

NAME OF BIDDING ENTITY

FORM “I”

CITY OF EKURHULENI

CONTRACT NUMBER: A - ICT 03-2026

THE APPOINTMENT OF SERVICE PROVIDERS FOR SUPPORT, MAINTENANCE, UPGRADE, EXPANSION AND TRANSFER OF SKILLS OF THE ENTERPRISE RESOURCE PLANNING SOLUTION IMPLEMENTED BY THE CITY OF EKURHULENI (COE) AND ALL ITS ENTITIES ON AS AND WHEN REQUIRED BASIS FROM DATE OF AWARD UNTIL 30 JUNE 2029 OR UNTIL THE REPLACEMENT OF THE SYSTEM, WHICHEVER COMES FIRST.

SPECIFICATION:

1. BACKGROUND

The City of Ekurhuleni (“CoE”) implemented Enterprise resource planning (ERP) solutions to improve and redefine its Service Delivery mechanisms and processes to facilitate a more scalable, measurable, customer-focused, efficient and most importantly, improved service delivery to the public and its stakeholders the ERP solution was also implemented to align with the City’s ICT strategic vision of becoming a Digital/Smart City.

The City also intends to expand some of these systems and services with a continuous drive to reduce the cost of operations whilst improving on providing efficient services and support for evolving organisational requirements.

Bidders are requested to provide options to curb support cost as one of the largest line items in the total cost of ownership (TCO) of the City’s ERP system solution that are in line with the approved National Treasury mSCOA regulations and in line with the broader regulatory framework. The long-term strategy includes innovative self-service and real-time support options to meet the City’s technology demands towards a Smart City and to ensure the City optimise return on investment (ROI) from the implementation of the ERP.

The City of Ekurhuleni (CoE) requires suitably qualified service providers to submit bids for the provision of maintenance, support, upgrades, expansion and transfer of skills services for the Enterprise Resource Planning Integrated software applications implemented at the City to allow systems running at peak performance. The maintenance and support solutions must enable the City to reap the benefits of modern ICT based innovations aimed at reducing cost, eliminating wastage and/or improve overall productivity and performance. This is inclusive of transactional fees that the City incurs on a monthly basis.

2. SCOPE

The following scope must be considered for each of the modules:

- Support & Maintenance,
- Enhancements,
- Transfer of skills for each of the abovementioned for the ERP Service Level Agreement (SLA)

2.1. SUPPORT AND MAINTENANCE

The scope for the support and maintenance for the following modules for CoE and all its Entities:

Support and Maintenance
Section 1: Land Information Management (Property Valuation) and (Property and Customer Master) including deeds data transfers
Section 2: Disaster and Emergency Management
Section 3: Town Planning & Building Control Management
Section 4: WSO2 External
Section 5: Workflow/Orbit
Section 6: Financial and Revenue Management
Section 7: Point of Sale
Section 8: Treasury Reporting Utility
Section 9: Reporting Services
Section 10: HR and Success Factors (Entities)
Section 11: Payroll (Entities)
Section 12: WSO2 within Solar ERP
Section 13: Oracle ERP
Section 14: SSL Certificates
Section 15: Mimecast
Section 16: Microsoft
Section 17: Cyber Security
Section 18: Data Capturing Services
Section 19: ProCapman

N/B: The City reserve the right to terminate any of the above services by providing a month notice to the appointed service provider anytime during the contracted period. The City also reserve the right for not activating any of the above services as listed above

2.2. TRANSFER OF SKILLS

The scope of work for skills transfer to both functional and technical staff is as follows:

The Service Provider shall deliver end-to-end Enterprise Resource Planning (ERP) professional services to support the effective operation, enhancement, and sustainability of the City of Ekurhuleni's ERP environment. Services must be delivered in accordance with industry best practices for enterprise applications and municipal ICT governance.

The scope of work shall include, but is not limited to, the following:

2.2.1. ERP Service Delivery Scope

All services must ensure system stability, performance optimisation, regulatory compliance, and continuity of business operations.

2.2.2. Project and Change Management

Where ERP upgrades, enhancements, or expansions are required, the Service Provider shall:

- Assign a qualified Project Manager responsible for delivery oversight
- Apply recognised project management and change management methodologies suitable for ERP systems
- Provide a detailed project plan, including milestones, deliverables, timelines, dependencies, and risks
- Coordinate activities with City ICT stakeholders and relevant business units
- Ensure all ERP changes are approved through the City's governance and change control processes

2.2.3. ERP Implementation and Configuration

The Service Provider shall:

- Configure ERP modules in line with approved business requirements
- Implement enhancements, upgrades, and patches without disrupting business operations
- Perform system validation and functional verification prior to release into production
- Support controlled deployment into production environments

All implementations must comply with the City's ICT standards, security policies, and architectural guidelines.

2.2.4. Integration and Testing

The Service Provider shall:

- Support ERP integrations, including the Enterprise Service Bus (ESB) and third-party system interfaces
- Perform integration validation and functional testing related to ERP changes
- Resolve defects identified during testing phases
- Ensure data integrity and transaction reliability across integrated systems

2.2.5. Training and Skills Transfer

Skills transfer is a mandatory component of this contract. The Service Provider shall:

- Develop and maintain a structured ERP training and knowledge transfer programme
- Provide functional and technical training to City ICT staff, super users, and end users
- Produce and maintain training materials, system documentation, SOPs, and user guides
- Ensure City resources are capacitated to support, maintain, and administer the ERP system

Training shall be ongoing and aligned to system changes, upgrades, and new functionality.

2.2.6. Ongoing Support and Optimisation

The Service Provider shall:

- Provide continuous ERP support services in accordance with agreed Service Level Agreements (SLAs)
- Monitor system performance and recommend optimisation opportunities
- Support incident resolution, problem management, and change requests
- Assist the City in achieving optimal return on investment (ROI) from the ERP solution

2.2.7. Inclusions

The following services shall be performed as part of the support and maintenance contract at no additional cost:

- System Patching and Upgrades (including the imbedded integration, Enterprise Services Bus (ESB) components major release upgrades)
- Monthly application performance monitoring and reporting
- On-site support and transfer of skills.
- Remote Support assistance using Remote Desktop and a Virtual Private Network as and when the client see fit.
- Daily, Weekly, Monthly, Quarterly and yearly system health checks.
- Monthly incident reporting
- Managed telephone support during Business and after Hours (Service Desk for 3rd line support)
- Monitored email support during Business Hours (Service Desk for 3rd line support)
- Logging of all System related queries and requests
- Service Desk Support will be limited to questions, quick references, logging of fault reports and requests for services only.
- All Legislative changes required.
- Monthly transactional reporting
- Daily End User Application Support
- Super User and End User Training
- Major release upgrade for the ESB components are covered as part of the maintenance
- System configuration services
- Security Compliance
- Planned or Emergency Onsite assistance are part of maintenance
- Disaster Recovery Plan – Ensure the system can replicate and achieve the Recovery time objective and recovery point objective as defined by the client

Service Desk Support

- All service related queries will be logged by the City's Service Desk personnel using the Service Desk solution.
- Access to the environment may be provided to the service providers to view incidents relating to them
- This will include:
 - User knowledge related queries
 - Requests logged for Consulting Services
 - Requests logged for Customer training
 - Fault reporting

- Software enhancement requests
- Change requests
- All Customer communication such as general information and notices of Revisions and Releases
- Ordering of Customer consumables (e.g. manuals). Electronic copies of manuals will be provided

Incident Severity and Response Resolution Times

- On-site support may be required for Severity 1 and Severity 2 incidents, subject to SLA response and resolution timelines
- **Response Time:** Time taken by the Service Provider to attend to the call or contact the Customer for more information.
- **Resolution Time:** Time taken by Service Provider to resolve the call, i.e. system function restored, program fix supplied or practical workaround identified.

Severity	Response Time	Resolution Time
Severity 1 – High Priority	1 Hour	8 Hours
Severity 2 – High to Medium Priority	24 Hours	48 Hours
Severity 3 – Medium Priority	24 Hours	4 Working Days
Severity 4 – Low Priority	48 Hours	5 – 10 Working Days

NB:/Extended time for resolution of issues will initiate penalties by the client based on rate card as per the support personnel for that module.

Incident Severity Definitions

Severity Level	General description	Criteria / Examples
Severity-1 (High Priority)	Service not available– Customer Business System failure impacting	ERP application service not available affecting all users or critical business functions – This severity indicates a major incident with serious impact on the Customer's business affecting all users. This is used to highlight incidents requiring immediate attention as in an emergency. All incidents registered at this level must take precedence over all others. It is used sparingly and could match one of the following criteria: • Non-availability of the System
Severity-2 (Medium to High Priority)	Critical Business Impact - Business Systems Failure - Business Functional Services Unavailable or Mal Functioning	This is used to identify to the recipient of the Incident that the call is impacting on the business in a significant way. If an incident is logged at this level the recipient should attend to the Incident as soon as possible. This indicator is used in the following cases: • Partial users of certain system functions are affected but not all system functions • An Important component of a Business System has failed

Severity Level	General description	Criteria / Examples
Severity-3 (Medium Priority)	Customer Business system failure impacting only certain business functions, areas or locations	This indicates that the incident is affecting a single function or has a medium impact to the business. The indicator is used in the following cases: Less critical Incidents affecting certain less critical functional system performance
Severity-4 (Low priority)	Minor Business Impact - individual Incidents, where a malfunctioning of a service	This severity is used to identify any incident, which has minor business impact. This indicator is used in the following cases: - Non-business impacting Incidents - Changes to documents, processes etc. - Auto-logged Incidents - Warning detected via monitoring - Product adjustment may be implemented in future releases

Service Provider Responsibilities under the Maintenance and Support Contract

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

Application and Technical Support to ICT

- Services in terms of Application and Technical Support to the ICT Application and Technical Support staff and End Users will be provided as following:
 - Maintain User and Training Manuals
 - Create a Training Competency Plan with imbedded KPI's and Performance Matrix, to be agreed by CoE Management team upfront
 - Train CoE ICT Staff and End Users based on the Training Plan as and when required
 - Provide assistance with the ITIL Cab Process
 - Attend meetings as and when required
 - Maintain the CoE APM and OPS Manuals
 - Maintain a performance dashboard and attend SLA meetings

3rd Level Support

- 3rd Level Support shall entail the call being referred to the developers of the Software.
- This escalation will normally occur if the query is a Software modification, error or enhancement request.

Roles and Responsibilities

Service Provider must provide qualified resources to support the CoE. Substitution will be done either on request by the client due to non-performance or any other non-delivery by the City. The City reserves the right to request replacement of any resource with the CCE.

Role	Responsibilities
COE Internal Support Resources	
Systems Engineer /DBA	The role involves setting up, administering, maintaining and upgrading databases for an organisation. DBA is also responsible for security, data storage and disaster recovery strategies. (Internal Resources)
Technical Support	Solving the problems of business, supporting, monitoring and maintaining workplace technology and responding to users' requests for service. May require professionals with specific experience and knowledge. (Service Provider)
Functional Support	Provide functional support to guide the specific use of specific applications. Configures systems according to business needs and helps develop processes to manage the day-to-day functioning of a program or system. (Service Provider)
Solutions Architect	Is responsible for the design of one or more applications or services within an organisation and is typically part of a solution development team. He or she must have a balanced mix of technical and business skills and will often work with an enterprise architect for strategic direction.
Developer	The role of a developer includes developing new modules/function or enhancing the existing modules based on approved user requirements

3. EVALUATION CRITERIA

- **SECTION 1: Land Information Management (Property Valuation) and (Property and Customer Master) including deeds data transfers**
- **SECTION 2: Disaster and Emergency Management**
- **SECTION 3: Town Planning & Building Control Management**

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	• Senior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in Systems Development • Business Consultant/ Support - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Business/ Functional Support • Technical Consultant - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Technical Support • Junior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Three (3) years' experience in IT Support

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Financial Ability (Ability to Deliver)	R 3 000 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section
Company Registration	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Junior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 3 years' experience in Information Technology (IT) Support

Senior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in systems Development.

Business Consultant/ Support:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Business / Functional Support

Technical Consultant:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Technical Support

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**
- **The City of Ekurhuleni reserves the right to verify the submitted documents.**

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 3 000 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. **Bank Statement(s)**

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R3 000 000**

OR

3. **Funding Commitments from Development Finance Institutions (DFIs)**

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R3 000 000**

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** (**The Signed reference letter must be from the client which the bidder provided the services to**) with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration:

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 4: WSO2 External

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	• Senior WSO2 Integration Specialist - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - WSO2 Certified API Manager Developer - Five (5) years' experience in systems integration • Intermediate WSO2 Integration Specialist - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - WSO2 Certified API Manager Developer - Three (3) years' experience in systems integration
Financial Ability (Ability to Deliver) –	R 5 000 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Company Registration	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Senior WSO2 Integration Specialist:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- A copy of a WSO2 Certified API Manager Developer
- CV demonstrating 5 years' experience in systems integration

Intermediate WSO2 Integration Specialist:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- A copy of a WSO2 Certified API Manager Developer
- CV demonstrating 3 years' experience in systems integration

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**
- **The City of Ekurhuleni reserves the right to verify the submitted documents.**

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 5 000 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 5 000 000**

OR

3. **Funding Commitments from Development Finance Institutions (DFIs)**

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, or any other registered DFI, indicating funding of at least R 5 000 000

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** (The Signed reference letter must be from the client which the bidder provided the services to) with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 5: Workflow/Orbit

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	• Business Consultant/ Support - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Business/ Functional Support • Technical Consultant - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Technical Support
Financial Ability (Ability to Deliver)	R 2 000 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section
Company Registration	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Business Consultant/ Support:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Business / Functional Support

Technical Consultant:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Technical Support

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**
- **The City of Ekurhuleni reserves the right to verify the submitted documents.**

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 2 000 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R2 000 000**

OR

3. Funding Commitments from Development Finance Institutions (DFIs)

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R2 000 000**

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** (**The Signed reference letter must be from the client which the bidder provided the services to** with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration:

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 6: Financial and Revenue Management (SOLAR ERP)**EVALUATION CRITERIA**

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	• Senior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in Systems Development • Business Consultant/ Support - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Business/ Functional Support • Technical Consultant - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Technical Support • Junior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Three (3) years' experience in IT Support
Financial Ability (Ability to Deliver) –	R 5 000 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section
Company Registration	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Junior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 3 years' experience in Information Technology (IT) Support

Senior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in systems Development.

Business Consultant/ Support:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Business / Functional Support

Technical Consultant:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Technical Support

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**
- **The City of Ekurhuleni reserves the right to verify the submitted documents.**

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 5 000 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 5 000 000**

OR

3. **Funding Commitments from Development Finance Institutions (DFIs)**

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, or any other registered DFI, indicating funding of at least R 5 000 000

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** (The Signed reference letter must be from the client which the bidder provided the services to) with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration:

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 7: Point of Sale (SOLAR ERP)

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	• Senior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in Systems Development • Business Consultant/ Support - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Business/ Functional Support • Technical Consultant - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Technical Support • Junior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Three (3) years' experience in IT Support
Financial Ability (Ability to Deliver) –	R 5 000 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Company Registration	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Junior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 3 years' experience in Information Technology (IT) Support

Senior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in systems Development.

Business Consultant/ Support:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Business / Functional Support

Technical Consultant:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Technical Support

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**
- **The City of Ekurhuleni reserves the right to verify the submitted documents.**

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 5 000 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. **Bank Statement(s)**

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 5 000 000**

OR

3. **Funding Commitments from Development Finance Institutions (DFIs)**

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R 5 000 000**

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** (**The Signed reference letter must be from the client which the bidder provided the services to**) with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration:

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 8: Treasury Reporting Utility (SOLAR ERP)

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	• Senior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in Systems Development • Business Consultant/ Support - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Business/ Functional Support • Technical Consultant - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Technical Support • Junior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)

EVALUATION ASPECT	MINIMUM REQUIREMENTS
	- Three (3) years' experience in IT Support
Financial Ability (Ability to Deliver) –	R 5 000 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section
Company Registration:	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Junior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 3 years' experience in Information Technology (IT) Support

Senior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in systems Development.

Business Consultant/ Support:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Business / Functional Support

Technical Consultant:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Technical Support

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**
- **The City of Ekurhuleni reserves the right to verify the submitted documents.**

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 5 000 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**

- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 5 000 000**

OR

3. Funding Commitments from Development Finance Institutions (DFIs)

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R 5 000 000**

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** (**The Signed reference letter must be from the client which the bidder provided the services to**) with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 9: Reporting Services (SOLAR ERP)

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Financial Ability (Ability to Deliver) –	R 5 000 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section
Company Registration	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 5 000 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 5 000 000**

OR

3. Funding Commitments from Development Finance Institutions (DFIs)

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R 5 000 000**

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** **(The Signed reference letter must be from the client which the bidder provided the services to)** with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration:

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 10: HR and Success Factors - Entities (SOLAR ERP)

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	• Senior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in Systems Development

EVALUATION ASPECT	MINIMUM REQUIREMENTS
	• Business Consultant/ Support - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Business/ Functional Support • Technical Consultant - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Technical Support • Junior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Three (3) years' experience in IT Support
Financial Ability (Ability to Deliver) –	R 5 000 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section
Company Registration	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Junior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 3 years' experience in Information Technology (IT) Support

Senior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in systems Development.

Business Consultant/ Support:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Business / Functional Support

Technical Consultant:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Technical Support

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**
- **The City of Ekurhuleni reserves the right to verify the submitted documents.**

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 5 000 000**, which may include:

- o Overdraft facilities; **OR**
- o Revolving credit facilities; **OR**
- o Approved loan facilities; **OR**
- o Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- o A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 5 000 000**

OR

3. Funding Commitments from Development Finance Institutions (DFIs)

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R 5 000 000**

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** (**The Signed reference letter must be from the client which the bidder provided the services to**) with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration:

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 11: Payroll – Entities (SOLAR ERP)

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	• Senior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in Systems Development • Business Consultant/ Support - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Business/ Functional Support • Technical Consultant - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Technical Support • Junior Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Three (3) years' experience in IT Support
Financial Ability (Ability to Deliver) –	R 5 000 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section
Company Registration:	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Junior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 3 years' experience in Information Technology (IT) Support

Senior Developer:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in systems Development.

Business Consultant/ Support:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Business / Functional Support

Technical Consultant:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Technical Support

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**
- **The City of Ekurhuleni reserves the right to verify the submitted documents.**

Financial Ability (Ability to Deliver)**1. Proof of Access to Credit or Financing**

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 5 000 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 5 000 000**

OR

3. Funding Commitments from Development Finance Institutions (DFIs)

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R 5 000 000**

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** (**The Signed reference letter must be from the client which the bidder provided the services to**) with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration:

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 12: WSO2 within Solar ERP

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	• Intermediate WSO2 Integration Specialist - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - WSO2 Certified API Manager Developer - Three (3) years' experience in systems integration • Senior WSO2 Integration Specialist - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - WSO2 Certified API Manager Developer - Five (5) years' experience in systems integration
Financial Ability (Ability to Deliver) –	R 5 000 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section
Company Registration	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Intermediate WSO2 Integration Specialist:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- A copy of a WSO2 Certified API Manager Developer
- CV demonstrating 3 years' experience in systems integration

Senior WSO2 Integration Specialist:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- A copy of a WSO2 Certified API Manager Developer
- CV demonstrating 5 years' experience in systems integration

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**
- **The City of Ekurhuleni reserves the right to verify the submitted documents.**

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 5 000 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 5 000 000**

OR

3. Funding Commitments from Development Finance Institutions (DFIs)

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R 5 000 000**

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** (**The Signed reference letter must be from the client which the bidder provided the services to** with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration:

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 13: Oracle ERP (ORACLE E-BUSINESS SUITE)

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	Oracle Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Three (3) years' experience in Oracle Development Oracle Snr Developer - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in Oracle Development Oracle App DBA - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in Oracle Database administration Payroll Specialist - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in Oracle Payroll functional support OTL Specialist - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in Oracle OTL functional support Absence management Specialist - National Diploma Information Technology (NQF 6 or equivalent IT diploma (NQF 6) - Five (5) years' experience in Oracle Absence functional support Oracle Functional Analyst - National Diploma Information Technology (NQF 6 or equivalent IT diploma (NQF 6) - Five (5) years of experience as an Oracle Functional Analyst, with hands-on exposure to Oracle EBS Taleo Administrator / Cloud Specialist - A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in Oracle Taleo functional support
Financial Ability (Ability to Deliver)	R 5 000 000

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section
Company Registration:	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Oracle Developer

- A copy of a National Diploma Information Technology (NQF 6 or equivalent IT diploma (NQF 6)
- CV demonstrating 3 years' experience in Oracle Development

Oracle Snr Developer

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in Oracle Development

Oracle App DBA

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in Oracle Database administration

Payroll Specialist

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in Oracle Payroll functional support

OTL Specialist

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in Oracle OTL functional support

Absence management Specialist

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in Oracle Absence functional support

Oracle Functional Analyst

- National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- 5 years of experience as an Oracle Functional Analyst, with hands-on exposure to Oracle EBS

Taleo Administrator / Cloud Specialist

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in Oracle Taleo functional support

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**

- All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.
- All professional Registrations must be in good standing during the period of tender evaluation.
- The City of Ekurhuleni reserves the right to verify the submitted documents.

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 5 000 000**, which may include:

- o Overdraft facilities; **OR**
- o Revolving credit facilities; **OR**
- o Approved loan facilities; **OR**
- o Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- o A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 5 000 000**

OR

3. Funding Commitments from Development Finance Institutions (DFIs)

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R 5 000 000**

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** (**The Signed reference letter must be from the client which the bidder provided the services to**) with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration:

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 14: Procurement & Configuration of Secure Sockets Layer (SSL) Certificates

The scope of work for this section entails the renewal of SSL certificates to secure external and internal systems.

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Financial Ability (Ability to Deliver) –	R 500 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder successfully supplied SSL Certificates
Company Registration:	OEM Accreditation for the supply of the SSL certificates

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 500 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 500 000**

OR

3. Funding Commitments from Development Finance Institutions (DFIs)

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R 500 000**

Relevant previous Company Experience:

- One (1) Signed reference letter on the **Bidder's Client Letter Head** (The Signed reference letter must be from the client which the bidder provided the services to) with Contactable References from the bidder's previous client confirming relevant experience where the bidder successfully supplied SSL Certificates.

Company Registration:

- Copy of OEM Accreditation for the supply of the SSL certificates

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 15: Renewal of Mimecast licenses

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Financial Ability (Ability to Deliver)	R 1 000 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder successfully supplied and installed Mimecast licenses
Company Registration:	OEM Accreditation for the supply and installation of Mimecast licenses

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 1 000 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 1 000 000**

OR

3. **Funding Commitments from Development Finance Institutions (DFIs)**

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, or any other registered DFI, indicating funding of at least R 1 000 000

Relevant previous Company Experience:

- Signed reference letter on the **Bidder's Client Letter Head** (The Signed reference letters must be from the client which the bidder provided the services to) with Contactable References from the bidder's previous client confirming relevant experience where the bidder successfully supplied and installed Mimecast licenses

Company Registration:

- Copy of OEM Accreditation for the supply and installation of Mimecast licenses

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 16: Microsoft

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	Microsoft Certified: Solutions Architect Expert - Microsoft Certified: Teamwork Administrator Associate - Five (5) years' experience in designing solutions that integrate various Microsoft technologies, including SharePoint Microsoft Security Administrator - Certified: Security Administrator Associate - Five (5) years' experience in Microsoft security and protecting data within Office 365 services Active Directory Engineer - MCSE Certified - Five (5) years' experience in Active Directory management and Microsoft server support Exchange and Exchange 365 Engineer - MCSE Certified - Five (5) years' experience in Microsoft Exchange support Power Platform Solution Architect Expert - Microsoft Certified: Power Platform Solution Architect Expert - Three (3) years' experience in Power Platform and integrations with SharePoint, and Azure
Financial Ability (Ability to Deliver)	R 500 000

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder was successful in the development, implementation and support of the system for the relevant section
Company Registration:	OEM Accreditation to install, support and maintain the system for the relevant section

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Microsoft Certified: Solutions Architect Expert

- A copy of Microsoft Certified: Teamwork Administrator Associate Certification
- CV demonstrating 5 years' experience in designing solutions that integrate various Microsoft technologies, including SharePoint

Microsoft Security Administrator

- A copy of Certified: Security Administrator Associate Certification
- CV demonstrating 5 years' experience in Microsoft security and protecting data within Office 365 services

Active Directory Engineer

- A copy of MCSE Certification
- CV demonstrating 5 years' experience in active directory management and Microsoft server support

Exchange and Exchange 365 Engineer

- A copy of MCSE Certification
- CV demonstrating 5 years' experience in Microsoft Exchange support

Power Platform Solution Architect Expert

- A copy of Microsoft Certified: Power Platform Solution Architect Expert
- CV demonstrating 3 years' experience in Power Platform and integrations with SharePoint, and Azure

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**
- **The City of Ekurhuleni reserves the right to verify the submitted documents.**

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 500 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**

- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R500 000**

OR

3. Funding Commitments from Development Finance Institutions (DFIs)

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R 500 000**

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** (**The Signed reference letter must be from the client which the bidder provided the services to**) with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system for the relevant section

Company Registration:

- Copy of OEM Accreditation to install, support and maintain the system for the relevant section

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 17: Cyber Security

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	Certified SOC Analyst - National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Cyber Security Certificate - Three (3) years of experience in Cyber security monitoring analysis Certified Cyber response Engineer - National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Cyber Security Certificate - Five (5) years of experience in Information Technology (IT) Administration focusing on IT security
Financial Ability (Ability to Deliver)	R 500 000

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder successfully established a 24/7 Cyber security monitoring and response service

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Certified SOC Analyst

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- A copy of a Cyber Security Certificate
- CV demonstrating 3 years of experience in Cyber security monitoring analysis

Certified Cyber response Engineer

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- A copy of a Cyber Security Certificate
- CV demonstrating 5 years of experience Information Technology (IT) Administration focusing on IT security

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**
- **The City of Ekurhuleni reserves the right to verify the submitted documents.**

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 500 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 500 000**

OR

3. **Funding Commitments from Development Finance Institutions (DFIs)**

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, or any other registered DFI, indicating funding of at least R 500 000

Relevant previous Company Experience:

- One (1) Signed reference letter on the **Bidder's Client Letter Head** (The Signed reference letter must be from the client which the bidder provided the services to) with Contactable References from the bidder's previous client confirming relevant experience where the bidder successfully established a 24/7 Cyber security monitoring and response service

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 18: Data Capturing Services

This section entails the following, The method used will depend of the nature of work or data to be collected.

Manual Data Capturing

- The use of human operators to input data from paper formats to electronic formats

Automated Data Capture

- The use of technologies to extract data from documents, images, or emails.

Digital Data Capture

- The Collection of information directly from digital sources

EVALUATION CRITERIA

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing Profile	Snr Data Capturer - Grade 12/ NQF Level 4 certificate or higher - Three (3) years experience in data capturing Data Capturer - Grade 12/ NQF Level 4 certificate or higher - One (1) year experience in data capturing
Financial Ability (Ability to Deliver)	R 500 000
Relevant previous Company Experience – Completed Project	One (1) contactable reference where the bidder successfully provided data capturing services

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Snr Data Capturer

- A copy of Grade 12/ NQF Level 4 certificate or higher
- CV demonstrating 3 years' experience in data Capturing

Data Capturer

- A copy of Grade 12/ NQF Level 4 certificate or higher
- CV demonstrating 1 year experience in data Capturing

Financial Ability (Ability to Deliver)**1. Proof of Access to Credit or Financing**

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 500 000**, which may include:

- Overdraft facilities; **OR**
- Revolving credit facilities; **OR**
- Approved loan facilities; **OR**
- Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 500 000**

OR

3. Funding Commitments from Development Finance Institutions (DFIs)

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R 500 000**

Relevant previous Company Experience:

- One (1) Signed reference letter on the **Bidder's Client Letter Head** **(The Signed reference letters must be from the client which the bidder provided the services to)** with Contactable References from the bidder's previous client confirming relevant experience where the bidder successfully provided data capturing services

NB! Failure to submit the above-mentioned documents will result in disqualification.

SECTION 19: ProcapMan

EVALUATION ASPECT	MINIMUM REQUIREMENTS
Staffing profile	• Business Consultant/ Support - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Business/ Functional Support • Technical Consultant - With a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6) - Five (5) years' experience in IT Technical Support
Financial Ability (Ability to Deliver)	R 500 000
Relevant previous Company Experience – Completed Project	One (1) signed contactable reference letter where the bidder was successful in the development, implementation and support of the system
Company Registration	OEM Accreditation to install, support and maintain the system

Bidders that do not meet the minimum requirements will be rejected and not evaluated further.

REQUIRED DOCUMENTS:

BIDDERS MUST SUBMIT THE FOLLOWING DOCUMENTS WITH THE BID:

Business Consultant/ Support:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Business / Functional Support

Technical Consultant:

- A copy of a National Diploma Information Technology (NQF 6) or equivalent IT diploma (NQF 6)
- CV demonstrating 5 years' experience in IT Technical Support

Please Note:

- **Certified Copy/ies of Passport(s) with valid working permits for foreign nationals must be submitted with the bid.**
- **All foreign qualifications must be SAQA (South African Qualifications Authority) accredited and proof of such SAQA accreditation must be attached for all foreign qualifications submitted with the bid.**
- **All professional Registrations must be in good standing during the period of tender evaluation.**

- The City of Ekurhuleni reserves the right to verify the submitted documents.

Financial Ability (Ability to Deliver)

1. Proof of Access to Credit or Financing

A letter/statement from a registered financial institution confirming that the bidder has access to credit or financing of at least **R 500 000**, which may include:

- o Overdraft facilities; **OR**
- o Revolving credit facilities; **OR**
- o Approved loan facilities; **OR**
- o Confirmation of available cash reserves.

OR

2. Bank Statement(s)

- o A stamped bank statement not older than one (1) month from the tender closing date, showing available funds of at least **R 500 000**

OR

3. Funding Commitments from Development Finance Institutions (DFIs)

A confirmation or pre-approval letter from SEFA, IDC, NEF, Land Bank, DBSA, **or any other registered DFI**, indicating funding of at least **R500 000**

Relevant previous Company Experience:

- One Signed reference letter on the **Bidder's Client Letter Head** **(The Signed reference letters must be from the client which the bidder provided the services to)** with Contactable References from the bidder's previous client confirming relevant experience where the bidder was successful in the development, implementation and support of the system

Company Registration:

- Copy of OEM Accreditation to install, support and maintain the system

NB! Failure to submit the above-mentioned documents will result in disqualification.

4. SPECIFIC GOAL REQUIREMENT

Points awarded for Specific Goal/s

In terms of Regulation 4 (1) and 5 (1) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the Specific Goal/s in accordance with the table below:

SPECIFIC GOAL REQUIREMENT	EVIDENCE REQUIRED	POINTS ALLOCATED
EME and/ or QSE	Original Sworn Affidavit /Certified Copy of the Sworn Affidavit or Original / Certified Copy of the BBBEE Certificate	2
Enterprise situated within the Ekurhuleni demarcation.	Municipal Account or Lease Agreement or Affidavit – must be in the name of the Enterprise Affidavit must be signed by the lessor NB: Municipal Account must not be older than 3 months	2
An enterprise which is at least 50% owned by people who are Youth	Identity Document (certified not older than 6 months) Company Share Certificate and/or Directorship Composition from CIPC or a Member's Interest Certificate for a registered CC	2
An enterprise which is at least 50% owned by Women	Identity Document (certified not older than 6 months) Company Share Certificate and/or Directorship Composition from CIPC or a Member's Interest Certificate for a registered CC	2
An enterprise which is at least 50% owned by People Persons Living with Disabilities	Identity document (certified not older than 6 months) Company Share Certificate or Directorship Composition from CIPC or a Member's Interest Certificate for a Registered CC Original/Certified Medical Certificate (certified not older than 6 months) with the following information: a) Name of practitioner, b) Practitioner number, c) Doctor's contact details, d) Details of the condition, e) Date, f) Signature, g) Stamp and h) Patient's name.	2

SPECIFIC GOAL REQUIREMENT	EVIDENCE REQUIRED	POINTS ALLOCATED
TOTAL SPECIFIC GOAL POINTS		10

NB: if bidders do not complete information or submit evidence required for the above table, they will not be awarded any specific goals points. All evidence MUST be submitted at bid closure and MUST be valid at the close of bid for point's allocation purposes.

4. GENERAL CONDITIONS

A bidder may be awarded more than one section. Bidders are required to comply with all requirements per section.

Bidders may choose to bid for one or more sections.

Bidders are required to provide OEM accreditations as follows:

MODULE	OEM ACCREDITATION REQUIRED (TECHNOLOGY)
Section 1: Land Information Management (Property Valuation) and (Property and Customer Master) including deeds data transfers	Boffin & Fundi
Section 2: Disaster and Emergency Management	Coltron
Section 3: Town Planning & Building Control Management	Boffin & Fundi
Section 4: WSO2 External	WSO2
Section 5: Workflow/Orbit	RQTech
Section 6: Financial and Revenue Management	BCX
Section 7: Point of Sale	BCX
Section 8: Treasury Reporting Utility	BCX
Section 9: Reporting Services	BCX
Section 10: HR and Success Factors (Entities)	BCX
Section 11: Payroll (Entities)	BCX
Section 12: WSO2 with Solar ERP	WSO2 and BCX
Section 13: Oracle ERP	Oracle
Section 14: SSL Certificates	Various
Section 15: Mimecast	Mimecast
Section 16: Microsoft	Microsoft
Section 17: Cyber Security	N/A
Section 18: Data Capturing	N/A
Section 19: ProcapMan	SAMRAS

5. SERVICE LEVEL AGREEMENT

- An SLA will be entered into with successful service provider/s

6. PUBLIC INDEMNITY INSURANCE

- Successful Bidders will be required to purchase Public Liability Insurance Cover and indemnify the Council against any third-party loss, damage, or injury claims emanating from the use of the property. The Council reserves the right to request proof of the insurance policy's validity at any time during the contract period.
- The successful bidder shall, for the duration of this Agreement, be required to maintain in force such sufficient insurance cover for its performance under this Agreement. The level of insurance will be kept under review by the Successful Provider on an annual basis, to ensure its adequacy, provided that any variation to the level of such insurance shall be entirely at the discretion of the Successful bidder.
- Insurance Cover will include relevant applicable insurance policies for risk associated with the scope of work, such as **Comprehensive Public Liability (with Professional Indemnity and Cyber Security extension)**. Such insurance will be determined by the City of Ekurhuleni (CoE). The Successful Bidder will present Certificates of Insurance to CoE (Risk Management Department) before the commencement of works, but not later than Fourteen (14) days after having been informed of the acceptance of this bid.

The Service Provider must insure Employees against workplace injuries and further ensure that the Employees are fully covered as required by the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (the COIDA). Documentary proof of such cover must be made available to CoE upon request.