
TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DESIGN AND DEVELOP THE INEP GRANT MANAGEMENT SYSTEM OF THE DEPARTMENT OF ELECTRICITY AND ENERGY.

1. BACKGROUND

- 1.1 The Integrated National Electrification Programme (INEP) through the Department of Electricity and Energy (DEE) has been in operation since 2001, and between 8.5 million and over 226 000 connections from grid and non-grid technology solutions have been connected since 1994 respectively. The country's electrification is presently estimated at 94.7% (Census 2022), thus there are many successes already achieved by the INEP.
- 1.2 Although the success is evident from the number of connections achieved, there are still several challenges related to the administration and monitoring of the programme which is done mainly with manual databases, therefore there is a need to digitise the processes of INEP for efficiency.
- 1.3 A Geographic Information Systems (GIS) enabled monitoring system can assist with standardising and integrating the planning, management and monitoring processes of the program and enhance efficiency of decision-making.
- 1.4 The proposed approach should be agile to allow incremental implementation for a maximum period of thirty-six (36) months.
- 1.5 Implementation should be done in the following phases:
- 1.5.1 First Phase
- (i) Grid Application Management
 - (ii) Non-Grid Application Management
- 1.5.2 Second Phase
- (i) Contract Management
 - (ii) Eskom, Municipality & Contractor Reporting
 - (iii) Normal & Reallocation Transfer Management

1.5.3 Third Phase

- (i) Monitoring Compliance Management
- (ii) Technical Auditing Management

2. CONTRACT PERIOD

2.1 The expected duration of the project is:

2.1.1 Thirty-six (36) months for design and development in phases and

2.1.2 Twenty-four (24) months of support and maintenance post design and development with Service Level Agreement.

3 OBJECTIVE

3.1 The objective of this project is:

3.1.1 To efficiently support and streamline planning, monitoring and evaluation, reporting of, INEP projects for both grid and non-grid projects.

3.1.2 To streamline the INEP Grant management business process, to improve project status tracking.

3.1.3 To improve data capturing for application and reporting purposes.

3.1.4 To develop, populate and maintain master databases of projects and assets that can be used in various phases of the INEP Grant management process.

4 SCOPE OF WORK

4.1 The Development Platform required is as follows:

4.1.1 Application and Integration Environment: .NET/.NET Core.

4.1.2 Microsoft IIS for web applications.

4.1.3 Microsoft Power Platform (Power Apps, Power Automate)

4.1.4 Integration capabilities with Microsoft 365 services (e.g., SharePoint, Outlook).

4.1.5 Operating System: Microsoft SQL Server (2021 and above).

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4.1.6 Database: Microsoft SQL Server (2021 or above), Database Azure SQL Database for cloud-based data workloads.

4.1.7 Reporting: Compatibility with Power BI for reporting and dashboards.

4.1.8 Online INEP Grant Management system, that will be the intellectual property of the DEE.

4.2 Technical Compatibility Requirements: The service provider must ensure that:

4.2.1 All solutions, tools, and systems are fully compatible with Microsoft environments.

4.2.2 Solutions support Single Sign-On (SSO) using Azure AD, Active Directory.

4.2.3 All administrative access must be manageable via Active Directory, Azure AD, or Group Policy.

4.2.4 Data must be stored and processed in environments that are compliant with Azure security and compliance standards

4.3 The successful Service Provider will be expected to design, develop, test and implement a user-friendly INEP Grant Management System while providing Project Management services throughout the duration of the project.

4.4 The INEP Grant Management system must have the following capabilities / functionalities:

4.4.1 Be browser based with no desktop applications required.

4.4.2 Stores and manages all data in a centralized database with interoperability with other enterprise systems within the DEE, related State Agencies and Departments.

4.4.3 Provides an extensible, robust and secure environment providing services online to Regional Offices, Municipalities, Eskom and Contractors.

4.4.4 Provides for integrated and tightly coupled GIS functionality.

4.4.5 Provides an email and Instant Messaging (IM) gateway to send messages to internal and external stakeholders.

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- 4.4.6 Provides full history and audit functionality.
- 4.4.7 Provides advanced reporting functionality with ability to distribute reports via email and dashboards.
- 4.4.8 Provides a high level of security using Users, Roles and integrates with Microsoft's Active Directory.
- 4.4.9 Component based and configurable to ensure ease of maintenance and sustainability.
- 4.4.10 Ensure solution is accessible from all types of devices (Smartphones, laptop/desktop....) and must be application and platform agnostic.
- 4.4.11 Enable modern workplace especially field workers.
- 4.4.12 Single logon capability where applications are posted as per access rights.
- 4.4.13 Ensure that the solution integrates with other systems.
- 4.4.14 Rich workflow supporting the proposed solution for the entire value chain must include notification, tracking and audit trail functionality.
- 4.4.15 Provide a detailed Data migration plan for all historical data inclusive of data ETL processes and implement the plan. The migration of this data will be undertaken by departmental resources, while the appointed service provider will be responsible for providing the necessary tools, methodologies, and processes to facilitate accurate and efficient migration.
- 4.4.16 Implement Data warehouse, Business intelligence and reporting (data analytics and statistics) which is compatible with Microsoft technologies and proposed Enterprise Software Solutions.

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4.4.17 Hybrid capability (cloud and on premises).

4.4.18 The automated system must have fail-over process should the automated standard process not functioning due to matter beyond parties' control.

4.4.19 Validation on key fields should be done at source (Department of Home affairs to verify ID numbers).

4.4.20 All Uploaded Attachments to be loaded onto the database to enable editability, readability and reporting and reference accordingly with the application record.

4.4.21 Detailed system activity audit logs for end-to-end processing and user-friendly reporting dashboards.

4.4.22 Application processing must have segregation of duties.

4.4.23 Solution must have source code management /version control software or tool.

4.4.24 Solution must have the best industry security features in (in compliance with International Standard Organization (ISO)).

4.4.25 The service provider will be required to publish the application from internet and must ensure that it is secured.

4.4.26 Comply to DEE and ICT government (e.g., policies, procedures...) and ensure alignment especially for changes introduced by the solution.

4.5 Data Migration information: The data type to be migrated is as follows:

4.5.1 Data on hard copies needs to be scanned to the system in PDF format by the Department of Electricity and Energy resources and migrated.

4.5.2 Excel data files to be migrated to the databases.

4.6 Integration: The bidder must provide effective integration with the following tools or products:

4.6.1 Veeam for backup.

4.6.2 Windows Server 2022 and Windows 11 for clients, Exchange 2019, and Active directory.

4.6.3 Microsoft Office 365

4.7 Hosting Requirements:

4.7.1 The solution will be hosted by DEE.

5. DELIVERABLES OR PROJECT OUTPUT AND OUTCOMES

5.1 The expected deliverables are as follows:

5.1.1 Good quality and tested live system, as per the set requirements (will be the Intellectual Property of the DEE).

5.2 Project governance Documentation signed off:

5.2.1 A Project Charter signed off within a week of project kick-off.

5.2.2 A functional specification document

5.2.3 A technical specification document

5.2.4 Test cases

5.3 User guides (web based).

5.4 A maintenance guide and manuals.

5.5 Training of INEP Team and other stakeholders, DEE Information Technology (IT).

5.6 A source code document signed off.

5.6.1 Functional requirement specification

5.6.2 Technical requirement specification

5.6.3 Data migration plan and implementation thereof.

- 5.6.4 Functional three Tier Environment (DEV, TEST, PROD).
- 5.6.5 Solution maintenance plan.
- 5.6.6 System Architecture.
- 5.6.7 Test cases.
- 5.6.8 User guides (web based)
- 5.6.9 A maintenance guide and manuals.
- 5.6.10 Documented detailed rollout Road Map to achieve the full rollout of the proposed solution.
- 5.6.11 Detailed organizational change management, training plan and skill transfer Plan.
- 5.6.12 Solution Source code DEE to own.
- 5.6.13 Document Management module.
- 5.6.14 Workflow system.
- 5.6.15 Detailed specification for the infrastructure requirements for the system for next 36 months (allow scalability).

6. EVALUATION CRITERIA

This bid will be evaluated in four stages, i.e., functionality, mandatory requirements, administrative compliance and point scoring system.

6.1 Gate 01 - Functionality

Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved. The minimum threshold for this bid is **70%**. Bidders who score less than **70%** will be disqualified. Only bidders that score **70%** or more will be considered further.

No.	Evaluation criteria	Points	Weight
1	<p>Company experience</p> <p>Bidders must have designed and successfully implemented software projects of similar complexity in the past 7 years.</p>	<p>Five (5) or more projects = 5 points.</p> <p>Four (4) projects = 4 points.</p> <p>Three (3) projects = 3 points.</p> <p>Two (2) projects = 2 points.</p> <p>One (1) project = 1 point.</p>	20

No.	Evaluation criteria	Points	Weight
	<i>(Bidders must provide a detailed explanation of the verifiable similar projects they have successfully executed and provide traceable reference letters – The letters must indicate the description of the project, duration of the project, project amount, performance feedback).</i>		
2	<p>PROJECT MANAGER AND TEAM MEMBERS</p> <p>PROJECT MANAGER QUALIFICATIONS:</p> <p>(i) The Project Manager must have an SAQA recognized qualification in Project Management.</p> <p>(ii) The Project Manager must have a SAQA recognized qualification in Information Technology with Software Development as a final year module or major</p> <p><i>(Attach copies of valid qualification certificates and transcripts)</i></p>	<p>NQF 9 or higher = 5 points NQF 8 = 4 points NQF 7 = 3 points NQF 6 = 2 points NQF 5 = 1 point</p> <p>NQF 9 or higher = 5 points NQF 8 = 4 points NQF 7 = 3 points NQF 6 = 2 points NQF 5 = 1 point</p>	<p>15</p> <p>5</p> <p>5</p>

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No.	Evaluation criteria	Points	Weight
	<p>TEAM MEMBERS (TECHNICAL TEAM)</p> <p>(iii) The team members must have SAQA recognized qualifications in Information Technology or Information Systems or related fields.</p> <p><i>(Attach copies of valid qualification certificates and transcripts)</i></p>	<p>NQF 9 or higher = 5 points NQF 8 = 4 points NQF 7 = 3 points NQF 6 = 2 points NQF 5 = 1 point</p>	<p>5</p>
<p>3</p>	<p>PROJECT MANAGER AND TEAM MEMBERS</p> <p>PROJECT MANAGER'S EXPERIENCE:</p> <p>The project manager should have relevant experience specifically in the project management of software development projects.</p> <p><i>(Attach copy of comprehensive CV detailing the relevant experience and contactable references)</i></p> <p>TECHNICAL TEAM'S EXPERIENCE:</p> <p>The technical team members should have relevant experience specific to:</p> <p>(I) Software development</p>	<p>Five (5) years or more = 5 points Four (4) years = 4 points Three (3) years = 3 points less than three (3) years = 0 points</p> <p>5 years or more = 5 points. Four (4) years = 4 points. Three (3) years = 3 points. Two (2) years = 2 points.</p>	<p>20</p> <p>10</p> <p>10</p>

No.	Evaluation criteria	Points	Weight
	(II) Business Analysis (III) Database Administration. (IV) Geographic Information Systems. NB: The team composition spread must be as per table A under paragraph 6.2 <i>(Attach copy of comprehensive CV detailing the relevant experience and contactable references)</i>	One (1) year = 1 point.	
<div style="border: 1px solid black; padding: 2px; display: inline-block; width: 20px; text-align: center;">4</div>	Project Plan and Methodology Bidders should provide a detailed project plan on how the assignment will be carried out and completed over a period of maximum thirty-six (36) months. <i>“Detailed” in this instance refers to a project plan that covers the following 9 aspects;</i> <ul style="list-style-type: none"> (i) Defined tasks (ii) Timelines (iii) Delivery artifacts (iv) Resource allocation (v) Rollout plan (vi) Data migration plan (vii) Identified dependencies (viii) Skills transfer plan 	9 or more aspects covered = 5 points 8 aspects = 4 points. 7 aspects = 3 points 6 aspects = 2 points 5 aspects = 1 point.	10

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No.	Evaluation criteria	Points	Weight
	<p>(ix) Delivery date</p> <p><i>(The proposal should detail the dependencies from the Department to ensure the successful implementation of project)</i></p>		
5	<p>METHODOLOGY</p> <p>Bidders must include a detailed methodology as part of the technical proposal, clearly demonstrating that they understood the requirements and have adequate resources (be able to service all regions) to execute the project within the stipulated turnaround times.</p> <p><i>“Detailed methodology” in this instance refers to methodology that covers the following four (4) aspects.</i></p> <p>(i) Implementation approach.</p> <p>(ii) Development Software</p> <p>(iii) Proposed technology standing in the industry.</p> <p>(iv) Data migration plan</p>	<p>Four (4) aspects or more = 5 points</p> <p>Three (3) aspects = 3 points</p> <p>Two (2) aspects = 1 point.</p>	10
6	<p>Technical proposal:</p> <p>(i) Technical Proposal</p>	<p>Technical Proposal [10]</p> <p>- Four (4) plus any unmentioned value add features = 5</p>	10

No.	Evaluation criteria	Points	Weight
	<p>Detailed practical Implementation approach to be used to execute and deliver the artifacts of the project in relation to scope.</p> <p>“Detailed technical proposal” in this instance refers to proposal that covers the following four (4) aspects</p> <ol style="list-style-type: none"> 1) Proposed architecture incorporated channels 2) technologies, 3) integration, and reporting points in technically logical detail & representation of future stage. 4) The proposed solution covers all aspects of the TOR scope & outputs 	<ul style="list-style-type: none"> - Four (4) aspects = 3 points - Three (3) aspects = 2 points - No technical proposal provided = 1 point 	

Formula; $\frac{A}{B} \times 100 = C\%$

Where: A = Total score for the bid under consideration
B = Maximum possible score
C = Percentage score for the bid under consideration

6.2 Gate 02 – Mandatory requirements

Bidders' technical team MUST cover the skills' spread as per the table below. Failure to comply with the composition skills' spread will lead to disqualification.

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Table A

PORTFOLIO	SPECIALITY / FIELD / SKILL / QUALIFICATION	ADDITIONAL REQUIREMENTS
Team members	Senior Software development	Proficiency in .NET/Core, Power Platform, and API integrations
Team members	Senior Business Analysis	Certification in Business Analysis
Team members	Senior Database Administration	Databases Administration Certificate
Team members	Senior Geographic Information System	Geographic Information System certification

6.3 Gate 03 - Proof of Concept Presentation

6.3.1 Presentation of the proposed solution (prototype) will be required as part of the last phase of the evaluation, and it will be scored.

6.3.2 Bidders to choose and clearly indicate the business process that will form the base of the prototype but needs to demonstrate all elements of the solution as per the scope of work in these terms of reference. i.e. functional solution prototype must be aligned to scope of work in these terms of reference.

6.4 Gate 04 - Administrative compliance

- (i) Compliance to the specification / Terms of Reference.
- (ii) Fully completed SBDs (Duly signed and dated) listed hereunder.
 - SBD 1
 - SBD 4
 - SBD 6.1
- (iii) The following will be regarded as non-compliance.
 - Amendments / other amendments without signature/initials.
 - Use of correctional fluid
 - Completion of the bid document in coloured ink other than black ink

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6.5 Gate 05 – Point Scoring System

6.5.1 Bids will be evaluated on the 80/20 preference point system as outlined in the Preferential Procurement Regulation of 2022.

- Price points = 80
- Preferential points = 20

6.5.2 The bidder that scores the highest points in this phase will be awarded the tender.

6.5.3 Should more than one bidder score the same number of points; the award will be made to the bidder who scores more points on specific goals.

6.5.4 Should there be more than one bidder who scores the same number of points overall and the same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.

6.5.5 Should there be more than one bidder who scores the same number of points in all aspects, the bid will be determined by the drawing of the lot.

6.5.6 The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals are tabulated hereunder.

6.5.7 Bidders who do not submit proof (means of verification) of specific goals claimed may not qualify for preference points for specific goals.

Specific Goal	Number of points (80/20 Preference System)	Means of Verification
Enterprise owned by Black people	4	Identity documents and CIPC document
Enterprise owned by Women	4	Identity documents and CIPC document
Enterprise owned by Youth	4	Identity documents and CIPC document
Enterprise owned by disabled persons	4	Medical certification
Enterprise owned by SMMEs (QSE or EME)	4	B-BBEE certificate issued by a SANAS accredited Agency or DTIC, or Sworn affidavit

NB: "Ownership = 51% of the company share. Designated group/person that is part of the entity directorship but has less than 51% share = points will be calculated on a pro-rata basis in relation to the share/s held by the designated group/persons.

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E.g. Number of women directors	= 01
Shares owned by women	= 20%
Specific goal for women	= 4 points
Points claimable for women ownership	= $\frac{20}{100} \times 4 = 0.8$ points

7. REPORTING REQUIREMENTS

- 7.1 The successful applicant will work closely with the Director: IT and Director Project Monitoring and IGR including any other key stakeholders within the Department.
- 7.2 The service provider is required to provide a written weekly report to the Director: IT and Director Project Monitoring and IGR on deliverables.
- 7.3 The service provider will be required to conduct bi-weekly meetings with the Director: IT and Director Project Monitoring and IGR, or his/her delegate for the duration of the contract period. In case of emergency, either party may propose a meeting, and both parties must reasonably avail themselves for such meetings.

8. ROLES AND RESPONSIBILITIES.

- 8.1 The Department of Electricity and Energy shall provide the following.
 - 8.1.1 Functional perimeter.
 - 8.1.2 Access to the offices as when a need arises.
- 8.2 Service Provider
 - 8.2.1 Execute the contract in line with the scope of work and other requirements contained in these terms of reference and/or SLA.
 - 8.2.2 The Service Provider shall at all material times act diligently, reasonably and with care, when dealing with all Departmental information and/or intellectual property belonging to the Department.

9. CONFIDENTIALITY OF INFORMATION

- 9.1. The service provider shall treat information furnished by the other Party or another person for purposes of execution of the project, as confidential. Subject to this

clause, the Party furnished with information shall not disclose such information to another person without the prior written consent of the other Party and shall take reasonable steps to ensure that such information is not disclosed to another person.

10. PAYMENTS

- 10.1 The Department will not make an upfront payment to a successful service provider. Payments will only be made in accordance with the delivery of services that will be agreed upon by both parties on receipt of an original invoice.

11 TAX CLEARANCE CERTIFICATE

- 11.1 Bidders must ensure compliance with their tax obligations.
- 11.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.
- 11.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. To use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za.
- 11.4 A bidder may also submit a printed TCS together with the proposal.
- 11.5 In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.
- 11.6 Where no TCS is available, but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided.

12. CONDITIONS OF THE CONTRACT

- 12.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 12.2 The service provider will sign a confidentiality agreement regarding the protection of DEE information that is not in the public domain.
- 12.3 Service provider is prohibited from unauthorized handling, reading or removal of documents in the departmental records.

- 12.4 No state information may be furnished/ communicated to the public or news media by the security service provider or any of their employees.
- 12.5 The Department reserves the right to screen/vet service provider personnel through the State Security Agency or otherwise.
- 12.6 The service provider must ensure that there is no interruption of services due to manpower shortage due to annual leave, sick leave, etc.
- 12.7 The service provider shall ensure that the contract is executed in line with the scope of work.
- 12.8 The service provider company may be subjected to security screening by the State Security Agency.
- 12.9 The DEE reserves the right to verify the authenticity of the information submitted, any falsified information may result in the disqualification or cancellation of the contract.

13 FORMATS OF SUBMISSION OF PROPOSAL

- 13.1 Service providers are requested to **submit original** of technical proposals.
- 13.2 Service providers are requested to index their proposals for easy reference.

14 PRE-BID MEETING DETAILS/BRIEFING SESSION DETAILS

- 14.1 A compulsory briefing session will be held on **13 July 2026 at 10h00**, at the Department of Electricity and Energy at the following address:
192 Visagie Street, Cnr Paul Kruger and Visagie Street, Pretoria 0001
- 14.2 Bidders must sign the briefing session attendance register and remain in attendance from the opening to the closure of the meeting. Failure to sign the briefing session attendance register will result in disqualification from participation on this bid.

15 CLOSING DATE

- 15.1. Proposals must be submitted on or before **28 July 2026 at 11h00**, at the Department of Electricity and Energy, at 192 Matimba House Building, Corner Visagie and Paul Kruger Street, Pretoria in a box marked "Tender Box".
- 15.2. **No late bids will be accepted.**

16. **ENQUIRIES**

16.1 All general enquiries relating to this bid should be directed to:

16.2 Technical enquiries can be directed to:

Mr Lufuno Madzhie

Email: Lufuno.Madzhie@dee.gov.za

Telephone: 012-406 7559

Ms Zimbini Ndawana

Email: Zimbini.Ndawana@dee.gov.za

Telephone: 012-406 7791

