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## TECHNICAL Q & A

DESCRIPTION: SHAREPOINT SUPPORT AND MAINTENANCE  
BID NUMBER: CATHS/SP/07/2024

1. Do you require support and maintenance for SharePoint online, SharePoint on-premises or hybrid environment because the tender description does not seem to match the scope of work stated. – Hybrid Environment
  
2.
  - Please elaborate on the current workflows that are running. – No specific workflows, planned integration to EDMS in progress
  - What call-logging system is currently being used for call-logging incidents and requests? – CATHSSETA ICT unit is in a process of developing its own ITSM
  - Do you have an internal CAB board? – Our change management process is manual and therefore no CAB board. Change requests are approved by the IT manager
  - How many users are on SharePoint? – All CATHSSETA employees including all interns (approximately 100)
  - Is there any custom solution deployed on SharePoint? - No
  - How many Power Apps are in use? – Power BI only, planning on deploying power automate for workflows
  - How many Power Automate workflows are in use? – Refer to above

Board Chairperson Mr David Themba Ndhlovu

Board Members Ms Margareth Edith Tukakgomo • Mr Moses Motha • Mr Kennilworth Itumeleng Dichabe • Mr Nkanyezi Joseph Ntuli  
Mr Solomon Zawempi Mhlanga • Mr Brett Tungay • Ms Lesiroha Matshediso Lesutu • Ms Rachel Phiri • Mr Tabane Manene

**3. We would like to take this opportunity to ask the following questions below in order for us to prepare our submission:**

- **Current M365 Licensing SKUs and user counts per SKU**

Product Title	Total Licenses	Expired Licenses	Assigned Licenses	Status Message
Azure Active Directory Premium P1	1	0	1	
Exchange Online (Plan 1)	100	100	74	
Microsoft 365 A3 for faculty	75	0	74	
Microsoft 365 A5 for faculty	25	0	15	
Microsoft 365 Business Standard	17	75	17	17 users need valid licenses
Microsoft 365 E3	8	25	8	8 users need valid licenses
Microsoft Copilot Studio Viral Trial	10000	0	1	
Microsoft Fabric (Free)	Unlimited	0	8	
Microsoft Power Automate Free	10000	0	41	
Microsoft Teams Exploratory	2	0	0	
Power BI Pro	3	5	3	3 users need valid licenses
Power BI Pro for faculty	5	0	2	
SharePoint (Plan 1)	1	0	0	
Visio Plan 1 for faculty	3	0	1	

- **Confirm current environment, SharePoint On Premise vs Online**  
Online environment is more in use than on premises. Part of the service provider responsibility is to assess and resuscitate the Hybrid environment
- **Confirm 3rd Party Security platforms & tooling in place**  
Kaspersky Endpoint Security for Microsoft365,
- **Provide a view on current user familiarity and usage/adoption of Microsoft Teams and SharePoint in the organisation – Users of the system are still at entry level phase.**
- **List existing SharePoint customizations (portals, custom workflows, integration, apps, etc.?) – None, plans to integrate to EDMS are underway**
- **Breakdown of new requirements/enhancements/customisations needed – Automated workflows for tranche payments, integration to EDMS and ERP System, integration to the ITSM**
- **Current average number of requests per month (breakdown of issues vs enhancements vs new requirements) - None**
- **If you are on SP On-Prem, Which version are you currently using – SP2019 with SQL 2017 with reporting running on MS Windows Server 2019 Standard**