

ENGINEERING COUNCIL OF SOUTH AFRICA	 ENGINEERING COUNCIL OF SOUTH AFRICA
REQUEST FOR PROPOSALS (RFP): PROVISION OF MICROSOFT DYNAMICS 365 SALES, DATAVERSE CAPACITY LICENSES AND RELATED MICROSOFT CLOUD SUBSCRIPTIONS FOR A PERIOD OF THREE (3) YEARS	

(PRIVATE & CONFIDENTIAL)

REFERENCE NUMBER: ECSA/RFP04/2026

ISSUE DATE: **15 September 2026**

SUBMISSION CLOSING/DUE DATE: **29 September 2026**

TIME: **12H00**

Approved by



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Mr. Brenton Singh

Chairperson: Bid Specification Committee

1. INTRODUCTION

The Engineering Council of South Africa (“ECSA”) is a statutory body established by section 2 of the Engineering Profession Act, Act 46 of 2000 (EPA). ECSA's primary role is the regulation of the engineering profession in terms of the EPA. Its core functions are the accreditation of engineering programs, registration of persons as professionals in specified categories, maintenance of registration through Continuing Professional Development (CPD) and the regulation of the conduct of registered persons.

2. BACKGROUND

ECSA The Engineering Council of South Africa (“ECSA”) is a statutory body established by section 2 of the Engineering Profession Act, Act 46 of 2000 (EPA). ECSA's primary role is the regulation of the engineering profession in terms of the EPA. Its core functions are the accreditation of engineering programs, registration of persons as professionals in specified categories, maintenance of registration through Continuing Professional Development (CPD) and the regulation of the conduct of registered persons.

3. OUR MANDATE

ECSA operates within the ambit of the Built Environment Profession. ECSA is, therefore, a creature of statute, with its mandate anchored in the EPA. ECSA has a myriad of mandates embedded in the Act, which enables ECSA to, inter alia:

- i. Decide on any applications for registration by applicants;
- ii. Determine and impose fees and charges, including registration fees, application fees, annual fees and appeal fees;
- iii. Conduct accreditation visits to educational institutions and to grant, refuse and withdraw accreditations;
- iv. Establish mechanisms and minimum standards for registration.

4. PURPOSE

The Engineering Council of South Africa (ECSA) is implementing Dynamics 365 Sales to streamline customer engagements, reporting and analytics. This TOR sets out the requirements for procuring, provisioning and loading the necessary CRM licenses onto the ECSA Azure tenant.

5. SCOPE OF WORK

Objectives

- Engage a qualified Microsoft Solutions Partner for AI Business Solutions and authorized Microsoft Provider to supply, provision, manage and support Microsoft Dynamics 365 licenses throughout the contract period.
- Ensure all licenses are aligned, activated and visible in the ECSA tenant.
- Establish clear deliverables, timelines and support parameters for license management.

The appointed partner will:

- Procure the specified Dynamics 365 and Dataverse licenses.
- Align all licenses with ECSA's Azure Active Directory tenant.
- Activate and assign licenses.
- Provide documentation of license inventory and assignment status.

License Requirements

The awarded service provider shall ensure that all Microsoft licenses, subscriptions, storage capacity entitlements, and associated cloud services are aligned with Microsoft's current licensing framework, product availability, and commercial terms at the time of procurement. Should Microsoft rename, replace, consolidate, or retire any licenses during the contract period, the service provider shall propose the equivalent successor licensing option at no additional implementation cost to ECSA, subject to ECSA approval

The partner will supply and provision the following subscriptions:

Table 1:

Subscription Name	Quantity
Dynamics 365 Sales Enterprise Edition	70
Dataverse Database Capacity add-on	200
Dataverse File Capacity add-on	80
Dataverse Log Capacity add-on	30

Deliverables

- Signed license purchase orders and Microsoft license entitlement documentation.
- Evidence of license imports into the ECSA Azure tenant.
- License assignment report showing allocation.
- Knowledge transfer session(s) and handover pack, including standard operating procedures for license management.
- Post-go-live support plan and service level commitments for license adjustments.

- Annual licensing reconciliation report.
- Annual Microsoft license compliance report.
- Annual invoice and licensing schedule for each contract year.
- Evidence that all subscriptions remain active and aligned to the ECSA tenant throughout the contract period.

Vendor Qualification Requirements

- Must hold an active Microsoft Solutions Partner for Business Applications designation or Microsoft Solutions Partner for AI Business Solutions designation (where applicable under Microsoft's current partner program) and provide proof of status at the time of submission and contract award
- The bidder must be an authorised Microsoft Cloud Solution Provider (CSP) with the ability to transact Microsoft licenses directly with Microsoft and provide annual subscription management services.
- Demonstrated experience in Dynamics 365 Sales Enterprise implementations.
- Proven ability to provision and manage licenses in customer tenants.
- Valid Microsoft Cloud Solution Provider (CSP) authorization letter.
- Compliance with POPIA and GDPR.(where applicable)
- Assign primary point of contact.

6. DURATION

The successful bidder shall enter into a fixed-term contract with ECSA for the provision and management and associated Microsoft Dynamics 365 licenses for a period of **three (3) years** commencing from the contract effective date.

The contract shall:

- Have an initial term of thirty-six (36) months.
- Be billed annually in advance.
- Allow ECSA to review and confirm licensing quantities annually prior to each anniversary date.
- Permit increases or decreases in license quantities based on operational requirements and Microsoft licensing rules.
- Not automatically renewed at the end of the thirty-six (36) month term aligned with the current licensing dates.
- Expire automatically upon completion of the three-year term unless a new procurement process is undertaken and a subsequent agreement is entered into.
- Require the service provider to provide annual renewal quotations no less than ninety (90) days prior to each anniversary date.

7. CONFIDENTIALITY AND MANAGEMENT OF DOCUMENTS

- 7.1. The service provider shall not disclose confidential information to any person, firm, company or media except to the designated persons and will not use such information other than the purposes of its appointment, subject to any prior specific authorization in writing by each party.
- 7.2. The service provider will be required to sign the nondisclosure agreement and compliance with the prescripts as outlined in the POPI Act.
- 7.3. The service provider should retain all information, records and/or documentation, whether written, verbal or electronic pertaining to reported disclosure for the duration of the contract. Thereafter all documents should be handed over to ECSA. Such information must be treated as confidential at all times.
- 7.4. In addition, information may not be used for personal gain by the service provider, any employee, subcontractor or any agent of the service provider or any other person, body or organisation receiving the information or data through the service provider, or any of their employees or agents.
- 7.5. Failure to observe these conditions will constitute a breach of contract, which could result in termination of the contract.
- 7.6. The details of the caller should be kept confidential. Strict confidentiality of all information should be maintained, and all calls should be accepted without favour or prejudice.

8. SPECIAL CONDITIONS

- 8.1. This is a fixed-term three-year appointment for the provision and management of Microsoft licensing services. The appointment does not constitute an evergreen or automatically renewable agreement.
- 8.2. ECSA reserves the right to adjust license quantities annually to align with operational requirements, budget availability, and changes in Microsoft's licensing model.
- 8.3. ECSA reserves the right not to appoint any service provider should unsuitable proposals be submitted for the RFP.
- 8.4. ECSA reserves the right to increase the quantity of License, procured based on operational requirements.

9. EVALUATION AND SELECTION CRITERIA

- 9.1. ECSA has set minimum standards that prospective service providers must meet to be evaluated and selected as successful service providers. The proposals received will be

evaluated in different phases to arrive at the final phase of the award, and the phases will be as follows:

- i. Administrative Criteria (Phase 1) - Prospective service providers (s) must submit all required minimum and mandatory documents.
- ii. Functionality Evaluation Criteria (Phase 2) - The proposals will be evaluated according to the criteria set below.
- iii. Price and BBB-EE evaluation Criteria (Phase 3)

10. MINIMUM ADMINISTRATIVE REQUIREMENTS – PHASE 1

Note: In this phase all proposals received will be verified for compliance and completeness of the submitted documents as per the below set of mandatory requirements. Prospective service providers who fail to comply with the below requirements may be eliminated and prospective service providers who comply with the below will progress to the next phase of technical evaluation.

Please adhere to the following instructions

- i. Ensure that the documents are completed and signed where applicable.
- ii. Use the prescribed sequence in attaching the Annexures that accompany/complete the proposal Document.
- iii. Should all of these documents not be included or any part of the RFP document not duly-completed, the service provider may be disqualified on the basis of non-compliance/ non-responsiveness.
- iv. Please index and paginate your proposal documentation.

Table 2: List of mandatory requirements

Appendix Number	Description of Appendix	Requirement
Appendix A	Standard Bidding Forms	SBD 4 – Service provider's disclosure Form
Appendix B	Company registration documents	CIPC certificate
Appendix C	Tax clearance and B-BBEE certificate	- A valid tax - A valid B-BBEE certificate or sworn affidavit

Appendix Number	Description of Appendix	Requirement
Appendix D	Company Profile	Company profile indicating experience in relevant services
Appendix E	Bank Confirmation Letter	Bank Confirmation Letter
Appendix F	Pricing Schedule	A completed pricing schedule as per Annexure B

11. FUNCTIONALITY EVALUATION POINT ALLOCATION – PHASE 2

Only prospective service providers (s) that have met the administrative criteria in Phase 1 will be evaluated in Phase 2. Prospective service provider(s) that achieve a minimum threshold of 70 Points out of 100 Points for the Functionality capabilities will proceed to Phase 3.

Table 3: Documents for evaluation purposes

Appendix Number	Description of Appendix	Requirement
Appendix G	Microsoft Partner Status	Proof of valid Microsoft Solutions Partner for AI Business Solutions designation and CSP authorization.
Appendix H	Contract and Service Management Plan	Detailed licensing management approach, annual renewal process, support model, escalation matrix, and contract governance plan for the 3-year term.
Appendix I	Client References	Minimum of three reference letters for Dynamics 365 licensing, Microsoft CSP services, or Business Applications deployments completed within the last five years.
Appendix J	Licensing and Tenant Management Experience	Evidence of experience managing Microsoft Dynamics 365, Dataverse, Power Platform, and Azure tenant licensing environments.
Appendix K	Resource Capability	certifications of key personnel responsible for licensing management and Microsoft cloud support services.

11.1. DETERMINATION OF SCORE FOR FUNCTIONALITY

Table 4: Functionality Evaluation Criteria

Criteria	Scoring Methodology	Maximum Points
Microsoft Solutions Partner Designation	Valid Microsoft Solutions Partner for AI Business Solutions designation and CSP authorization = 30 points. Solutions Partner designation only = 20 points. CSP authorization only = 10 points. No valid proof submitted = 0 points.	30
Dynamics 365 Licensing and Tenant Management Experience	10+ years = 25 points. 5-9 years = 20 points. 3-4 years = 15 points. Less than 3 years = 5 points. No evidence = 0 points.	25
Three-Year Licensing Management Approach	Comprehensive contract management plan, annual billing process, support model, reporting framework, escalation procedures, and renewal governance clearly defined = 20 points. Partial methodology = 10 points. Limited methodology = 5 points. None = 0 points.	20
Client References	Three or more relevant references = 15 points. Two references = 10 points. One reference = 5 points. None = 0 points.	15
Certified Resources	Two or more Microsoft-certified resources = 10 points. One certified resource = 5 points. No certified resources = 0 points.	10
TOTAL		100

The evaluation criteria for functionality as indicated in the table in above, will apply.

Note: The minimum qualifying score is 70 out of 100 points (70%). All service providers that fail to achieve the minimum qualifying score will not be considered for further evaluation on Price and B-BBEE.

11.2. The score for functionality shall be calculated as follows:

11.2.1. Each panel member shall award values for each individual criterion on a score sheet. The Points scored for each criterion shall be multiplied with the specified weighting for the relevant criterion to obtain the Points scored for each criteria. These Points should be added to obtain the total score for Functionality.

11.2.2. The score of each panel member shall be added together and divided by the number of panel members to establish the average score obtained by each individual respondent for Functionality.

12. PRICE AND B-BBEE EVALUATION (PHASE 3):

Stage 1 - Price Evaluation:

- Prospective service providers must clearly indicate their respective proposed tariffs on the Pricing Schedule attached as **Annexure B**.

Stage 2 - B-BBEE Evaluation:

- ECSA is committed to encouraging black economic empowerment through providing opportunities to historically disadvantaged individuals.
- B-BBEE points may be allocated to prospective service providers on submission of the following documentation or evidence:
 - A valid B-BBEE Certificate or sworn affidavit.

Stage 3 -

- The 80/20 preference point system, applicable to bids with a Rand value of up to R50 000 000 (inclusive of all applicable taxes), will apply to this tender.
- The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE	20
TOTAL POINTS	100

ANNEXURE A: REFERENCES TEMPLATE

#	Client Name	Contact Person:			Nature of work provided	Duration of work	
		Designation	Name & Surname	e-mail address/Telephone/Cell Number		Start Date	End Date
1							
2							
3							
4							
5							
6							

ANNEXURE B: PRICING SCHEDULE

Item	Subscription	Qty	Unit Annual Price	Year 1	Year 2	Year 3	Total Contract Value
1	Dynamics 365 Sales Enterprise	70					
2	Dataverse Database Capacity Add-on	200 GB					
3	Dataverse File Capacity Add-on	80 GB					
4	Dataverse Log Capacity Add-on	30 GB					

Pricing must be quoted as annual subscription pricing (In Rands) for each year of the contract. Bidders must provide the total three-year contract value inclusive of VAT. ECSA reserves the right to adjust quantities annually based on operational requirements.

13. LIABILITY

The successful prospective service provider shall be liable to ECSA for any direct damages and/or losses incurred by ECSA due to failure by the prospective service provider to perform its obligations in the manner required by the Service Level Agreement signed by the parties.

The successful prospective service provider shall further be liable to ECSA for all indirect and consequential or special damages and/or losses suffered by ECSA as a result of gross negligence, wilful misconduct, a breach of confidentiality provisions stipulated in the signed Service Level Agreement between the parties, breach of applicable laws, infringement of a

third party's intellectual property rights, or a criminal act committed by the prospective service provider or any employees of the prospective service provider .

14. PROSPECTIVE SERVICE PROVIDER'S OWN TERMS AND CONDITIONS OR PROPOSAL QUALIFICATIONS

This document contains the terms and conditions of this RFP, and prospective service providers must not modify / qualify the specifications or come up with their own terms and conditions. ECSA reserves the right to disqualify a proposal which seeks to modify or depart from the specified conditions.

15. PREPARATION COSTS

The prospective service provider will bear all its costs in preparing, submitting, and presenting any response to this RFP and all other costs incurred by it throughout the RFP process. Furthermore, no statement in this RFP will be construed as placing ECSA, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the prospective service providers in the preparation of their response to this RFP.

16. INDEMNITY

If a prospective service provider breaches the conditions of this RFP and, as a result of that breach, ECSA incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the RFP process and/or enforcement of intellectual property rights or confidentiality obligations), then the prospective service provider indemnifies and holds ECSA harmless from any and all such costs which ECSA may incur and for any damages or losses ECSA may suffer.

17. LIMITATION OF LIABILITY

A prospective service provider participates in this RFP process entirely at its own risk and cost. ECSA shall not be liable to compensate a prospective service provider on any grounds whatsoever for any costs incurred or any damage suffered as a result of the prospective service provider's participation in this RFP process.

18. TAX COMPLIANCE

No RFP shall be awarded to a prospective service provider whose tax affairs are not in order. ECSA reserves the right to withdraw an award made, or cancel a contract concluded with a successful

prospective service provider in the event that it is established that such prospective service provider was in fact not a tax compliant at the time of the award. ECSA further reserves the

right to cancel a contract with a successful prospective service provider in the event that such prospective service provider does not remain tax compliant for the full term of the contract.

19. CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this RFP or a prospective service provider's submission will be disclosed by any service provider or other person not officially involved with ECSA's examination and evaluation of an RFP.

Throughout this RFP process and thereafter, prospective service providers must secure ECSA's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this RFP relates; or (ii) the process which follows this RFP. Failure to adhere to this requirement may result in disqualification from the RFP process and civil action.

No confidential information relating to the process of evaluating or adjudicating proposals or appointing a prospective service provider will be disclosed to a prospective service provider or any other person not officially involved with such process.

20. INTELLECTUAL PROPERTY

ECSA retains ownership of all Intellectual Property rights in the RFP information documents that form part of this RFP. Prospective service providers will retain the Intellectual Property rights in their/ responses, but grant ECSA the right to make copies of, alter, modify, or adapt their responses, or to do anything which in its sole discretion is necessary to do for reasons relating to the RFP process.

21. TERMS & CONDITIONS OF THE APPLICATION

- ECSA reserves the right without furnishing any reasons whatsoever, to cancel, withdraw or re-advertise, or to appoint or not to appoint any of the Service Providers.
- ECSA may request clarification or further information regarding any aspect on the non-mandatory documents submitted by the service provider. The service provider must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the service provider may be disqualified.
- The RFP and supporting documents shall be submitted strictly in accordance with the instructions given in these ToR's.
- All prices quoted must be VAT inclusive. ECSA will not provide upfront payments.

22. RFP SUBMISSION

The RFP/ proposal must be emailed to ecsa-tenders@ecsa.co.za by no later than **12H00** on **29 September 2026**.

- The completed proposal must be attached to the email, any text included in the body will not be evaluated.
- The email subject should clearly indicate the name of the service provider and the RFP reference number. If amending a submission, the title of the email should also include the word amendment.
- Example: Company ABC, ECSA/RFP04/2026
- Example: Company ABC, Amendment to ECSA/RFP04/2026
- If the submission is larger than 20 MB, please zip the folder to reduce size, and or submit in parts referencing each submission accordingly.
- Where a response is not submitted at the time of the RFP closing date, such submission will not be evaluated.
- Submissions must be made in PDF format only; no editable documents will be accepted.
- PDF documents submitted must not be protected.
- Failure to adhere to the above submission rules may lead to disqualification.

ECSA is entitled to amend any application condition, validity period, specification, or extend the return date of such an application before the closing date. All service providers to whom the RFP documents have been issued will be advised in writing of such amendment or of extensions, promptly.

23. RETENTION OF APPLICATIONS

All RFPs/proposals submitted shall become the property of ECSA. ECSA will make all reasonable efforts to maintain applications in confidence. Proprietary information should be identified in each application.

24. CANCELLATION AND RE-INVITATION OF RFP

The decision to cancel an RFP will be published in the same media in which the original RFP invitation was advertised.

25. VENDOR COMMUNICATIONS

During the RFP period, communication between service providers and ECSA will only be in writing through email for any queries and questions. All communications, correspondence, documentation, manuals, applications, presentations, demonstrations etc., must be in English.

All questions concerning the RFP must refer to the RFP page number, section, and paragraph. All questions and correspondence must only be directed at the authorized ECSA Application Representatives, listed below:

25.1. General Enquiries:

Supply Chain Management: Ms. Nthabiseng Somoro

Telephone number:(011) 607 9534

Email address: nthabiseng@ecsa.co.za