



REQUEST FOR INFORMATION (RFI) RFI159/2025/26

RE: IDENTIFICATION OF CERTIFIED MICROSOFT LEARNING PARTNER SERVICE PROVIDERS OFFERING END-USER COMPUTING TRAINING

1. Purpose:

- 1.1 The purpose of this Request for Information (RFI) is to identify and understand the availability of service providers who deliver End User Computing training and are certified Microsoft Training Partners. The City seeks to better understand the range of end user training solutions related to Microsoft technologies as identified in the Workplace Skills Plan (WSP), which is the City's annual training and employee development plan used to close the skills shortage gaps across all directorates. This RFI will assist the City in assessing market capabilities, available training offerings, and potential providers who can support the City's skills development initiatives through Microsoft-aligned training solutions.
- 1.2 The primary goal is to assess the market availability of Microsoft Training Partners who offer end user computing-related interventions.

2. Background:

- 2.1 The Corporate HR Training and Development Unit within the City of Cape Town ("City") seeks to understand the range of Microsoft certified providers who offer a range of end user computing training interventions and are recognized as Microsoft Training Partners.
- 2.2 Historically, end user computing training has been delivered through unit standard-aligned programs registered with the South African Qualifications Authority (SAQA). Several of these unit standards are scheduled to expire on 30 June 2026. This impending change poses a potential risk training delivery.
- 2.3 In light of the expiration of the above-mentioned unit standards, the City is exploring alternative training proactive approach that will ensure service continuity to close the skills gap.
- 2.4 Furthermore, the City aims to leverage on Microsoft partnership as a training quality assurance tool for the implementation of the end user computing replacement

tender.

3. Request for Information:

3.1 The City wants to test the market to understand the range and availability of Microsoft Partner Training providers who offer end user computing training that supports the skills development needs of City staff. The City therefore invites all suitable service providers to respond to the Request for Information (RFI).

3.2 The City is particularly interested in training solutions that include the following capabilities:

- Delivery of End User Computing training by a Microsoft Partner training provider, including a list of Microsoft training interventions available and a brief overview on what it entails
- Training delivered through flexible learning methods, which may include, Classroom-based training, Virtual instructor-led /Facilitator training, Online learning platforms.
- Effective service delivery program that bridges the gap between theoretical knowledge and practical workplace application.

4. Required Samples & Product Information

4.1 To enable the City to make an informed assessment, respondents are requested to submit the following:

4.1.1 Proof of service provider being registered as Microsoft Training Partner

4.1.2 Proof of accreditation of training facilitators

4.1.3 A written proposal highlighting the following:

- Brief background and overview of company
- Brief product and service overview
- Clearly indicate a list of end user computing interventions that the service provider offers
- Cost breakdown of interventions offered
- Clearly state the duration length of the training program
- Clearly state the mode of delivery of the training program
- Clearly indicate how the success of the training program will be measured.
- Course outline lesson plan and assessment plan of training program.
- Any other relevant information that the service provider deems necessary.

5. Interaction with Respondents:

5.1 Respondents are advised that the City reserves the right not to utilize information gathered during the RFI process to complete a specification, which is to be put forth for tendering.

- 5.2 Refer to details below regarding submission of samples and product information.
- 5.3 Please contact FutureSkills.Training@capetown.gov.za should you have any technical queries.

6. General Conditions Applicable:

- 6.1 A RFI is not a request for proposal, request for quotation, offer or invitation to bid, nor does it's' issuance restrict the City in its eventual implementation activities.
- 6.2 A RFI and the response thereto does not imply or grant any rights.
- 6.3 The information obtained from responses to an RFI may be used by the City in the planning of future initiatives.
- 6.4 To fully comprehend the information contained within a response to RFI's, the City may request the respondent provide further clarification and/or material relevant to the RFI. Such requests will take the form of brief verbal communication by telephone, written communication, electronic communication, or a presentation to the relevant City officials. It is therefore important that respondents provide accurate and honest information in their responses.
- 6.5 The City is not liable for any costs incurred by any Respondents to prepare and submit a response to this RFI.
- 6.6 No feedback on the submissions will be provided by the City to Respondents.
- 6.7 Based on the information received, the city may or may not embark on further tender processes.

7. Proof of Concept:

- 7.1 The City reserves the right to engage Respondents in a way that will look at different methods to validate and test information provided in response to RFI's. This will not result in any financial contribution towards proving the Respondent(s) concepts but will allow the City to engage after the conclusion of this RFI with the aim of ensuring the information provided is validated and tested.
- 7.2 Data security and confidentiality should be under the policy protocols for safety and security of the information between two partners.

8. No Obligation on the City:

- 8.1 RFI's place no obligation on the City to embark on any subsequent process and shall

obtain no preference or favor by responding to any RFI.

- 8.2 Responses to RFI's are completely voluntary. Proprietary, classified, confidential, trade secret, or sensitive information should not be included as the City may use information received for planning of future initiatives or tenders. The City will not be held liable for any claims in this regard. The City will use information submitted in response to RFI's at its discretion. The City reserves the right to use any submitted information on its public websites, in reports, in summaries, in any possible resultant solicitation(s), grant(s), or cooperative agreement(s), or in the future development regarding this subject.
- 8.3 RFI's are a market research tool used for information and planning purposes only and do not construe solicitation, grant, or cooperative agreement, or as an obligation on the part of the City of Cape Town.
- 8.4 The city will not pay for the preparation of any information submitted or for the use of such information. No basis for claims against City shall arise as a result of a response to this request for information or from the use of such information.
- 8.5 The research obtained from RFI's will inform the technical and functional specification of the proposed goods and services to be obtained, which may then follow an open competitive bidding process, should the City opt to implement such a system (Viability and Feasibility assessment, budgetary provisions, etc.). The City reserves the right not to proceed with any further process, should the research/technology indicate it is not viable and feasible. The City reserves the right to apply different procurement strategies, while exploring different methods to validate and test information provided in response to this RFI.

9. Submission Requirements:

- 9.1 Please provide all inputs electronically on or before 16:00 on 22 June 2026
- 9.2 All responses to be sent: FutureSkills.Training@capetown.gov.za

We thank you in anticipation of your submissions.

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