



GOVERNMENT TECHNICAL ADVISORY CENTRE

*Analyse, Adjust & Activate*

National Treasury - Republic of South Africa

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***TERMS OF REFERENCE***

**FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DELIVER K2 PLATFORMS  
MAINTENANCE AND SUPPORTING SERVICES FOR THE MFIP PROGRAMME  
MANAGEMENT UNIT (PMU)**

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**BACKGROUND INFORMATION**

**Programme Identification**

Name of Client	MUNICIPAL FINANCE IMPROVEMENT PROGRAMME (MFIP)
Name of Project	MFIP: K2 platform maintenance and support services provision
Contracting Authority	Government Technical Advisory Centre (GTAC), National Treasury
Accountable Officer	Acting head of GTAC: Ronette Engela
Budget Manager	Johnson Matshivha Chief Director: MFIP
Project Purpose	Support services to the MFIP Programme Management Unit (PMU) for the maintenance and support of the K2 platforms.

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## **1 PURPOSE OF THESE TERMS OF REFERENCE**

1.1. GTAC is seeking a highly qualified, skilled, experienced, and certified service provider to provide K2 maintenance and support services as well as other third-party systems such as Microsoft 365 and Power BI to the Municipal Finance Improvement Programme (MFIP).

## **2 BACKGROUND INFORMATION**

### **2.1 General**

2.1.1 GTAC is an agency of the National Treasury, established to provide advisory services, programme management, and transaction support across all spheres of government. Its central mandate is to assist organs of state in building capacity for efficient, effective, and transparent public finance management and in implementing high-impact government initiatives.

2.1.2 GTAC contributes to public finance management capacity development and knowledge sharing by:

- (a) Promoting collaborative and innovative approaches to service delivery challenges, in collaboration with partner institutions.
- (b) Developing and adapting methodologies and tools designed to meet government and public-sector management requirements.
- (c) Communicating and publishing evaluation reports, case studies and research papers; and
- (d) Public finance professional development.

2.1.3 GTAC implements its mandate through a client-focused and project-based approach and collaborates with partners inside and outside government in the development and delivery of its services.

2.1.4 GTAC has been appointed by the Intergovernmental Relations (IGR) division to appoint resources for phase IIIx of the Municipal Finance Improvement Programme (MFIP).

### **2.2 National Treasury and Intergovernmental Relations (IGR)**

2.2.1 The National Treasury is committed to building capacity for sound and transparent financial management across all three spheres of government.

2.2.2 The National Treasury has pursued an aggressive financial management reform and modernisation agenda in local government. To date, significant progress has been made, including, among others:

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- Promulgation of the Municipal Finance Management Act (MFMA), 2003.
- Development and implementation of a fiscal framework aimed at supporting the Constitutional objectives of local government.
- Development and implementation of a budgeting framework for local government through the Municipal Budget and Reporting Regulations, 2009.
- Development and implementation of an in-year reporting framework, including the monitoring of conditional grant performance.
- Continuous refinement of the accounting standards (GRAP Standards) directly aligned to the principles of accrual accounting; and
- Promulgation of the Municipal Regulations on a Standard Chart of Accounts (mSCOA) on 22 April 2014, where after municipalities had a three-year preparation period to comply with the Regulation by 1 July 2017.

2.2.3 The IGR promotes and enforces transparency and effective management in respect of revenue expenditure, assets, and liabilities of institutions in all three spheres of government. This includes the administration of the National Revenue Fund (NRF), the Reconstruction and Development Programme Fund (RDPF), and Banking Services (BS) for national departments. The OAG is the custodian of the PFMA and MFMA and is responsible for developing policies and frameworks on accounting, internal audit and risk management.

### **2.3 Background to MFIP**

2.3.1 As a result of the persistent poor performance of municipalities over the past fifteen years, numerous support programmes and interventions have been initiated by both national and provincial governments in an effort to improve the capacity of local government, address inadequate service delivery issues, and enhance good governance through improved accountability and transparency.

2.3.2 The Municipal Finance Improvement Programme is incorporated into the National Treasury (NT) Strategic Plan, and currently institutionalised within the NT, in the Intergovernmental Relations (IGR) division. The overall strategic goal of the programme is to facilitate improvements in the management of the financial affairs of municipalities, and to facilitate effective implementation of the Municipal Finance Management Act (MFMA), Act 56 of 2003.

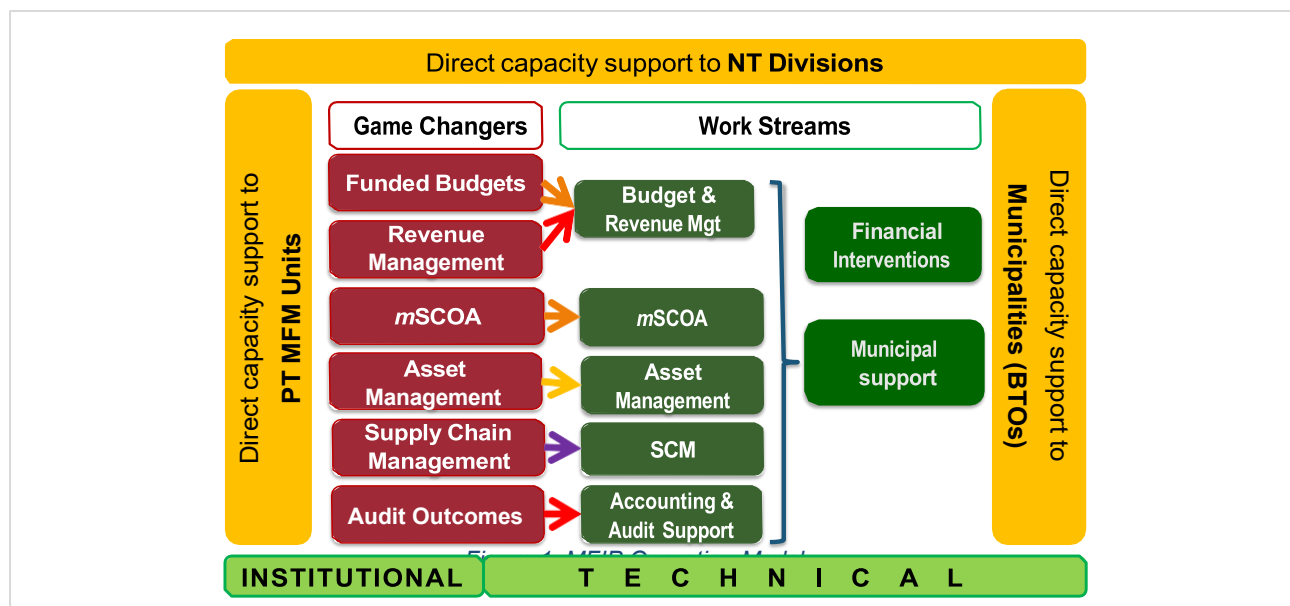
2.3.3 The MFIP continues to support Pillar 3, Priority 6 of the Government's Medium-Term Development Plan (MTDP 2024–2029) – building a capable, ethical, and developmental

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state. It remains a core initiative in strengthening municipal financial management capacity across all spheres of government.

2.3.4 The current MFIP is a strategically driven programme of technical assistance aligned to the six LGFM game changers, designed to build the institutional and technical financial management capacity of NT, PTs and Municipalities. This is mainly achieved through the placement of Technical Advisors (TAs) within the MFMA support units of provincial treasuries, and the Budget and Treasury Office (BTO) of municipalities.

2.3.5 The MFIP IIIx operating model is set out in the figure below and illustrates the alignment of the integrated project work streams to the six LGFM game changers. It further shows the three modalities of providing direct institutional and technical capacity support to selected NT divisions, PT municipal finance units and the BTOs of identified municipalities.



2.3.6 The MFIP Programme Management Unit (PMU) is responsible for providing the overall strategic leadership, oversight, management, and support required for the successful implementation of the Municipal Finance Improvement Programme.

2.3.7 The PMU is led by a Chief Director who is supported by Directors and other Project Support officials. The PMU oversees the work performed by MFIP TAs deployed to the NT, respective PTs, and participating municipalities.

2.3.8 The MFIP also works in close consultation with relevant NT Chief Directorates to ensure coherence of policy implementation and specialist support and the co-development of initiatives, tools, and systems that can be used to strengthen overall improvements in the local government financial management space.

2.3.9 This ToR is primarily for a service provider who will support and maintain the Programme's K2 platform and related systems.

### **3 SPECIFIC REQUIREMENTS**

#### **3.1 Overall Objective**

This ToR is for the appointment of a service provider who will be responsible for providing support and maintenance for the MFIP K2 applications for the purposes of stabilising and strengthening the business process automation environment. The following K2 workflows and applications were designed and developed/configured to date and will require support and maintenance services:

- Capture Effort application and admin panel
- Travel and disbursement Application
- Monthly status report
- Portfolio of evidence on capture effort (part of the capture effort app)
- Document review Application
- Knowledge Product Application
- Support Plan Application
- Technical / Query Support Application
- Leave/ Absence Application
- Invoice Processing Application
- Ad hoc task management
- Programme Dashboards
- Frequently Asked Questions Application
- Organogram Application
- Worklist Capture Effort reject application
- Email Template
- Feedback Application

#### **3.2 Specific Scope of Work**

The key activities per focus area over the duration of the project will include, but not limited to the areas highlighted below:

3.2.1 Maintenance and support services of the K2 solution as follows:

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- Troubleshooting all K2 platforms and resolving system bugs i.e. breaking and non-breaking bugs.
- Provision of second-line technical support for user query resolution on the K2 platform.
- Application enhancements and development whilst ensuring that there is synchronization
- Troubleshooting of third-party applications (e.g., Microsoft 365, Azure Database, PowerBI) which are integrated into the K2 platform; and
- To effect minor changes to the existing applications where functionalities need to be added on, changed, and/ or deleted to enhance user experience.
- Conduct annual K2 applications end-to-end testing to ensure the efficiency of the K2 solutions are without any defects and workflows are in order and formulate an action plan on how to resolve the issues.
- Manage closely the updates implemented as part of regular maintenance by Nintex on all cloud-based K2 tenant platforms that may lead to system downtime.
- Maintain the security of user access management within the K2 platform.

3.2.2 Other outputs may be requested by the Project Manager for MFIP PMU.

### **3.3 Project timelines**

3.3.1 The indicative timeframe for the provision of maintenance and support services will be ending **30 June 2027**.

3.3.2 To maintain the K2 applications available to the programme stakeholders, continued support and maintenance, i.e., SLA services, are required to ensure business continuity through the procurement of **720 hours for the duration of the contract**. The hours will be allocated as follows:

- 01 July 2026 – 30 June 2027 (60 hours per month).

3.3.3 Hours not utilised at the end of each month must be carried over to the next month; however, hours which are not utilised will be forfeited at the end of the contract. The management of the SLA hours will allow us to continue to have access to the services described above.

### **3.4 Specific expertise required.**

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- 3.4.1 Successful service provider must possess the minimum relevant experience and qualifications, as specified in Table 2 below. The K2 developer(s) presented as potential resources need to be K2 certified (K2 Blackpearl and K2 Five).
- 3.4.2 **K2 certified developer(s) i.e.** (K2 Blackpearl/ K2 Five which entails comprehensive business process management (BPM) platform that allows for the creation of complex workflows and process automation and K2 Five which includes the following features):
- a) improved workflow design and management,
  - b) enhanced integration options,
  - c) advanced reporting and analytics and
  - d) modernised forms and UI design.
- 3.4.3 The successful service provider should demonstrate knowledge and experience related to:
- K2 development, installation and implementation.
  - K2 workflow design, migration, and deployment.
  - Database administration and design and management.
  - Business processes automation and solution integration.
  - Support and maintenance of applications functionality.
  - Have the ability to work under consistent and continuous pressure from varied sources, yet be able to maintain a supportive approach; and
  - Demonstrate expertise in the administration, support, maintenance, and troubleshooting of Microsoft 365 technologies, including SharePoint Online, Microsoft Teams, Microsoft Power Platform, Microsoft Office applications, and related collaboration and productivity tools, where these services interface with or support K2 Nintex solutions.

## 4 Evaluation Phases

**Table 1: Evaluation Phases**

Evaluation Stage	Description
Phase 1	<p><b>Stage 1A: Administrative Compliance – Non- Disqualifying</b></p> <ul style="list-style-type: none"> <li>• A bidder is required to submit the administrative compliance documents as referred to in paragraph 5.1.1.</li> </ul> <p><b>Stage 1B: Mandatory Compliance – Disqualification</b></p> <ul style="list-style-type: none"> <li>• Failure to submit any of the required mandatory documents will lead to disqualification. Refer to paragraph 5.1.2.</li> </ul>
Phase 2	<b>Functionality Evaluation</b>

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	<ul style="list-style-type: none"> <li>• Bidders must submit information as per the Bid Submission Requirements. The submitted technical proposal must respond to the Technical Evaluation criteria cited in these Terms of Reference.</li> <li>• The Technical proposal will be evaluated out of 100 % with a Threshold of <b>70 %</b>.</li> <li>• Only bidders who meet the threshold will be considered for the Price and Specific Goals evaluation.</li> </ul>
Phase 3	<p><b>Price and Specific Goals</b></p> <ul style="list-style-type: none"> <li>• Preference points in the 80/20 formula will be awarded to bidders for attaining a score for Specific goals as indicated in Table 3. Bidders must provide the required information for evaluation purposes.</li> </ul>

It should be noted that the stages are considered to be separate processes. These three phases are mutually exclusive and will be treated as such in the appraisal.

## 5 SUBMISSION REQUIREMENTS

### 5.1 Minimum requirements from the bidder(s)

Bidders must ensure that the following submission requirements are included in their bids:

#### 5.1.1 Phase 1: Stage 1a: Administrative Compliance (Non-Disqualification)

During this phase, bid documents will be reviewed to determine compliance with tax matters and the Central Supplier Database (CSD) at the closing date and time of the bid. Bidders must submit all returnable documents as outlined in the table below using the designated electronic e-procurement system

No.	Document to be submitted	Requirement
1.	SBD 1- SBD Invitation to Bid	Complete the supplied pro forma document on the e-procurement system.
2.	Central Supplier Database (CSD) Registration Report, or CSD registration number, and Valid Tax Compliance Status Verification.	Bidders <b>must</b> be registered on the Central Database System (CSD) at the closing date and time of the bid.  NB: The bidder must submit, in the case of a Joint Venture, Consortium, Trust, or Partnership a Valid Tax Clearance Verification and/or SARS-issued pin code for both companies must be submitted (which will be verified).
3.	Bidders Disclosure– SBD 4 (Refer to below disclosure)	Complete the supplied pro forma document on the e-procurement system.

	<p><b>Note:</b></p> <p><i>Bidder's must submit the attached SBD 4 document. A bid may be disqualified if this disclosure is found not to be true and complete in every respect. The following definitions should be considered when completing the form:</i></p> <p><i>- "Person" means a bidder or supplier or shareholder, director, trustee, partner, member of a bidder or supplier having the controlling interest in the bidder or supplier.</i></p> <p><i>- "State" means a national or provincial department, national or provincial public entity or constitutional institution, a municipality or municipal entity, a provincial legislature or parliament.</i></p>	
4.	SBD 6.1 - Preference Point Claim Form in terms of the Preferential Procurement Regulation (PPR) 2022.	<p>Complete the supplied pro forma document on e-procurement system.</p> <p>Failure to submit or fully complete SBD 6.1 from will result in the bidder forfeiting points for specific goals.</p>

### TAX CLEARANCE STATUS

A valid tax PIN / Central Supplier Database (CSD) number must be provided for purposes of verifying that the tax matters of the bidder are in order. Where a consortium/joint ventures/sub-contractor is involved, each party to the association must submit a separate validation of Tax status and CSD registration number.

During this phase, bid documents will be reviewed for completeness and to ensure compliance with tax matters and registration on the Central Supplier Database (CSD) at the closing date and time.

Bidder's tax matters must be compliant at the time of award. In case a bidder's tax matters are non-compliant, a bidder will be given a maximum of seven (7) working days to remedy the tax matters. Failure to remedy this will invalidate the bid.

Additional Compliance Requirements:

- All bidders or individuals forming part of this project are hereby notified that valid documentation, including but not limited to a valid passport, visa, and work permit issued in accordance with the Immigration Act, must be presented with bids for the employment of a foreign national within the Republic of South Africa.
- Furthermore, the successful bidder and the proposed resources shall be subject to screening by the State Security Agency (SSA). Therefore, the ID copies must form part of the bid proposal.
- Failure to comply with these requirements may result in disqualification or termination of the contract at any stage of implementation.

### 5.1.2 Phase 1: Stage 1b: Mandatory Requirements

**Bidders must submit a responsive proposal in accordance with these terms of reference.**

**Failure to adhere to any of these requirements will result in disqualification.**

- a) Bidders must be registered on Central Supplier Database (CSD) on closing date of the Request for Quotation (RFQ)
- b) Any bidder representative (Director/Shareholder/Proposed Resource) who is employed by the State will not be considered i.e. if a bidder representative is in the employ of the state, such a bid proposal will not be considered.
- c) Submission of a price/financial proposal is required as per SBD 3.3 and must be completed as indicated in the e-procurement portal.
- d) Submission of a technical proposal is required.

## **6 EVALUATION CRITERIA**

### **6.1 Additional Functionality Requirements**

- 6.1.1 Bidders must provide supporting documentation as proof of educational qualifications, as well as all required certificates contemplated below.
- 6.1.2 Please note that a bidder will be requested to provide certified copies of certificates prior to the award being made.

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- 6.1.3 All international qualifications must be accompanied by South African Qualifications Authority (SAQA) Accreditation. Please note that Certificate of membership shall not be deemed as proof of educational qualification (Educational qualifications refer to certifications issued by an institution of higher learning, e.g., Certificate, diploma, degree, etc.)
- 6.1.4 The bidder must indicate the educational qualifications in respect of each resource offered in line with the QUALIFICATIONS EVALUATION CRITERIA listed in Table 2 below.
- 6.1.5 The bidder must demonstrate knowledge, skills, and experience in respect of each resource offered in line with the GENERAL EXPERTISE, the SPECIFIC EXPERTISE, and CERTIFICATIONS EVALUATION CRITERIA listed in Table 2 below.
- 6.1.6 The above criteria will be provided for in the form of an SLA PROPOSAL that each bidder MUST submit. Bidders who do not provide a record of experience will not be considered for the role. The evaluation will place an emphasis on the hands-on experience, achievements, the scale and scope of the projects and reforms implemented, and the extent to which the experience demonstrates a holistic view of the specialisation and context and demonstrates the candidate's ability to conceptualise and lead change initiatives.
- 6.1.7 Candidates must elaborate on their technical proposal specific hands-on experience including the reforms that he/she was actively involved in. The record of experience will be used to evaluate the bidder's specific experience using the evaluation criteria below.
- 6.1.8 The evaluation committee members will individually evaluate the responses received against the following criteria as set out below. The functionality evaluation of the proposal will be carried out as per the ToR including evaluation criteria stipulated in **Table 2** below.

## **6.2 Functionality Evaluation**

- 6.2.1 Technical evaluation criteria for the service providers are stipulated in **Table 2** below. Bidders to include examples of projects as specified in 2.1 and 3.1 in the table 2 below.
- 6.2.2 Only bidders who score a minimum of 70 % during the technical evaluation stage will be considered for PPR 2022.
- 6.2.3 The GTAC reserves the right to call bidders who meet the minimum functionality evaluation requirements to present their proposals to the Bid Evaluation Committee (BEC). The BEC may decide to amend the scoring assigned to a particular bid based on the presentation made.

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*Table 2: Functionality Evaluation Criteria*

No.	EVALUATION CRITERIA	SCORING	WEIGHT %
1.	<b>GENERAL EXPERTISE OF THE COMPANY</b>		
	<p>1.1 The company demonstrated years of experience and knowledge in the K2 platform's support services, specifically:</p> <ul style="list-style-type: none"> <li>• K2 platforms development, maintenance, and workflow management</li> <li>• K2 workspace maintenance</li> <li>• K2 Smart Objects design, configuration, and maintenance.</li> <li>• K2 application deployment, migration, and release management across Development, Testing, UAT, and Production environments.</li> <li>• Troubleshooting and resolution of workflow, form, integration, and environment-related incidents.</li> <li>• SharePoint administration, maintenance, and support as it relates to K2 solutions and integrations.</li> <li>• K2 Business process automation</li> <li>• K2 Security and governance</li> <li>• Integration and support of Microsoft Azure services utilized by K2 solutions.</li> <li>• Integration and support of Microsoft 365 services associated with K2 business solutions.</li> <li>• SQL Server administration, optimization, backup, recovery, and performance management for K2 databases.</li> <li>• Infrastructure support, performance tuning, backup, recovery, and disaster recovery of K2 environments.</li> </ul>	<p>5 = more than 10 years                      4 = more than 7 and up to 10 years                      3 = more than 4 and up to 7 years                      2 = more than 2 and up to 4 years                      1 = less than 2 years</p> <p>0 = No required/relevant experience demonstrated</p>	15
2.	<b>SPECIFIC EXPERTISE OF THE COMPANY</b>		
	<p>2.1 Number of completed projects managed <b>(NB: attach reference letters for each project)</b> related to:</p> <ul style="list-style-type: none"> <li>• K2 applications developments</li> <li>• Database administration, design, optimization, and intergration</li> <li>• Computer programming</li> <li>• Workflow automation and business process automation using K2 Nintex platform</li> <li>• Business process analysis, process re-engineering, and workflow optimization</li> <li>• Solution Architecture</li> <li>• Application maintenance, troubleshooting, and production support services</li> <li>• Database administration, design, and performance management.</li> <li>• SQL Server development, including stored procedures, functions, views, and query optimization</li> </ul>	<p>5 = more than 5 projects completed                      4 = 4 projects completed                      3 = 3 projects completed                      2 = 2 projects completed                      1 = 1 project completed                      0 = No project completed</p>	20

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	<p>2.2 Shared SLA Support services high-level plan outlining the following:</p> <ul style="list-style-type: none"> <li>• Support scope</li> <li>• Support operating hours and support centre</li> <li>• Issue classification</li> <li>• Support process</li> <li>• Service level assurances</li> <li>• Reporting</li> <li>• Communication and stakeholder engagement approach</li> <li>• SLA assumptions, exclusions, and terms</li> <li>• Risk management and business continuity</li> <li>• Knowledge transfer and documentation management approach</li> </ul>	<p>5= Excellent (Meets all 7 elements)  4=Very good (meets 5-6 elements)  3= Good (Meets 4 elements)  2 – Poor (meets 1-3 elements)  1= very poor (unacceptable and doesn't meet set criteria)  0 = No plan submitted</p>	<p>15</p>
<p><b>3.</b></p>	<p><b>TEAM LEADER / PROJECT MANAGER QUALIFICATIONS</b></p>		
	<p>Highest educational qualification obtained in:</p> <ul style="list-style-type: none"> <li>• Computer Science</li> <li>• Information Systems</li> <li>• Software Engineering</li> <li>• IT-related field</li> </ul> <p><b>NB: No related/ relevant qualification provided a bidder will be scored zero (0)</b></p>	<p>5 = Honours degree or higher (NQF 8);  4 = Degree (NQF 7)  3 = National diploma (NQF 6)  2 = National certificate (NQF 5)  1 = Matric certificate (NQF 4)  0 = No related/relevant qualification/ No SAQA for international qualification/ No qualification copy/ies submitted</p>	<p>20</p>
<p><b>4.</b></p>	<p><b>TEAM LEADER / PROJECT MANAGER SPECIFIC EXPERTISE</b></p>		
	<p><b>4.1 K2 Developer/Specialist/Team Leader</b></p> <p>Cumulative years of experience in implementing K2 Blackpearl/ K2 Five and practical experience in workflow automation and enterprise application support related to:</p> <ul style="list-style-type: none"> <li>• K2 platforms development, maintenance, and workflow management</li> <li>• K2 SmartForms, SmartObjects, and workflow solution development</li> <li>• SQL Server database administration, database design, query optimization, and development of stored procedures, functions, views, and database integrations</li> </ul>	<p>5 = more than 7 years  4 = more than 5 and up to 7 years  3 = more than 3 and up to 5 years  2 = more than 2 and up to 3 years  1 = Up to 2 years  0 = No experience demonstrated</p>	<p>30</p>

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No.	EVALUATION CRITERIA	SCORING	WEIGHT %
	<ul style="list-style-type: none"> <li>• K2 workspace administration and maintenance</li> <li>• K2 integration with third-party solutions</li> <li>• Microsoft 365 and Microsoft Entra ID (Azure AD) integration and support</li> <li>• SharePoint Online administration, integration, and support</li> <li>• Application deployment, migration, and release management</li> <li>• Business process automation, process analysis, and workflow optimization</li> <li>• Stakeholder engagement, communication, and business relationship management</li> <li>• Experience leading technical teams, managing support services, coordinating incident resolution</li> <li>• <b>NB. The resources provided should be based in the country and available as and when required</b></li> </ul>		
<b>TOTAL</b>			<b>100</b>
Only bidders that meet the 70 % threshold for the technical evaluation will be considered for Price and Specific Goals evaluation in terms of Preferential Procurement Regulation (PPR) 2022.			70 %

### **6.3 PREFERENTIAL PROCUREMENT EVALUATION BASED ON 80/20 PRINCIPLE**

6.3.1 The applicable formula (80/20) will be utilised to evaluate the bid, of which eighty (80) points are allocated for price as indicated in the enclosed form SBD 6.1. that must be completed, and the remaining twenty (20) points are allocated for the specific goals as indicated in the table below.

*Table 3: Specific Goals*

<b>Number of points allocated (80/20 system)</b>	
<b>Price</b>	<b>80</b>
<b>The specific goals in terms of this tender</b>	<b>20</b>
Above 30% ownership for Historically Disadvantaged Individuals who had no franchise in national elections before 1983 or 1993 Constitutions.	10
Women percentage of ownership: 30% and above	10
<b>Total Points</b>	<b>100</b>

## 6.4 Price Evaluation

6.4.1 All project-related costs, i.e. professional fees, disbursements, etc., inclusive of VAT should be clearly indicated on the pricing schedule/SBD 3.3 that bidders must submit as part of the standard bidding documents. The service provider is expected to quote according to the following indicative table of estimated hours and the skills/expertise indicated above.

Activity	Estimated Hours	Estimated Costs
FY2026/27- Maintenance and support 1 July 2026 to June 2027	720	

## 7 GENERAL REQUIREMENTS

### 7.1 Additional work to be performed

Across all areas of work, the Service Provider will be expected to:

- 7.1.1 Build and maintain positive working relationships with all MFIP participants and stakeholders.
- 7.1.2 Serve as resources for technical specialists' advisory on strategic priorities and projects.
- 7.1.3 Contribute to MFIP's annual, quarterly, and monthly reporting.
- 7.1.4 Promote learning and cooperation for improved service delivery and sustainability.
- 7.1.5 Support the development and refreshment of MFIP methodologies and toolkits
- 7.1.6 Support knowledge generation, including the identification of areas for knowledge sharing, the development of case studies, and participation in knowledge sharing initiatives.
- 7.1.7 Maintain up-to-date system documentation, including technical specifications, architecture diagrams updates, configuration records, and deployment procedures documentation.
- 7.1.8 Proactively identify system risks, performance issues, security vulnerabilities, and opportunities for improvement, and provide recommendations for remediation.
- 7.1.9 Provide timely status updates, incident reports, root cause analyses, and recommendations for corrective and preventive actions where required.
- 7.1.10 Support disaster recovery testing, backup verification, and business continuity activities related to K2/Nintex solutions.
- 7.1.11 Monitor and support the stability, reliability, and performance of K2 Nintex applications and associated integrations.
- 7.1.12 Maintain the confidentiality, integrity, and availability of MFIP information, systems, and data accessed during the execution of services.

### 7.2 General capabilities required

Across all areas of work, resources must have the following general capabilities.

- 7.2.1 Collaborative team player with excellent interpersonal skills and the ability to effectively interact with stakeholders.
- 7.2.2 Logical, creative, innovative, analytical, lateral thinking, and problem solving;
- 7.2.3 Communication skills (verbal & written) with the ability to listen and learn.
- 7.2.4 Ability to transfer skills.
- 7.2.5 Ability to work under consistent and continuous pressure from varied sources, yet be able to maintain a supportive approach;
- 7.2.6 Advanced computer skills including detailed knowledge and use of the Microsoft Office Suite;
- 7.2.7 Ability to review and analyse strategic issues, current roles, functions, interface, processes and procedures, risks, and options; and
- 7.2.8 A clear understanding of the desired outcomes of the local government financial management and budget reform agenda.

### **7.3 Monitoring and Reporting**

- 7.3.1 Monthly activity reports on the progress with reference to the SLA and specified key performance indicators will be compiled and submitted to the MFIP PMU.
- 7.3.2 The project will be coordinated through the MFIP III Programme Management Unit, located at 240 Madiba Street Pretoria.

## **8 CONTRACTUAL CONDITIONS**

### **8.1 Contracting Authority**

The service provider will contract directly with GTAC.

- 8.1.1 GTAC will make offers to successful bidders.
- 8.1.2 Fees exclude direct costs relating to project execution such as travel for which GTAC will make provision.
- 8.1.3 GTAC does not pay for travel and parking costs to and from place of residence and their place work.
- 8.1.4 GTAC reserves the right to terminate the Agreement/award or temporarily defer the provisioning of the Services, or any part thereof, at any phase with immediate effect on written notice to the Service Provider, should the GTAC in its sole and absolute discretion, decide not to proceed with the Services.
- 8.1.5 Bidders' attention is drawn to the fact that amendments to any of the bid conditions or setting of counter conditions by bidders may result in the invalidation of such bids.

### **8.2 Service Provider Reporting Requirements**

- 8.2.1 The following reports will be submitted by the service provider as proof of delivery of

services:

- (a) Monthly progress reports;
- (b) A close-out report on the completion or termination of the contract.

8.2.2 Reports shall be written in English; and

8.2.3 All reports, files, notes, electronic files, and documents shall be structured, formatted, and completed according to the requirements of the MFIP PMU.

## **9 BID VALIDITY PERIOD**

The RFQ will be valid for a period of 60 (sixty) days from the closing date of the RFQ.

## **10 LEGAL IMPLICATIONS**

The successful service provider must be prepared to enter into a contract with GTAC.

## **11 CLARIFICATIONS**

Requests for clarification must be made in writing by e-mail. Telephonic enquiries for clarification will not be accepted.

Requests for clarification will be accepted by GTAC as specified in the bid document. The submission reference must be included in the subject line of the email.

## **12 COMMUNICATION**

GTAC's Professional Services Procurement (PSP) unit will only communicate with bidders by email where bid clarity is sought, to obtain information or to extend the validity period. For any enquiries, email: [psp@gtac.gov.za](mailto:psp@gtac.gov.za). The submission reference must be included in the subject line of the email. GTAC will only respond to email communication during business hours.

Alternatively, contact the e-procurement portal support desk at: <https://vendorportal.gtac.gov.za/Contact>.

Any communication by the bidder (either by facsimile, letter, electronic mail or any other form of correspondence) to any government official, representative, or a person acting in an advisory capacity for GTAC in respect of this bid between the closing date and the award of the bid is prohibited.

## **13 COUNTER CONDITIONS**

Bidders' attention is drawn to the fact that amendments to any of the Information to bid by bidders will result in invalidation of such bids.

## 14 PROHIBITION OF RESTRICTIVE PRACTICES

In terms of section 4(1) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is/ are or a contractor(s) was/were involved in:

- a. Directly or indirectly fixing a purchase or selling price or any other trading condition.
- b. Dividing markets by allocating customers, suppliers, territories or specific types of goods or services; or
- c. Collusive bidding.
- d. If a bidder(s) or contractor(s), in the judgment of the purchaser, has/have engaged in any of the restrictive practices referred to above, the purchaser may, without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered or terminate the contract in whole or in part and refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

## 15 BENEFICIAL OWNERSHIP

The bidder/s are required to provide the information below for transparency.

- a. A beneficial owner of a company is an individual who, directly or indirectly, ultimately owns that company or exercises effective control over that company.
- b. Companies are required to keep a register of their beneficial owners and to provide this information to the Companies and Intellectual Property Commission (CIPC). The CIPC maintains a central register of beneficial ownership information.
- c. The beneficial ownership regime in South Africa is intended to improve transparency and accountability in the corporate sector. It is also intended to help prevent money laundering and terrorist financing.
- d. Companies are required to keep a register of their beneficial owners and must disclose in their bids the following information, as provided for in their register for the information of each beneficial owner:
  - Name
  - Date of birth
  - Identity number or passport number
  - Residential address
  - Occupation
  - Nature and extent of control over the company

## 16 SUBMISSION DETAILS

To respond to this tender, bidders are required to register on the GTAC e-procurement

system, using the following link: <https://vendorportal.gtac.gov.za/>

The registration process involves the following steps:

- a. Register as a portal user. This is the process of creating a user account on the vendor portal/e-procurement system. This will allow the user to view and respond to tenders.
- b. Capture the supplier details. Registering the company details allows the bidder to enter information and upload documents.

To respond to this tender:

- a. Log in to the portal <https://vendorportal.gtac.gov.za/>
- b. Navigate to the tender menu.
- c. Select “Formal” and click on “Current”.
- d. A list of available tenders/RFQ will be available, and the bidder to select the tender number (e.g. TENxxxxx) to start the submission process.

Detailed instructions on how to register on the e-procurement system are available at

(<https://docs.corelab.co.za/Home/ViewContent?productid=1&sectionid=2&contentid=1165>)

The capturing process is in the form of a wizard, with the system guiding you through each step. Once all the required information is completed, remember to submit your bid. Only submitted bids will be eligible for the award.

**NB: Only electronic submission of bids on the GTAC e-procurement system is allowed. Do not submit hard copy bids to GTAC, as these will not be considered.**

**NB: Submissions received after the closing date and time will not be accepted.**

For any enquiries, email: [psp@gtac.gov.za](mailto:psp@gtac.gov.za) or contact the vendor support desk at: <https://vendorportal.gtac.gov.za/Contact>.

## 17 CONTACT DETAILS

Professional Services  
Procurement, 3rd Floor at GTAC:  
room GL03.44 Private Bag X  
115, Pretoria, 0001  
Physical address: GTAC, 40 Madiba Street,  
Pretoria.0001 For any enquiries, email: [psp@gtac.gov.za](mailto:psp@gtac.gov.za)