

***TERMS OF REFERENCE***

**FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DELIVER MICROSOFT 365 E5, AZURE SQL DATABASE, AND OFFICE 365 EXTRA FILE STORAGE SERVICES FOR THE MFIP PROGRAMME MANAGEMENT UNIT (PMU)**

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**BACKGROUND INFORMATION**

**Programme Identification**

<b>Item</b>	<b>Details</b>
Name of Client	MUNICIPAL FINANCE IMPROVEMENT PROGRAMME (MFIP)
Name of Project	MFIP: Microsoft 365 E5, Azure SQL Database, and Office 365 storage 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 provision and renewal of Microsoft 365 E5 licenses, Azure SQL database services, and Office 365 extra file storage

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Table of Contents

<b>1. PURPOSE OF THESE TERMS OF REFERENCE</b>	<b>3</b>
<b>2. BACKGROUND INFORMATION</b>	<b>3</b>
2.1. General	3
2.2. National Treasury and Intergovernmental Relations (IGR)	4
2.3. Background to MFIP	4
<b>3. SPECIFIC REQUIREMENTS</b>	<b>5</b>
3.1. Overall Objective	5
3.2. Specific Scope of Work	6
3.3. Project Timelines	7
3.4. Specific Expertise Required	7
<b>4. EVALUATION PHASE</b>	<b>7</b>
4.1. Stage 1a: Administrative Compliance (Non-Disqualification)	8
4.2. Mandatory Requirements	10
<b>5. PREFERENTIAL PROCUREMENT EVALUATION BASED ON 80/20 PRINCIPLE</b>	<b>10</b>
<b>6. CONTRACTUAL CONDITIONS</b>	<b>11</b>
6.1. Contracting Authority	11
<b>7. BID VALIDITY PERIOD</b>	<b>Error! Bookmark not defined.</b>
<b>8. LEGAL IMPLICATIONS</b>	<b>12</b>
<b>9. CLARIFICATIONS</b>	<b>Error! Bookmark not defined.</b>
<b>10. COMMUNICATION</b>	<b>12</b>
<b>11. COUNTER CONDITIONS</b>	<b>12</b>
<b>12. PROHIBITION OF RESTRICTIVE PRACTICES</b>	<b>12</b>
<b>13. BENEFICIAL OWNERSHIP</b>	<b>13</b>
<b>14. BID VALIDITY PERIOD</b>	<b>13</b>
<b>15. SUBMISSION DETAILS</b>	<b>13</b>
<b>16. CLARIFICATIONS</b>	<b>14</b>
<b>17. NON-COMPULSORY BRIEFING SESSION</b>	<b>15</b>

**18. CONTACT DETAILS..... 15**

**1. PURPOSE OF THESE TERMS OF REFERENCE**

- 1.1. GTAC is seeking a highly qualified, skilled, experienced, and certified service provider to provide Microsoft 365 E5 licenses, Azure SQL database services, Office 365 extra file storage, and related supporting services to the Municipal Finance Improvement Programme (MFIP).
- 1.2. These terms of reference detail the requirements and other relevant contractual and working arrangements that will apply.
- 1.3. Offers will be accepted from companies that are able to provide the services set out above.

**2. BACKGROUND INFORMATION**

**2.1. General**

2.1.1 GTAC is an agency of 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:

- 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.
- Promulgation of the Municipal Regulations on a Standard Chart of Accounts (mSCOA) on 22 April 2014.

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.

## **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.

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.

**FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DELIVER MICROSOFT 365 E5, AZURE SQL DATABASE, AND OFFICE 365 EXTRA FILE STORAGE SERVICES FOR THE MFIP PROGRAMME MANAGEMENT UNIT (PMU)**

- 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 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.
- 2.3.5 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.
- 2.3.6 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 Technical Advisors (TAs) deployed to the NT, respective PTs, and participating municipalities.
- 2.3.7 The MFIP also works in close consultation with relevant NT Chief Directorates to ensure coherence of policy implementation and specialist support.
- 2.3.8 This ToR is primarily for a service provider who will provide Microsoft 365 E5 licenses, Azure SQL database services, and Office 365 extra file storage to the Programme.

### **3. SPECIFIC REQUIREMENTS**

#### **3.1. Overall Objective**

This ToR is for the appointment of a service provider who will be responsible for providing the renewal, management and governance of Microsoft 365 E5 licenses, Azure SQL database services, and Office 365 extra file storage for the MFIP. The objective is to ensure continuity of business-critical communication, collaboration, data management, security, and compliance capabilities for the Programme Management Unit and geographically dispersed Technical Advisors.

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

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

### **3.2.1 Provision of Microsoft 365 E5 Licenses:**

- Supply, management, and governance of 136 Microsoft 365 E5 licenses (Microsoft Word, Excel, PowerPoint, OneDrive, MS Outlook, MS Teams, Power BI Pro), including but not limited to web and mobile versions.
- 5 Teams Premium licenses
- 1 Vision Plan One license
- Ensure licenses are activated and maintained for the duration of the contract.
- Provide support for license allocation, user management, and troubleshooting, whilst ensuring that the right license mix is recommended based on business needs.
- Helps avoid over licensing or non-compliance.
- Help to plan for license renewals for the next cycle renewals including changes and cost optimisation.

### **3.2.2 Provision of Azure SQL Database:**

- Supply of a 250GB Azure SQL database.
- Provision of associated automated backup services essential for data integrity, disaster recovery, and business continuity.
- Include Azure database services consultation as required.
- Generate Azure monthly usage report.

### **3.2.3 Provision of Office 365 Extra File Storage:**

- Supply of an additional 6TB of file storage for Office 365.

### **3.2.4 Support and Maintenance:**

- Provide basic technical support for the Microsoft environment as it relates to the provisioned services.
- Provide 6 (six) hours for advanced support and troubleshooting services as and when required.
- Ensure high availability and performance of the Azure SQL database.
- Assist with security and compliance configurations aligned with National Treasury standards.

**3.2.5. 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 services will be from 01 July 2026 to 30 June 2027 (12 months), aligning with the license renewal period and the MFIP IIIx extension.

3.3.2 The current Microsoft 365 E3 licenses are set to expire in June 2026. Renewal of Microsoft 365 E5 licenses, Azure SQL database, and extra file storage is required before July 2026 to ensure continuity.

**3.4. Specific Expertise Required**

3.4.1 The successful service provider must be a licensed Microsoft Licensing Solution Provider/reseller or partner with demonstrated capability to supply Microsoft 365 E5, Azure SQL database, and Office 365 storage solutions.

3.4.2 The successful service provider should demonstrate knowledge and experience related to:

- Microsoft 365 tenant administration, license management, and governance.
- Azure SQL database provisioning, backup, advisory, and consultation services.
- Enterprise cloud storage solutions.
- Security and compliance features of Microsoft 365 E5, including advanced threat protection, identity and access management, information protection and governance, and advanced analytics.
- Support, maintenance and governance of Microsoft cloud services, including the Microsoft 365 roadmap.
- Excellent knowledge and use of relevant Microsoft administration tools and ensure that other core freebies that come with the Microsoft 365 E5 package, such as power automate are utilised.
- Assist with identifying under-utilised or unused licenses for value realisation of licenses purchased

**4. EVALUATION PHASE**

GTAC has set minimum standards that bidders must meet to be selected as successful bidders.

The successful bidder will be awarded the contract for the above duration of the service requirements and will be selected based on the following two-phase process:

Table 1: Evaluation Phases

Evaluation Stage	Description
Phase 1	<p><b>Stage 1A: Administrative Compliance – Non-Disqualifying</b></p> <p>A bidder is required to submit the administrative compliance documents as referred to in paragraph 4.1.</p> <p><b>Stage 1B: Mandatory Compliance – Disqualification/ Pre-Qualification</b></p> <p>Failure to submit any of the required mandatory documents will lead to disqualification. Refer to paragraph 4.2.</p>
Phase 2	<p><b>Price and Specific Goals</b></p> <p>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.</p>
Phase 3	<p><b>SITA Verification Steps</b></p> <p>Following the completion of Phase 2 (Price and Specific Goals evaluation), all pricing submitted by the recommended bidder(s) will be subject to an independent verification process conducted by the State Information Technology Agency (SITA).</p> <p>Once quotations are received from the Licensed Solution Providers (LSPs), these will be submitted to SITA for logging and verification. SITA will validate the pricing against the applicable Microsoft pricing schedules to confirm that:</p> <ul style="list-style-type: none"> <li>• The quoted prices are aligned with approved pricing structures; and</li> <li>• The applicable negotiated discounts have been correctly applied.</li> </ul> <p>Upon completion of the verification process, SITA will issue a verification letter for procurement, which will be used to confirm the accuracy and acceptability of the pricing for procurement purposes</p>

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

#### 4.1. 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

**FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DELIVER MICROSOFT 365 E5, AZURE SQL DATABASE, AND OFFICE 365 EXTRA FILE STORAGE SERVICES FOR THE MFIP PROGRAMME MANAGEMENT UNIT (PMU)**

*Table 2: Bid requirements compilation and submission*

<b>No.</b>	<b>Document to be submitted</b>	<b>Requirement</b>
1.	SBD 1- SBD Invitation to Bid	Complete the supplied pro forma document on e-procurement system.
2.	Declaration of Interest – SBD 4 (Refer to below disclosure)  <b>Note:</b>  <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>  - “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.  - “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.	Complete the supplied pro forma document the e-procurement system.  Failure to submit or fully complete SBD 6.1 from will result in the bidder forfeiting points for specific goals.
3.	SBD 6.1 - Preference Point Claim Form in terms of the Preferential Procurement Regulation (PPR) 2022	Complete the supplied pro forma document on e-procurement system.  Failure to submit or fully complete SBD 6.1 from will result in the bidder forfeiting points for specific goals.

**4.1.1**

**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 Central Supplier Database (CSD) at closing date and time.

Bidder’s tax matters must be compliant at the time of award. In case where a bidder’s tax matters are non-

**FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DELIVER MICROSOFT 365 E5, AZURE SQL DATABASE, AND OFFICE 365 EXTRA FILE STORAGE SERVICES FOR THE MFIP PROGRAMME MANAGEMENT UNIT (PMU)**

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.

**4.2. Stage 1b: Mandatory Requirements**

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

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

- a) Any bidder representative (Director/Shareholder/Proposed Resource) who is employed by the State will not be considered.
- b) Bidders must be registered on Central Supplier Database (CSD) on closing date of the tender.
- 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) Bidders must have a Microsoft Solutions Designation letter (including Microsoft 365 E5, Azure SQL Database, and Office 365 file storage services).

**5. Phase 2: Price and Specific Goals Evaluation**

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

5.1. The applicable formula (80/20) will be utilised to evaluate the bid, of which eighty (80) points are allocated for price as allocated 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.

5.2. 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.

5.3. GTAC reserves the right to negotiate the price offer or rates with the recommended bidder(s).

*Table 3: Price and Specific Goals Evaluation Criteria*

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

**FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DELIVER MICROSOFT 365 E5, AZURE SQL DATABASE, AND OFFICE 365 EXTRA FILE STORAGE SERVICES FOR THE MFIP PROGRAMME MANAGEMENT UNIT (PMU)**

Women percentage of ownership: 30% and above	10
<b>Total Points</b>	<b>100</b>

The CSD report shall be used as evidence to confirm/award points for specific goals. It is the responsibility of the bidding entity to ensure that the information on the CSD is updated.

*Table 4: Definitions*

<b>Terminology</b>	<b>Definition</b>
<b>“Specific Goals”</b>	means specific goals as contemplated in section 2(1)(d) of the Act, which may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability, including the implementation of programmes of the Reconstruction and Development Programme as published in <i>Government Gazette</i> No. 16085 dated 23 November 1994;
<b>Historically Disadvantaged Individual (HDI)</b>	means a South African citizen: <ol style="list-style-type: none"> <li>1. who, due to the apartheid policy that had been in place, had no franchise in national elections prior to the introduction of the Constitution of the Republic of South Africa, 1983 (Act No 110 of 1983) or the Constitution of the Republic of South Africa, 1993, (Act No 200 of 1993) (“the interim Constitution); and/or</li> <li>2. who is a female; and/or</li> <li>3. who has a disability.</li> </ol> provided that a person who obtained South African citizenship on or after the coming into effect of the Interim Constitution is deemed not to be an HDI;

## **6. CONTRACTUAL CONDITIONS**

### **6.1. Contracting Authority**

The service provider will contract directly with GTAC.

6.1.1 GTAC will make offers to successful bidders.

6.1.2 Fees exclude direct costs relating to project execution such as travel for which GTAC will make provision.

**FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DELIVER MICROSOFT 365 E5, AZURE SQL DATABASE, AND OFFICE 365 EXTRA FILE STORAGE SERVICES FOR THE MFIP PROGRAMME MANAGEMENT UNIT (PMU)**

- 6.1.3 GTAC does not pay for travel and parking costs to and from place of residence and their place of work.
- 6.1.4 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.

## **7. LEGAL IMPLICATIONS**

The successful service provider must be prepared to enter into a service-level agreement with GTAC.

## **8. 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.

## **9. 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.

## **10. 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) or 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.
- c) Collusive bidding.

**FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DELIVER MICROSOFT 365 E5, AZURE SQL DATABASE, AND OFFICE 365 EXTRA FILE STORAGE SERVICES FOR THE MFIP PROGRAMME MANAGEMENT UNIT (PMU)**

- 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.

## **11. 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

## **12. BID VALIDITY PERIOD**

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

## **13. SUBMISSION DETAILS**

Bidders to note that only electronic submission is allowed for this bid using the GTAC Vendor Portal, available on the link provided below:

<https://vendorportal.gtac.gov.za/>

**FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DELIVER MICROSOFT 365 E5, AZURE SQL DATABASE, AND OFFICE 365 EXTRA FILE STORAGE SERVICES FOR THE MFIP PROGRAMME MANAGEMENT UNIT (PMU)**

Bidders are required to first register on the GTAC Vendor Portal and then login to the portal to access the tender.

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's details. Registering the company details allows the bidder to enter information and upload documents. Supplier details must be captured in order to receive a vendor or supplier number and will then be eligible to respond to tenders.

To respond to these tender suppliers should login to the portal and navigate to the tender menu then select "Formal" then click on "Current". This will provide a list of the available tenders.

Bidders can select this tender (reference TEN00000xxx) 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>**

#### **14. CLARIFICATIONS**

- a) Requests for clarification must be made in writing by e-mail to [psp@gtac.gov.za](mailto:psp@gtac.gov.za).
- b) 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.
- c) Telephonic enquiries for clarification will not be accepted. Bidders must reduce all enquiries to writing.

**FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DELIVER MICROSOFT 365 E5, AZURE SQL DATABASE, AND OFFICE 365 EXTRA FILE STORAGE SERVICES FOR THE MFIP PROGRAMME MANAGEMENT UNIT (PMU)**

**15. NON-COMPULSORY BRIEFING SESSION**

A non-compulsory briefing session will be held at a specified date and time as indicated in the cover / invitation letter of this bid.

**16. CONTACT DETAILS**

Professional Services Procurement, 3rd Floor at GTAC,  
Private Bag X 115, Pretoria, 0001

Physical address: GTAC, 40 Madiba Street (Vermeulen), Pretoria

For any enquiries: [psp@gtac.gov.za](mailto:psp@gtac.gov.za)