcis.gov.za; Tel: 012 4730043

- Paul Bishop
    Email: paul@gcis.gov.za; Tel: 012 4730227

10.2 For bidding procedure enquiries

• Leshoka Mahloromela
    Email: Leshoka@gcis.gov.za Tel: (012) 473 0151

• Keneilwe Mafa
    Email: keneilwem@gcis.gov.za; Tel: (012) 473 0130

Approval

Approved / Not Approved

_____

Keitu Semakane

Acting DCEO: Corporate Services

Date: