



## **Independent Communications Authority of South Africa**

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# **APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP AND DEPLOY AN INTRANET PORTAL WITH PRE-LAUNCH AND POST TECHNICAL SUPPORT FOR 12 MONTHS AND MAINTENANCE FOR A PERIOD OF 06 MONTHS**

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## **1. INTRODUCTION**

- 1.1** The purpose of this submission is to appoint an experienced and reputable service provider to develop and implement a SharePoint based intranet portal with post implementation technical support for a period of twelve (12) months.
- 1.2** The development and implementation will be for a period of 12 months. The maintenance will be for a period of six (6) months after the portal has gone live.

## **2 BACKGROUND**

- 2.1** An intranet site is an internal web portal that helps employees stay up to date with their company. It is a gateway that unifies access to enterprise information and applications through a single portal. It is a tool that helps a company manage its data, applications, and information more easily through personalized views
- 2.2** The intranet serves as a:
- Internal website,
  - communications channel,
  - knowledge management tool, and
  - engagement and collaboration platform.

- 2.3** The objective for the redesigning the intranet site is therefore to improve the current structure and user interface to improve efficiency and communication between departments and other internal staff stakeholders.

### **3 SCOPE**

- 3.1** This section defines the deliverables to be provided by the bidder as part of the Project. The service provider is required to deliver on the following:

- 3.1.1 To design and deploy an intranet portal.
- 3.1.2 A fully operational solution as per Functional and Technical Specifications.
- 3.1.3 SharePoint Platform Architecture document including all proposed software and components including licensing terms.
- 3.1.4 System documentation including installation procedures and configuration.
- 3.1.5 A Testing Plan.
- 3.1.6 Training for Administrators and Editors (high-level users)
- 3.1.7 Training manuals and user guides.
- 3.1.8 Online or built-in help features/ technical support.
- 3.1.9 A project management plan
- 3.1.10 Post Go-Live Support

- 3.2** The following items are considered in scope:

- Definition of a SharePoint master page and branding design for the intranet
- Produce a functional specification for the development of the site templates.
- Develop the following site templates:
  - Main Intranet Site, typically inclusive of
    - Landing Page
    - Events Web part
    - Scrolling banner for internal advertising
    - Corporate Calendar
    - Management Voice

- Internal newsletter
  - Links
- Document Libraries and Lists
  - Up to 15 libraries
  - Up to 15 lists
- Chill Room/ Social section
  - Blog
  - Birthday and New employee announcement
  - Multimedia and event Galleries
  - Internal events calendar
- Departmental Template
  - Landing Page
  - News
  - Events
  - Communities Portal
  - Public Document Libraries and lists
    - Up to 5 Libraries
    - Up to 3 lists
  - Secure Document Libraries and Lists
    - Admin
    - Projects/Clients
    - Technology/Product information
    - Up to 2 additional libraries
    - Up to 3 lists
  - Knowledge Base
    - Wiki site
    - RSS feed
- Deploy the following:
  - 1 x Main Intranet Site
  - Up to 15 Departmental Sites

## **B. SUBMISSION PROCESS**

### **4 Content of the technical offer:**

4.1 In this section the bidder is expected to explain how they will fulfil the above-mentioned requirements of the tender. The technical offer should be concisely presented and structured to include, but not necessarily limited to, the following information:

#### **4.1.1 Service provider's profile.**

This should include evidence of the service provider's capacity to perform the services required, including:

- 4.1.1.1 Company profile
- 4.1.1.2 Indication of similar projects undertaken
- 4.1.1.3 References from previous clients, preferably for similar types of services

#### **4.1.2 Understanding of the requirements for services, proposed approach, solutions, and outputs**

- 4.1.2.1 The response should demonstrate the bidder's understanding of the Terms of Reference by identifying the specific components proposed and how the requirements will be met, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposition meets or exceeds the specifications.
- 4.1.2.2 Bidders are expected to provide as much details as possible, including a proposed timeline and delivery schedule.
- 4.1.2.3 Bidders are expected to provide draft work plans outlining the various workflow items/tasks required, and how deadlines will be met.

#### **4.1.3 Implementation approach**

This should include the following sections which must be detailed in a chronological order:

- 4.1.3.1 Project Management Approach
- 4.1.3.2 Project Delivery Methodology
- 4.1.3.3 Proposed Training plan
- 4.1.3.4 Proposed Testing plan

4.1.3.5 Implementation Support

4.1.3.6 Hand-Over and Sign-off

#### 4.1.4 **Live demonstration**

Bidders will be required to do a demonstration of their ability to design a SharePoint based intranet portal. The demonstration must focus on how they can deliver the following functionalities on the portal:

4.1.4.1 An attractive home page that is easy to navigate and is based on the ICASA corporate colours. It must:

- i. Have a fluid design (able to adapt to different screen sizes)
- ii. Have a clear and simple navigation with a clear breadcrumb
- iii. Be based on the ICASA corporate colours

4.1.4.2 A document management functionality (create, share, edit, and delete documents)

4.1.4.3 Search functionality (make it easier to find files/ info)

4.1.4.4 Employee directory (Where employees can add their info/ profiles)

4.1.4.5 company calendar (important meetings, holidays, events)

4.1.4.6 Intranet newsletter (newsletter templates that contain consistent sections, multimedia, interactive buttons)

4.1.4.7 Social features (where employees can create, join groups, and exchange information, post, share, like, etc.)

## **5 Evaluation of the Bids**

3.1 The evaluation will allocate points to:

3.1.1 the technical elements responding to the deliverables required

3.1.2 the evidence of relevant competencies requested

3.1.3 the evidence of relevant experience and track record requested

3.2 The received bids will be evaluated on the 80/20 procurement principle as per the Supply Chain Management Policy and the relevant Treasury Regulations. The bid will also be evaluated for functionality as per the functionality table below.

- 3.3 The bidder will be evaluated on (a) submission of the required documents; (b) functionality, (c) demonstration of their ability, and price/BB-BEE.
- 3.4 Only bidders who meet the cut-off score of **45 points out of 70 for** functionality will be considered for the demonstration phase.
- 3.5 *Only bidders who meet the cut-off score of 25 points out of 40 for the demonstration will be considered further for price evaluation)*
- 3.6 Only bidders who meet the cut-off score of 70 out of 100 points for both functionality and demonstration will be considered further for price evaluation.
- 3.7 Bidders who fail to demonstrate their ability to meet mandatory requirements will not be considered further for price evaluation.
- 3.8 For Functionality, please refer to table 1:



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Table 1: Content Bid Functionality:

No	Category (Cut-off 70)	Points
<b>A1</b>	<b>Functional Proposal (Cut-off 45 points)</b>	<b>60</b>
<b>1. Work plan</b>	Provide a project implementation plan which details how the service will be carried out as required in the scope. The following requirements should be included.  <ul style="list-style-type: none"> <li>a) Project plan with deliverables and timeframes (Key steps and milestones to achieve stated objectives as required in the work scope)</li> <li>b) Facilitation and Training programme (Training of administrators (min 3) and content contributors (min 7))</li> <li>c) Project Team members, roles, and responsibilities</li> <li>d) Support and maintenance plan (details of the maintenance plan which will be for 6 months post implementation)</li> </ul> <p><b>Evidence required:</b> Detailed work plans that outline how work will be carried out.</p>	<b>30</b>
	The bidder's submissions document includes all 4 requirements	
	The bidder's submissions document includes 3 requirements	
	The bidder's submissions document includes 2 requirements	
	The bidder's submissions documents include 1 requirement	

	The bidder's submissions documents include 0 requirements	= 1	
<b>2.</b>	<b>REFERENCES</b>  Provide at least four signed references letters for which SharePoint based intranet sites were developed and deployed in the last five (5) years. This shall include the following information: a) Client name. b) Contact name and telephone number. c) Successful completion date of the project; and d) Detailed description of services delivered. This information will only be used for the purposes of this bid (The bid evaluation committee may contact these references for verification purposes. ...  <b>Reference Letters must be submitted on a letterhead of the current/previous client.</b>		<b>15</b>
	Four (4) or more references provided.	= 5	
	Three (3) references provided.	= 4	
	Two (2) references provided.	= 3	
	One (1) reference provided.	= 2	
	None references provided.	= 1	
<b>3.</b>	<b>FUNCTIONAL AND TECHNICAL SPECIFICATIONS</b>  A completed functional and Technical Specifications sheet table indicating various services, applications, features, and capabilities that the service provide will be able to add to the intranet portal.  <b>Evidence required:</b> A completed functional and Technical Specifications table.		<b>15</b>



	<p>The bidder submitted a functional and technical specifications table indicating that they will be able to fulfil 96% or more of the requirements</p> <p>The bidder submitted a functional and technical specifications table indicating that they will be able to fulfil 90 to 95% of the requirements</p> <p>The bidder submitted a functional and technical specifications table indicating that they will be able to fulfil 80 to 89% of the requirements</p> <p>The bidder submitted a functional and technical specifications table indicating that they will be able to fulfil 70 to 79% of the requirements</p> <p>The bidder submitted a functional and technical specifications table indicating that they will be able to fulfil 69% or less of the requirements</p>	<p>= 5</p> <p>= 4</p> <p>= 3</p> <p>= 2</p> <p>= 1</p>	
<b>Prequalification criteria (cut-off 75%)</b>	<i>Bidders with a total score of less than <b>45 points</b> for functionality will not be considered for the demonstration phase</i>		<b>60</b>
<b>A2</b>	<b>Demo</b>		<b>40</b>
<b>4. Demonstration</b>	<p>Bidders will be required to do a demonstration of their ability to design a SharePoint based intranet portal. The demonstration must focus on how they are able to deliver the following functionalities on the portal:</p> <ul style="list-style-type: none"> <li>a) An attractive home page that is easy to navigate and is based on the ICASA corporate colours. It must: <ul style="list-style-type: none"> <li>a. Have a fluid design (able to adapt to different screen sizes)</li> <li>b. Have a clear and simple navigation with a clear breadcrumb.</li> <li>c. Be based on the Icasas corporate colours</li> </ul> </li> <li>b) A document management functionality (create, share, edit, and delete documents)</li> <li>c) Search functionality (make it easier to find files/ info)</li> </ul>		<b>40</b>

	d) Employee directory (where employees can add their info/ profiles) e) company calendar (important meetings, holidays, events) f) Intranet newsletter (newsletter templates that contain consistent sections, multimedia, interactive buttons) g) Social features (where employees can create, join groups, and exchange information, post, share, like, etc.)		
	<b>Evidence required:</b> a live demonstration of the above functionalities through a mock-up intranet portal.		
	Five or more (5+) of the functionalities/ features demonstrated	= 5	
	Four of the functionalities/ features demonstrated	= 4	
	Three of the functionalities/ features demonstrated	= 3	
	Two of the functionalities/ features demonstrated	= 2	
	One of the functionalities/ features demonstrated	= 1	
<b>Total for the demonstration</b>	<i>Bidders with a total score of less than <b>35 points</b> for the Demonstration will not be considered further for price evaluation)</i> <i>A bidder who failed to provide a live demo will be considered non-responsive.</i>		
<b>TOTAL SCORE</b>			<b>100</b>