



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG

Annexure 1: Scope of work

The goods and services delivered substantially in accordance with the scope, timelines set out in this scope of work and is subject to relevant approval, and funding secured.

1. University's Objectives

The purpose of the University acquiring the Goods and Services is to satisfy the following objectives:

- a) Assist Wits University staff, students & researchers from multiple schools based at the various Academic Hospitals in different provinces to connect to Wits University ICT Resources with appropriate end-to-end encryption that is device and platform independent.
- b) To provide connectivity that will deliver an improved learning experience relating to teaching, learning and research, which takes place in the hospital environment that usually, has space and connectivity constraints.
- c) To ensure availability of the network inside the Academic Hospitals to deliver an improved learning experience.
- d) To provide connectivity that enable the delivery of content rich solutions that utilise high definition video and voice regardless of geographical location
- e) To provide connectivity that facilitate the transfer of large data sets required for research projects
- f) To provide connectivity that facilitate the use of various cloud applications
- g) To provide connectivity that caters for the exponential increase in BYOD (Bring Your Own Device)
- h) Ensure that availability of ICT infrastructure is 24x7x365 available with built in redundancy
- i) Monitor usage to cater for growth in capacity of ICT infrastructure to facilitate projected growth of data and users
- j) To facilitate access to Wits University's core and critical business applications

2. Overview of the Goods and Services

Overall project / solution description

The scope and elements of the Project includes the following:

- a) The provision of network connectivity infrastructure based on industry best practice.
- b) The support and maintenance of network infrastructure. This includes the supply of connectivity related infrastructure.
- c) The Supplier will provide a network and security infrastructure design that meets the teaching, learning and research needs of the University.
- d) The connectivity includes the following components:
 - o Breakout point/s from the Academic Hospital that allow connection to the Internet as well as the University Network.
 - o Device coverage within the Academic Hospital that facilitate teaching and learning at the patient's bedside.
 - o Allow for QoS (Quality of Service)
 - o Adequate capacity and throughput for voice and video usage
 - o Connecting wirelessly using various different handheld devices i.e. iOS, Android & Windows

- Ensure end user devices can stay connected during a power failure in the hospital
- Provide a consistent experience for wireless users
- e) Future proofing the infrastructure

3. Service Provider Responsibilities

The Service Provider will:

- a. designate its Project Manager for this Agreement (Service Provider Representative). The Service Provider may from time to time and on written notice designate other persons to act as its Representative. This Representative will liaise with the University as often as required for the efficient implementation of the Project and is authorised to transmit instructions from the Service Provider to the University, and to receive information from the University, submit to the University reports as appropriate, which may include partial reports released from time to time at dates as may be designated in the Scope of Work,
- b. assign a personnel complement sufficient both in numbers and skills to ensure due and proper performance of its obligations under this Agreement,
- c. perform the Services with due care and skill and in accordance with the degree of skill, care and diligence normally exercised by recognised professional persons or firms who supply Services of a similar nature,
- d. if and whenever the University gives it written notice of any deficiencies in performing its obligations hereunder, acknowledge such notice in writing within 5 days,
- e. provide continued training and development for all of its personnel in those skill areas relevant to the performance by the Service Provider of its obligations under this Agreement,
- f. ensure that the Goods and Services will be fit for the purposes for which these types of Goods and Services are commonly required and for any other purposes described in this Agreement,
- g. ensure that it and its personnel comply with all applicable laws and the University's rules, regulations and policies, procedures and standing orders, as may be amended from time to time. Without limiting the generality of this, the Service Provider must comply with applicable legislation relating to the rendering of the Services and delivery of the Goods,
- h. be solely responsible for, and carry all risk for, a designated lockable storage container, such as a secure cupboard, as well as its contents (which includes replaceable parts and the like), that is placed on the University's premises and managed by the Service Provider, and
- i. keep statistics, minutes and other records required by legislation on file and available for inspection by the University's appointed administrator or auditor.

4. University Responsibilities

The University will:

- a. designate its Supply Manager and its Project Manager (**University Representative**) for this Agreement. The University may from time to time and on written notice designate another person to act as its Representative. This Representative will liaise with the Service Provider as often as required for the efficient implementation of the Project and is authorised to transmit instructions from the University to the Service Provider, and to receive information from the Service Provider,
- b. either directly, or through the University Representative, instruct the Service Provider regarding the University's requirements in connection with the Project. The University Representative is authorised to define and interpret the University's requirements regarding the Goods and Services and convey decisions pursuant to the Project to the Service Provider and to receive information from the Service Provider on behalf of the University,
- c. provide the Service Provider with such access as may be necessary to deliver the Goods and to enable the Service Provider to perform the Services required of the Service Provider for the purposes of the Project,
- d. make available all information as may be necessary to enable the Service Provider to fulfil its obligations under this Agreement,
- e. give written notice to the Service Provider if and whenever it becomes aware of any deficiencies in the Services provided hereunder, and
- f. pay the Service Provider as provided for in this Agreement.

5. Project Plans & Timelines

Ensure that project plans are in line with the Deliverables and Delivery Schedule. The Supplier must provide the University with a comprehensive Project Plan based on recognized best practice, project management methodology.

- a) General
 - Graphical representation of the project timeline showing key Milestones and payment Milestones
 - Supplier resources required, their number, role and duration of involvement
 - University resources required, their number, role and duration of involvement
 - Lead times for ordering and installation of components
 - Production of a comprehensive risk register and risk management plan (covering both Supplier and Purchaser risks)
- b) Deployment planning
 - Change management plan which includes how communications with users and University technical resources will be managed
 - Test plan detailing how the Solution will be tested
 - Milestones for user acceptance testing during the Implementation Period
- c) Configuration and Installation
 - Configuration of Network and Security Infrastructure
 - Documentation relating to all configuration done
 - Physical installation of equipment
 - Documentation relating to all installation done
- d) The Supplier-managed Workshops must be conducted according to the following:
 - Workshops must be held on the University's premises
 - The relevant Supplier and University skilled personnel must attend each of the relevant Workshops
 - Workshops must be done for each technology element in the solution

6. Deliverables and Delivery Schedule

The Deliverables and associated delivery dates under this Agreement are:

- a) Complete the RFI process (by Milestone Date 20/7/2018):
- b) Assess submissions (by Milestone Date 27/7/2018):
- c) Decision on way forward based on submissions 3/8/2018):

7. Risks, Assumptions, Dependencies & Exclusions (RADE)

Risks are uncertain events that may affect the Project objectives should they occur. The following risks, assumptions, dependencies and exclusions have been identified. Comprehensive risk analysis will be performed at the start of the Project and risk management will be performed throughout the life cycle of the Project.

The following risks, assumptions, dependencies and exclusions will have the following effect on the Project:

THE RISK REGISTER

Risk (R) / Assumption (A) / Dependency (D) / Exclusion (E)	Effect on the Project
<ul style="list-style-type: none">• Departments/ Schools / Faculties working in silos• No supplier for delivery of this service• Buildings and infrastructure where work needs to be done does not belong to the University• Securing budgets to begin the project• Compliance to<ul style="list-style-type: none">○ POPIA – Protection of Personal Information Act○ OHS&E – Occupational Health and Safety and Environment○ COIDA – Compensation for Occupational Injuries and Diseases Act○ Wayleaves	<ul style="list-style-type: none">• Change management and communication could prove to be challenging• Process cannot be completed• Unintended delays in obtaining the correct contact people to engage with • Project will not be initiated• Unintended delays affecting project delivery timelines

8. Payment

- Payments made according to the delivery of each Milestone specified in the Delivery Schedule.
- Monthly payments made for usage, support and maintenance component.

9. Methods and procedures

The Service Provider shall access the Academic Hospital precincts and perform work associated with the contract in accordance with the Hospital's specification and guidelines for performing works and services on the Hospital's Precincts as set out.

10. Health and Safety

The major hazards identified by the University are none.

Since all the work will occur at the Academic hospitals, all protocols observed and followed according to the Department of Health guidelines, prevailing legislations, acts and statutes.