

| | | |
|---|----------------------------|---|
| ENGINEERING COUNCIL OF SOUTH AFRICA | |  |
| REQUEST FOR PROPOSALS FOR THE RENOVATION OF OUR MICROSOFT DYNAMICS 365 CRM SYSTEM AND CUSTOMER PORTAL IN SUPPORT OF ECSA'S STRATEGIC OBJECTIVES INCLUDING DIGITALISATION AND AN ENHANCED CUSTOMER EXPERIENCE | | |
| Unique Identifier: ECSA/RFP01/2022 | Date: 25 APRIL 2022 | |

REFERENCE NUMBER: ECSA/RFP01/2022

Issue date: **Mon 25 April 2022**

Compulsory briefing session date: **Tue 10 May 2022** Time: **10h00 – 13h00**
 Venue: **Virtual Platform (Microsoft Teams)** – contact otto@ecsa.co.za for the link

Submission closing/due date: Tuesday 31 May 2022 Time: 15h00

The Engineering Council of South Africa (ECSA) invites Microsoft Silver and Gold partners – with competency in Dynamics 365 CRM – to submit fixed price proposals to renovate and build on ECSA's recent investments in core IT systems and business process automation – primarily Microsoft Dynamics 365 CRM and Microsoft Power Apps Portals. The project is the first part of an exciting 3-year digitalisation programme that will enable a fundamental transform of the ECSA business model.

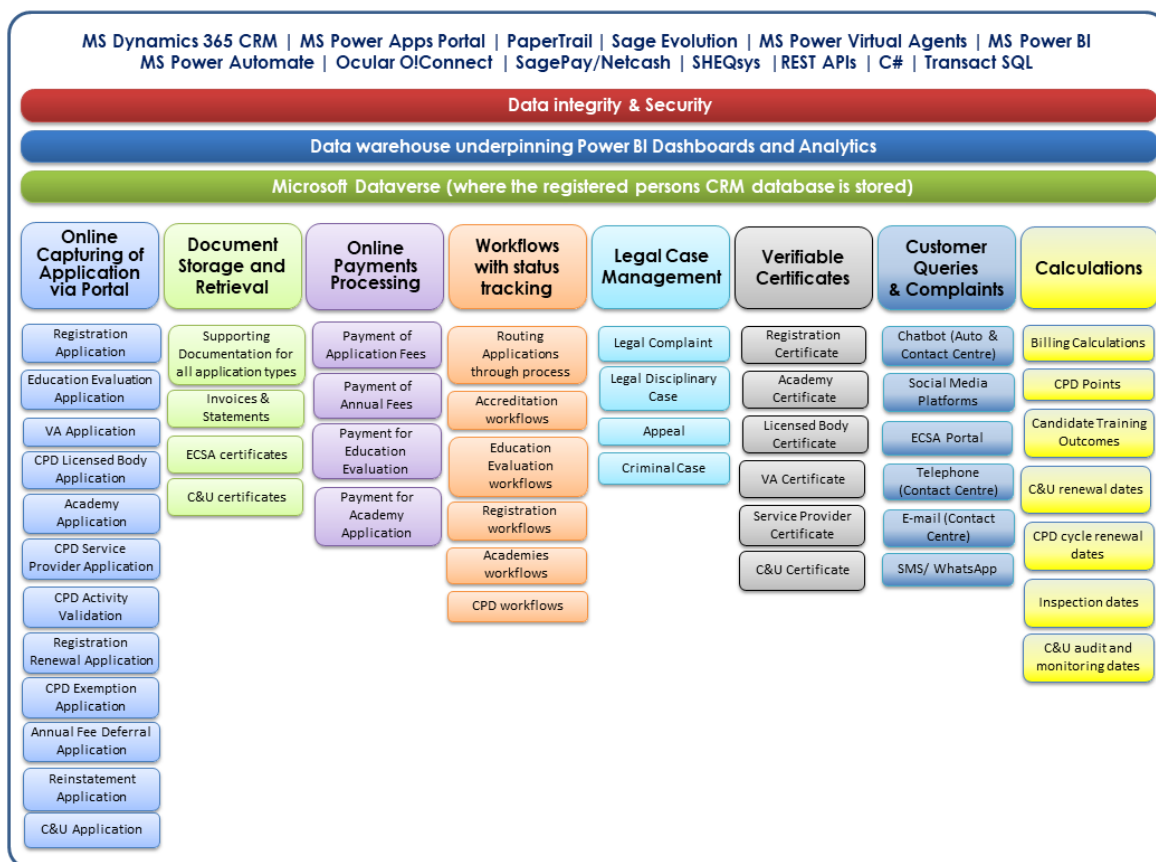
About ECSA

The Engineering Council of South Africa is a statutory body established in terms of the Engineering Profession Act, 2000 (Act No. 46 of 2000). ECSA's primary role is the regulation of the engineering profession in terms of South African legislation governing the Engineering profession. Its core functions are the accreditation of engineering programmes, registration of persons as professionals in various categories, and the regulation of the practice of registered persons. Consequently, ECSA is the body in South Africa that is authorised to register engineering professionals and bestow the use of engineering titles on persons who have met the professional registration criteria.

Documents relating to the RFP can be downloaded from ecsa.co.za/SitePages/Tenders.aspx under bid no: ECSA/RFP01/2022. They are:

1. This document: Terms of reference [ECSA-RFP01-2022 – Request for Proposals.pdf](#)
2. Scope and requirements: [ECSA-RFP01-2022 Dynamics 365 CRM and Portal Renovation.pdf](#)
3. Bidder response template: [RESPONSE TEMPLATE bidder name Response to ECSA-RFP01-2022.docx](#)
4. SBD forms required by ECSA Supply Chain.

The system capabilities are summarised in the figure below. Some of these processes are already built but need renovation, others need to be built within the CRM or portal.



Interested parties must submit their proposals in **hard copy** (one printed copy) **and** electronically on a **memory stick**. The financial proposal must be sealed in a separate envelope within the pack and be stored on the memory stick as a separate file, clearly named. The pack must include the name and address of the bidding party, the proposal reference number, and the closing date clearly marked on the outside of the pack.

The submission must be placed in the ECSA Tender Box located in the Reception of ECSA, 1st Floor Waterview Corner, 2 Ernest Oppenheimer Avenue, Bruma, Johannesburg to arrive no later than closing date and time indicated above.

A **compulsory briefing** will be held on the Microsoft Teams virtual platform. Interested parties should request a link to the briefing meeting by emailing the three contacts below no later than 16:00 on Monday 09 May 2022.

ENQUIRIES

Supply Chain enquiries: Otto: 011 607 9505 | otto@ecsa.co.za

Technical enquiries: Paul: 011 607 9523 | paul@ecsa.co.za

Nosintu: 011 607 9545 | nosintu@ecsa.co.za