



REQUEST FOR QUOTATION

REFERENCE NUMBER - KZNMPF/IT2026/01

INFORMATION AND COMMUNICATION TECHNOLOGY

The KZN Municipal Pension Fund seeks the services of a provider to:

SUPPORT THE FUND MODERNIZE AND SIMPLIFY ITS INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) ENVIRONMENT, TO ENHANCE EFFICIENCY, SECURITY, SCALABILITY AND USER EXPERIENCE.

DATE OF ISSUE: 21 JULY 2026

CLOSING DATE: 7 AUGUST 2026

CLOSING TIME: 17H00

BRIEFING SESSION

MONDAY 27 JULY 2026 @ 11h00

via Microsoft Teams

The request for a meeting link, all queries and proposals to be submitted directly to:

KhanyiG@kznmpf.org

Together we grow your wealth.

FSCA Reg No 12\8\36983\1

Chairperson: B Fortein, **Principal Executive Officer:** T Mketelwa

Employer Trustees: Cllrs: TE Nyawose, PC Ndlovu, B Fortein

Member Trustees: S Dlamini, K Gama, NC Ndlovu, S Mbatha, SM Ngubane, S Ntuli



1 INTRODUCTION

The KZN Municipal Pension Fund is inviting responses to this Request for Quotation (RFQ) KZNMPF/IT2026/01 to appoint a suitably qualified and experienced service provider to deliver the required services to the Fund as specified in this RFQ.

The term of contract shall commence from the date agreed upon by Fund and the successful bidder and shall endure until termination by either party, subject to the terms and conditions as agreed in the service agreement.

The KZN Municipal Pension Fund was established in 2001 as a defined contribution fund.

The objective of the Fund is to provide retirement and other benefits to employees and former employees of participating employers, including their beneficiaries in the event of their death.

2 SCOPE OF SERVICE

The scope of service includes supporting the Fund to modernize and simplify its Information and Communication Technology (ICT) environment, to enhance efficiency, cyber security connectivity, scalability and user experience.

The service should include the implementation of cloud adoption, streamlined collaboration tools (including transitioning to Enterprise Microsoft 365 Package), robust infrastructure management and advanced cybersecurity measures.

The following services are required to be performed on behalf of KZN Municipal Pension Fund whilst expounding and evidentially demonstrating:

2.1 Migration Services

2.1.1 Google Workspace Migration

- 2.1.1.1 Assessment of current email, calendar, contacts, and file storage environments.
- 2.1.1.2 Planning and execution of migration between the current Microsoft Office and Enterprise Microsoft 365 (both directions as required).
- 2.1.1.3 Data mapping, migration tool selection, user training, and post-migration support.
- 2.1.1.4 Ensuring minimal disruption and secure data transfer.

2.1.2 On-Premises to Cloud Migration

- 2.1.2.1 Inventory of on-premises applications, servers, and data.
- 2.1.2.2 Cloud readiness assessment and migration roadmap creation.
- 2.1.2.3 Migration of workloads (Windows/Linux servers, databases, applications) to public/private/hybrid cloud platforms (e.g. Azure, AWS, Google Cloud).

2.1.3 Infrastructure Management

- 2.1.3.1 End-to-end management of Windows and Linux servers, both on premises and in the cloud.
- 2.1.3.2 Patch management, monitoring, performance optimization, and capacity planning.
- 2.1.3.3 Design, implementation and management of secure and resilient network infrastructure
- 2.1.3.4 VPN, firewall, segmentation and network monitoring solutions.
- 2.1.3.5 Implementation of modern security frameworks and best practices.
- 2.1.3.6 Endpoint protection, identity & access management (IAM), email security, threat detection, and response.
- 2.1.3.7 Regular vulnerability assessments and penetration testing.
- 2.1.3.8 Scripting and automation of routine IT tasks (e.g. user provisioning, patching, backups).
- 2.1.3.9 Integration with continuous integration and continuous delivery (CI/CD) pipelines and Infrastructure as Code (IaC) where applicable.
- 2.1.3.10 Design and implementation of comprehensive disaster recovery (DR) strategies and solutions.
- 2.1.3.11 Automated backups, failover planning, and regular DR testing.
- 2.1.3.12 Documentation and staff training for DR procedures.



3 DELIVERABLE

- 3.1 Detailed modernization project plan including timelines and milestones.
- 3.2 Operational runbooks for server, network, and cybersecurity management.
- 3.3 Automated scripts and workflow documentation.
- 3.4 Disaster recovery plan and evidence of successful DR drills.
- 3.5 User and administrator training sessions and materials.
- 3.6 Ongoing support and maintenance agreement.

4 SUCCESS CRITERIA

- 4.1 Infrastructure must operate with efficiency, security, and scalability.
- 4.2 Deliver all documentation and training to the relevant stakeholders.
- 4.3 DR and cybersecurity solutions must be validated through testing.
- 4.4 Successful stress and performance testing.

5 CONSTRAINTS & ASSUMPTIONS

- 5.1 Budget and timelines to be agreed upon prior to project commencement.

6 RISK MANAGEMENT

- 6.1 Risk assessment and mitigation plan for modernization activities.
- 6.2 Contingency plan for unforeseen technical or business challenges.

7 PROJECT GOVERNANCE

- 7.1 Regular status updates to stakeholders.
- 7.2 Defined escalation paths for issues and decision-making.

8 SERVICE PROVIDER PROFILE

The ideal service provider should combine technical expertise, industry best practices, security, and a client-centric approach to successfully implement a modern ICT environment. The service provider should ensure efficiency, security, scalability, and user experience; and the following profile requirements must be regarded.

Weighting of requirements: The full scope of requirements functionality for Desk Top Evaluation will be determined by the following weights:

NO.	TECHNICAL FUNCTIONALITY REQUIREMENTS	WEIGHTING
1.	Company Background and Experience CV's of key personnel mandatory	20%
2.	Technical Expertise Submit up to three references on projects completed	20%
3.	Methodology & Approach	20%
4.	Proposed Solution	40%
TOTAL		100%



For each of the above Functionality requirements, there must be scoring points per substantiating evidence and evaluation criteria.

i.e. **Company Background and Experience**

8.1 Total number of Projects and/or Services delivered in the past 10 Years.

1 Project	1 Points
2 Projects	2 Points
3 Projects	3 Points
4 Projects	4 Points
5 Projects	5 Points

9 COMPANY BACKGROUND AND EXPERIENCE

- 9.1 **Track Record:** Proven track record in delivering modern ICT projects for organisations of similar size and complexity. Must have implemented projects for the retirement industry.
- 9.2 **Industry Certifications (MANDATORY REQUIREMENTS):** Possession of relevant certifications such as ISO/IEC 27001 (Information Security), ISO 20000 (IT Service Management), and ISO 22301 (Business Continuity Management) or equivalent.
- 9.3 **References:** Three positive client references and case studies related to cloud adoption, infrastructure modernization, and collaboration tool transitions.

10 TECHNICAL EXPERTISE

- 10.1 **Cloud Solutions:** Deep expertise in cloud environments (Microsoft Azure, AWS, Google Cloud) with a focus on cloud adoption, migration, and management.
- 10.2 **Collaboration Tools:** Experience in implementing full packages of Enterprise Microsoft 365, including OneDrive, SharePoint, Teams, and Exchange Online.
- 10.3 **Infrastructure Management:** Capability to manage and optimize modern IT infrastructure such as on-premises, hybrid, and cloud-based environments
- 10.4 **Cybersecurity:** Advanced knowledge in implementing cybersecurity best practices, risk assessment, endpoint security, and compliance frameworks.
- 10.5 **Integration Skills:** Proficiency in integrating diverse systems and ensuring seamless data migration and interoperability.
- 10.6 **Additional Technical Requirements**
The bidder should demonstrate experience with:
- 10.6.1 Microsoft Intune / Endpoint Management
- 10.6.2 Microsoft Defender Security Stack
- 10.6.3 Azure Active Directory / Entra ID
- 10.6.4 Backup & Recovery Solutions
- 10.6.5 Identity Governance
- 10.6.6 Mobile Device Management (MDM)
- 10.6.7 Network segmentation
- 10.6.8 Cloud cost optimization
- 10.6.9 Security monitoring and alerting



11 TEAM/STAFF QUALIFICATIONS

- 11.1 **Certified Professionals:** Team members with certifications such as Microsoft Certified: Azure Solutions Architect, Microsoft 365 Certified: Enterprise Administrator Expert, AWS Certified Solutions Architect, CISSP, CISM, or similar.
- 11.2 **Project Management:** Availability of experienced project managers to ensure timely and efficient project delivery.
- 11.3 **Support Staff:** Skilled support personnel for ongoing maintenance, training, and troubleshooting post-implementation.

12 METHODOLOGY & APPROACH

- 12.1 **Assessment & Planning:** Ability to conduct comprehensive ICT assessments and develop tailored modernization roadmaps.
- 12.2 **Change Management:** Experience in managing organizational change, including user training, documentation, and support during transitions.
- 12.3 **Security by Design:** Adherence to secure development and deployment practices from the outset of all projects.
- 12.4 **Scalability & Flexibility:** Solutions designed to scale with organizational growth and adapt to evolving business needs.

13 COMPLIANCE & GOVERNANCE

- 13.1 **Regulatory Compliance:** Familiarity with relevant legal, regulatory, and industry compliance requirements (e.g. local data protection laws, POPIA, PAIA, etc.).
- 13.2 **Governance Models:** Implementation of robust governance frameworks for IT processes, security, and data management i.e. FSCA/PA Joint Standard 2 of 2024: Cybersecurity and Cyber Resilience Requirements.

14 SERVICE & SUPPORT CAPABILITIES

- 14.1 **24/7 Support:** Availability of round-the-clock technical support and incident response services.
- 14.2 **Service Level Agreements (SLAs):** Clearly defined SLAs ensuring prompt issue resolution and system uptime.
- 14.3 **User Training:** Provision of tailored training programs to empower end-users and administrators.

15 INNOVATION & CONTINUOUS IMPROVEMENT

- 15.1 **Proactive Monitoring:** Utilization of advanced monitoring tools and proactive maintenance strategies.
- 15.2 **Continuous Improvement:** Commitment to ongoing evaluation and enhancement of ICT systems and services.

16 PRICING INSTRUCTIONS

- 16.1 Bidders must price for the line items as set out in section 2 of this RFQ.
- 16.2 Bidders are required to price for all direct and indirect cost relating to the execution of the contract.
- 16.3 Bidders should note that the quantity stipulated in the table below is indicative and KZN Municipal Pension Fund reserves the right to increase/decrease the quantity as the need arises.
- 16.4 Evaluation for price scoring will be done by calculating the line items in the table above to an indicative sum to determine the highest scoring bidder in terms of the KZN Municipal Pension Fund Procurement Policy.
- 16.5 KZN Municipal Pension Fund reserves the right to implement the scope of work in part (partially) or in full and use any of the priced bill of quantities. Cost effectiveness and available budget will determine the outcome.

It should be noted that this RFQ does not constitute an offer to do business with the KZN Municipal Pension Fund but serves as an invitation to bidder(s) to provide quotations.

NB: The price should be inclusive of all direct and indirect costs (including transport, delivery, collection, labour and other applicable fees etc).



17 RFQ TIMELINES

REQUIREMENTS	CLOSING DATE
Submission of quotations: ✓ Quotations must be submitted in full (i.e. fixed costs). ✓ Any additional licenses to be acquired must be clearly indicated. NB: Quotations received after 7 August 2026 will NOT be considered.	7 August 2026
Submission of company information: ✓ Valid Tax Clearance certificate ✓ BBBEE certificate. ✓ Audited Annual Financial Statements for the last three financial years ✓ Company profile. ✓ 3 reference letters from clients, for which similar services were provided.	7 August 2026
Projection of completion	Timelines to be negotiated with the appointed service provider.
Total number of users to be migrated	Minimum 18 members

Services will be sourced from the appointed competent service providers in line with the KZN Municipal Pension Fund Procurement Policy.

18 CONTRACTUAL TERMS

- 18.1 The appointment will be on a fix-term, assignment-based contract.
- 18.2 The Fund reserves the right not to award a contract if a suitable service provider/s are not identified.
- 18.3 Service providers must demonstrate independence and confirm absence of conflict-of-interest in relation to the Fund and/or its service providers.