

TO ALL TENDERERS, PLEASE NOTE THE FOLLOWING **VERY IMPORTANT NOTICE**:

YOU MUST SUBMIT YOUR TENDER OFFER BY THE CLOSING TIME INDICATED BELOW

REGARDLESS OF THE REASONS FOR LATE SUBMISSION, YOUR TENDER OFFER **WILL NOT BE ACCEPTED** AFTER THE CLOSING TIME



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG

University of the Witwatersrand, Johannesburg

Tender No: ICT/2019/04

Supply, Installation, Support and Maintenance of Laptop, Desktop, All-in-One, Tablets and other Computer Accessories

PROCUREMENT DOCUMENT


August 2019

Issued by: CIO | WITS ICT

University of the Witwatersrand, Johannesburg

A tenderer has the option to tender for ALL brands OR to indicate their preferred option/s below:
Indicate which brand(s) you are tendering for:

1.	HP (Desktops, Laptops and All-in-ones and Samsung tablets)	<input type="checkbox"/>
2.	Dell (Desktops, Laptops and All-in-ones and Samsung tablets)	<input type="checkbox"/>
3.	Lenovo (Desktops, Laptops and All-in-ones and Samsung tablets)	<input type="checkbox"/>
4.	Apple MAC (Tablets, Desktops, Laptops & All-in-ones)	<input type="checkbox"/>

 <p>UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG</p>	University of the Witwatersrand, Johannesburg
	Tender No: ICT/2019/04
	Supply, Installation, Support and Maintenance of Laptop, Desktop, All-in-One, Tablets and other Computer Accessories

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T1.1 Tender Notice and Invitation to Tender

Overview of the University

The University of the Witwatersrand, Johannesburg (the “**University**”) is a leading university in Africa, as reflected by its international standing and the quality of its graduates, many of whom have played a major role in founding industries in South Africa, including sectors such as mining, financial services and information technology. The University prepares students for managerial, professional and leadership positions in the public, private and non-governmental sectors. The University has about 35 000 students and approximately 6500 staff and is one of the biggest sources of skills in Africa.

The University of the Witwatersrand environment for purchase of computing devices follows a decentralized procurement model. Historically, the University has purchased a volume of +-3500 Desktop/Laptops per year, whilst this is not an indication or guarantee of future purchases but an awareness of the size and scale of the environment. Furthermore, the equipment will not be delivered to a central location. Thus means the equipment will be delivered across 300 buildings, which are located in various locations (including campuses located in Braamfontein and Parktown and hospitals such as Chris Hani Baragwanath, Helen Joseph, Charlotte Maxeke, and Rahima Moosa) within the Johannesburg precinct.

Invitation to Tender

WITS ICT (Information Communication and Technology) of the University invites tenders for the supply, installation, support and maintenance of HP, APPLE MAC, DELL and Lenovo laptops and desktops as well as tablet devices and other computer consumables as specified in the scope of work. The bidder must be an OEM or OEM certified for sales and support for the equipment being tendered for, with a minimum of silver partnership status. If the tenderer is an OEM, they must ensure that additional services as per the scope of work are complied with regardless of who is fulfilling the responsibility.

Tenderers must have a BBBEE level certification of 1 to 4

Only tenderers who satisfy the Eligibility Criteria as set out in the Tender Documents should submit tenders.

Documents can be downloaded from the University’s website <https://www.wits.ac.za/about-wits/tenders/> from **14h00, on Monday, 05 August 2019.**

Queries relating to the issue of these documents must be addressed to Bonolo Mpshe, and to the following email addresses: admin.tenders@wits.ac.za | bonolo.mpshe@wits.ac.za | charmaine.layton@wits.ac.za

A compulsory clarification meeting/session/briefing for this tender will be held on the **14 August 2019**, meeting at **11h45** at the offices of Procurement Services, Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (Tel: 011-7171510)
[refer map at: <http://www.wits.ac.za/maps/braamfontein-campus-west/> and <https://www.wits.ac.za/about-wits/tenders/> for Directions to Procurement]

Doors will be closed at 12h15

The closing time for receipt of tenders is Thursday, 12 September 2019 at 12h00 (Tender Offers submitted after 12h00 will NOT BE ACCEPTED).

The conditions of tender, tender instructions, eligibility criteria, detail regarding the compulsory briefing meeting and detail regarding the shortlisted tender presentations are stated in the Tender Data of the Tender Invitation Documents.

Intent to Bid

Note: Prior to the submission of any of the below listed Returnable documents and schedules in the Tender Data, the Tenderer must submit to the University's agent (whose details are in F.1.4 below), in a single email, the following by the time indicated in F.2.15 of the Tender Data below:

The Tenderer's written statement of intention to offer to tender by the **12 August 2019**. This is to enable logistics.

Eligibility Criteria

Only those Tenderers who satisfy the following eligibility criteria and who provide the required evidence in their proposal submission are eligible to submit tenders and have their tenders evaluated. The Tenderer should only submit a Tender Offer if the following essential eligibility criteria are met. Failure to do so will result in disqualification. It is compulsory that the Tenderer:

- is a South African person, natural or juristic (state if a fully functional South African operation, not run from another country)
- must submit proof of company registration
- must submit a signed submission by an authorised employee of the company
- must submit required information as indicated in Section T2: Returnable documents and annexures;
- must provide a current and valid Tax Clearance certificate
- must provide audited company financial statements for the past 3 (three) years
- must provide a Letter of Good Standing from its bankers (see Returnable documents below)
- must have a current track record for at least the last 3 (three) years for the **supply, installation, support and maintenance of Laptop, Desktop, All-in-One, Tablets and other computer accessories**
- must provide a minimum of 3 (three) recent reference sites in South Africa where they have provided goods and services as requested in this tender. One of the sites should demonstrate at least an implementation (supply, image, install, data transfer and decommission of equipment) of a minimum of 80 desktop/laptops/all-in-ones in a single order. References should be within the last 5 (five) years, with at least 1 (one) local reference site based in Gauteng
- must have a BBBEE level certification of 1 to 4
- Submit proof that the supplier is an authorised sales and service partner for the Original Equipment Manufacturer (OEM) that they are tendering for. Provide applicable OEM certification. See below a list of brands:
 - HP (Desktops, Laptops and All-in-ones)
 - Dell (Desktops, Laptops and All-in-ones)
 - Lenovo (Desktops, Laptops and All-in-ones)
 - Apple MAC (Tablets, Desktops, Laptops and All-in-ones)
- must have a minimum OEM partnership accreditation(s) of silver status
- must be willing to provide a demo machines/equipment for a period of **30 (thirty) days** at their cost for every model refresh during the contract period
- agrees that no partnership, joint ventures or subcontracting will be acceptable unless a large organisation is subcontracting EME or QSE
- fully complies with compliance **Schedule D** mandatory criteria

The University reserves the right to request information (to be responded to within a particular timeframe) related to the items above if insufficient information is provided.



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Supply, Installation, Support and Maintenance of Laptop, Desktop, All-in-One, Tablets and other Computer Accessories

T1.2 Tender Data

Standard Conditions of Tender

The standard conditions of tender are the Standard Conditions of Tender as contained in Annex F of the CIDB Standard for Uniformity in Construction Procurement (July 2015). (See <http://www.cidb.org.za/publications/Documents/Standard%20for%20Uniformity%20in%20Construction%20Procurement%20-%20July%202015.pdf>).

The Standard Conditions of Tender make several references to the Tender Data for details that apply specifically to this tender. The Tender Data shall have precedence in the interpretation of any ambiguity or inconsistency between it and the Standard Conditions of Tender.

Each item of data given below is cross-referenced to the clause in the Standard Conditions of Tender to which it mainly applies.

Clause number	Tender Data
F.1.1	Each occurrence of “the Employer” is replaced with “the University”. The University is the University of the Witwatersrand, Johannesburg, acting through its Information Computer Technology Department. “The Employer” and “the University” have the same meaning and are interchangeably used throughout this tender invitation.
F.1.2	The Tender Documents issued by the University comprise the documents listed in the above Table of Contents.
F.1.2	All tender offers and any accompanying documentation become the property of the University and will not be returned.
F.1.3.2	The returnable schedules specified in section T.2.2 and the following terms will be included in any contract arising from the invitation to tender and the tender offer: Orders: The Tenderer, if awarded the contract, will only supply to the University when an official University order (with official order no) has been sent by the University. Such order received by the Tenderer should be acknowledged in writing without delay.
F.1.4	The University’s agent is: Name: The Category Manager, Procurement Services, Bonolo Mpshe Email: : admin.tenders@wits.ac.za bonolo.mpshe@wits.ac.za

F.1.5.1	<p>This provision applies equally to the University. In addition, the University reserves the right at any time to:</p> <ul style="list-style-type: none"> • request further information should the tender offer yield insufficient detail and Tenderer differentiation, • contact any Tenderer during the evaluation process, in order to clarify any information, without informing any other Tenderer, • award portions of the tender to more than one service provider, • award this tender in full, in parts or not at all and call for new tenders in the event of unsatisfactory reply to this tender invitation, • cancel, withdraw, defer, suspend or reissue the tender in whole or in part at any time, • share all information and findings with any other higher education entities worldwide, provided such information has not been marked as confidential, for benchmarking purposes, and • audit the awarded contract/s from time to time. 	
F.1.5.2	This clause does not apply.	
F.1.6.1	This clause does not apply.	
F.1.6.2	This clause does not apply.	
F.1.6.3	This clause does not apply.	
F.2.1	Only those tenderers who satisfy the Eligibility Criteria set out in Tender Notice and Invitation to Tender above are eligible to submit tenders. Note: no partnerships, joint ventures or subcontracting will be acceptable for this tender unless a large organisation is subcontracting part of the contract to an EME or QSE.	
F.2.7	Compulsory clarification meetings will be held at the times and places set out in F.2.15. Tenderers must sign the attendance list in the name of the tendering entity at the meeting.	
F.2.11	An item against which no rate or price is entered by the Tenderer shall be considered to be covered by other rates or prices detailed in the tender offer.	
F.2.13.2	All documents submitted by the Tenderer must be compiled in the order (and corresponding to the headings) set out in the Table of Contents above and all pages numbered within each section. Failure to comply with this requirement may disqualify the Tenderer.	
F.2.13.3	The Tenderer must submit 2 (two) original printed copies of their tender offer together with a USB to the address set out in F.2.15. The printed copies and the electronic copy must contain exactly the same information.	
F.2.13.4	<p>An officer or director of the Tenderer who is legally authorised by the Tenderer to enter into a binding agreement must sign the tender offer. A list of the person(s) authorised to negotiate on the Tenderer's behalf must be submitted with the tender offer.</p> <p>The Tenderer will nominate one representative to act as its single point of contact for all dealings with the University.</p>	
F.2.13.5	The University's details and address for delivery of tender offers and identification details that are to be shown on each tender offer package are:	
	Identification details:	Tender reference number, Title of Tender and the closing date and time of the tender
	Tender Location:	Box Foyer of the Procurement Services Offices Attention: Bonolo Mpshe

	Physical address:	Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (Tel 011-717-1510) (refer map at: https://www.wits.ac.za/maps/braamfontein-campus-west/) and https://www.wits.ac.za/about-wits/tenders/ for Directions to Procurement]																																						
F.2.13.9	Telephonic, telegraphic, telex, facsimile or e-mailed tender offers will not be accepted.																																							
F.2.15	<p>The closing time for receipt of tender offers is 12:00 hrs. On 12/09/2019 (Tender Offers submitted after this time will NOT BE ACCEPTED)*</p> <table border="1"> <thead> <tr> <th></th> <th>Date</th> <th>Time</th> <th>Venue / Site</th> </tr> </thead> <tbody> <tr> <td>Invitation to Tender notice release and publication</td> <td>02/08/2019</td> <td></td> <td></td> </tr> <tr> <td>Tenderer's notice of intent to respond and make an offer</td> <td>12/08/2019</td> <td>12:00</td> <td></td> </tr> <tr> <td>Tenderer's compulsory clarification meeting</td> <td>14/08/2019</td> <td>Meeting at 11h45. Doors will be closed at 12h15</td> <td>TBA</td> </tr> <tr> <td>University's optional visits to Tenderers' sites 1</td> <td>TBA</td> <td>To be advised</td> <td></td> </tr> <tr> <td>Tenderer's Offer submission (response closing time)</td> <td>See above*</td> <td>As above</td> <td></td> </tr> <tr> <td>Short-listed Tenderer's presentations</td> <td>26/09/2019 & 27/09/2019</td> <td>To be advised</td> <td></td> </tr> <tr> <td>Intended award date</td> <td>01/11/2019</td> <td></td> <td></td> </tr> <tr> <td>Intended new contract start (effective date)</td> <td>Nov 2019</td> <td></td> <td></td> </tr> </tbody> </table> <p>1Tenderer's visits to University's venue/s and site/s will be arranged beginning at 10:00 2 University's visits to Tenderer's sites are optional at the University's discretion</p> <p>Note that the dates in this clause F.2.15 are fixed, unless the University, which reserves its right to do so, alters any of these dates at any time as it deems necessary.</p>					Date	Time	Venue / Site	Invitation to Tender notice release and publication	02/08/2019			Tenderer's notice of intent to respond and make an offer	12/08/2019	12:00		Tenderer's compulsory clarification meeting	14/08/2019	Meeting at 11h45. Doors will be closed at 12h15	TBA	University's optional visits to Tenderers' sites 1	TBA	To be advised		Tenderer's Offer submission (response closing time)	See above*	As above		Short-listed Tenderer's presentations	26/09/2019 & 27/09/2019	To be advised		Intended award date	01/11/2019			Intended new contract start (effective date)	Nov 2019		
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F.2.16	The tender offer validity period is from the closing time specified in F.2.15 for the contract duration.																																							
F.2.22 F.2.23	All returnable documents, certificates and schedules must be current and valid and returned with the Tenderer's offer submission.																																							
F.3.1.1	The University will respond to requests for clarification received up to 5 (five) working days before the tender closing time. Queries should be by email only to the email addresses indicated above. Additional information supplied to any Tenderer may be provided to other Tenderers via e-mail.																																							
F.3.2	The University may issue addenda until 3 (three) working days before the tender closing time.																																							
F.3.3	Tender offers submitted after the closing time in F.2.15 will be rejected, including any tender submission that is received by any staff member of the University after the closing time, in which event it will remain unopened (unless already open, or it is necessary to open to obtain Tenderer details) and should be retrieved by the Tenderer within 7 (seven) days of the closing time, failing which it will be destroyed.																																							
F.3.4	Submissions are opened in the presence of the University's tender evaluation committee members only.																																							

F.3.8	<p>Tenderer's will be disqualified without the opportunity to make their tender offer responsive if:</p> <ul style="list-style-type: none"> • it is submitted after the closing time specified in F.2.15, • it is delivered to individuals other than Procurement personnel at the address in F.2.13.5, • it is not submitted in duplicate and/or does not include a softcopy, • it is not signed by an authorised signatory as required in F.2.13.4, • the pricing schedule (or equivalent) in Annexure 2, is omitted or is not contained in the given format of or in the spread-sheets provided, • proof of indicated insurance policies and their values are not provided, • the compulsory Returnable documents, schedules and annexures are not provided or not completed in full, they fail to comply with the requested specifications, services and service levels, or • any compulsory requirements as indicated are not complied with. <p>A tender offer may be declared unresponsive and rejected if:</p> <ul style="list-style-type: none"> • it contains any erasure, alteration, text addition or irregularity other than that as requested, • it is considered unbalanced, or does not include the required information necessary for proper comparison and evaluation, • it is incomplete, • it does not follow the required sequence of Returnable documents and schedules, • it is not submitted on the forms provided or forms are not completed, • any "must" condition is not met, or • the University reasonably deems it fit to do so for any other cause.
F.3.10	<p>The University may require short-listed Tenderers to make presentations to University management on the date and at the place in F.2.15 of the Tender Data. These are designed to give Tenderers the opportunity to present their solution and have a question and answer clarifying session.</p>
F.3.11.2	<p>These clauses are replaced with the following:</p>
to F.3.11.9 inclusive	<p>The University will apply a unique set of evaluation criteria to the tender offer including:</p> <ul style="list-style-type: none"> • Tenderer experience and financial condition, reputation and competence in the provision of the goods and/or services that the Tenderer is offering to provide, • the qualification, experience and ability of the Tenderer's staff expected to be assigned to the project, the degree to which the proposed solution addresses the University's requirements (fitness for purpose, business, technical, functionality, financial, quality, preference, etc.), including the effectiveness of implementation, and the reliability and quality of the services, • the ability of the Tenderer to minimise the University's business risks in ensuring business continuity, and • additional differentiators that Tenderer shows are advantages over other similar service providers.
F.3.15	<p>This clause does not apply.</p>
F.3.17	<p>The Tenderer must submit 2 original printed copies of their tender offer together with an electronic copy on removable media to the address set out in F.2.15. The printed copies and the electronic copy (USB) must contain exactly the same information. The number of paper copies of the signed contract to be provided by the University is 2 (two).</p>
F.3.18	<p>Notwithstanding the provisions of clause F.3.18, the University shall provide upon written request only the outcomes of tender process.</p>

By signing below, the Tenderer agrees to be bound to all the conditions, statements and terms of this tender.

Authorised Signature of Tenderer	
Name of signing person	
Capacity	
Date	
Telephone Number and Email	
Cell Number	
Name of Tenderer [company name]	<hr/> <hr/> <hr/> <hr/>
Postal address (in block letters)	<hr/> <hr/> <hr/> <hr/>
Full street address (Domicilium citandi et executandi in the RSA)	<hr/> <hr/> <hr/> <hr/>



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T.2.1 List of returnable documents

Returnable documents required for tender evaluation purposes

The Tenderer's offer must be composed according to, and in the sequence of the below list of required documents. The Tenderer must submit all of the following returnable schedules.

Schedule A: Company Profile and Information

- I. Description and brief history of Tenderer's company
- II. Local organogram, including corporate and support structure
- III. Company financial results (including last 3 financial years' audited financial results or statements prepared in accordance with Generally Accepted Accounting Practice (GAAP) for the preceding financial year (**compulsory**) and latest integrated annual report (specific website address for report is sufficient)
- IV. Corporate equity ownership document and shareholders certificates
- V. Corporate social responsibility involvement statement
- VI. Company and tax certificates including:
 - a. South African registration documents if a registered company (CIPCI registration and directors, VAT registration, Memorandum of Association, Certificate of Incorporation) (**compulsory**)
 - b. Tax Clearance Certificate for Tenders issued by the South African Revenue Services (**compulsory**)
 - c. Letter of Good Standing from Tenderer's bankers (**compulsory**) which indicates the Tenderer company's financial health and liquidity. This letter must state at minimum about the Tenderer:
 - i. Tenderer's registered name and length of time as the bank's client,
 - ii. The Tenderer's account name and details at the bank,
 - iii. Tenderer has successfully completed various contracts and conducted accounts at the bank,
 - iv. Engagements and accounts with the bank have always been properly and satisfactorily conducted,
 - v. The bank considers the Tenderer good for its normal contracting commitments, and
 - vi. The Tenderer has access to lines of credit with the bank, they have the resources to meet their commitments, and that the bank considers the Tenderer a counterparty of good risk and good for business.
- VII. The University's structure is a decentralised procurement model and requests for quotes are processed by different cost centres and individuals. Goods and services rendered are received in multiple locations located in the Johannesburg precinct. Wits ICT manages the contracts and the relationships with the desktop/laptop environment providers and sets the respective standards for this environment (hardware and software). A maximum single order of 1000 machines was a requirement within the last 3 (three) years.

- a. Provide your company's experience, information, structure and business model demonstrating your company's ability to render services to multiple stakeholders and locations for a single client.
- b. Demonstrate your company's ability to meet large order/service requirements. Wits single large order requirement is 80+ (plus) machines. An indication of the possible (not guaranteed) volume/scale of the contract is summarised in the tender document. It would be to your company's advantage if you can show evidence of a client(s) within Metro precinct, multiple sites at different geographic locations and/or in a decentralised model. If you do not have appropriate references showing this, provide us with evidence that you are able to deal with the size, scale and complexity related to this University requirement.
- c. Should you have not rendered these services indicated in point b, demonstrate through a written plan, how you would go about rendering these services.

Schedule B: Preference Documents

Valid SANAS approved BBEE certificate (Verification certificate from a verification agency accredited by SANAS and recognized as an Accredited B-BBEE Verification Agency - (see www.sanas.co.za/directory/bbee_default.php)

Attach a written declaration on company letterhead, which has been duly signed by the Tenderer's authorised signatory, with the following content:

I/we declare that the <<Tenderer's Name>> enterprise is a Level contributor as at the closing date of this tender and our financial year ends on

Schedule C1: Customer References and Experience of Tenderer

- The Tenderer must provide a list (minimum of three(3)) reference sites in South Africa where they have provided and continue to provide services that is the same as being requested in this tender. One of the sites should demonstrate at least an implementation (supply, image, install, data transfer and decommission of equipment) for a minimum of 80 desktop/laptops/all-in-ones in a single project, within a period of one month. References should be within the last five (5) years), with at least One (1) local reference site based in Gauteng.
- If, in the University's opinion, the reference customers do not meet the University's requirements, additional references may be requested, and visits to the reference sites may be required. Interviews at reference sites will be confidential.
- Tenderers may be required to demonstrate their proposed solution. Such demonstrations should, as far as practical simulate the solution in the University's environment.
- Please provide your information in the below **Schedule C1: Customer References and Experience of Tenderer** and in the below summary. In addition, please submit at least one reference template as per **Schedule C2:** to be completed by clients where Laptop, Desktop, All-in-ones /Tablets and computer accessories have been provided and supported. At least three references must be related to a similar scale and complexity of the University's requirements. The more acceptable references you have the better.
- Indicate your years of experience in providing a similar service (Laptop, Desktop and Tablets: Supply, installation and support):

Indicate Years of Experience.....

- The following is a statement of similar work successfully completed by ourselves over the last five(5) years (use a separate page if necessary):

Reference company contact person and telephone number	Description of contract and an indication of the largest single order placed with the client	Contract Value inclusive of VAT (Rand)	Contract duration

Signed

Date

Name

Position

Tenderer: _____

Schedule D: Compliance Schedule

Indicate your compliance to the criteria in Schedule D. It is **ESSENTIAL** that all criteria in this schedule are complied with.

Schedule E: Tenderer's insurances (compulsory)

Provide proof that the Tenderer has adequate cover of the following insurances:

- Public liability insurance
- Professional Indemnity insurance
- General and Commercial Liability insurance, including cover for bodily injury and death, and property damage.

Schedule F: Tender's Personnel (Staff Organogram) proposed for the Wits Contract (**compulsory**),

Schedule G: Risk register/Plan (**compulsory**)

Schedule H: Technical competency of business/account manager, technical team leader and support team proposed for the Wits Contract ((**compulsory**)

Schedule I: Sample reports (**compulsory**)

Schedule J: Backup/Contingency plans HR proposed for the Wits Contract ((**compulsory**)

T.2.2 Returnable schedules

Returnable schedules that will be used for tender evaluation purposes and will be incorporated into the contract

Schedules are referred to in the returnable documents and Contract annexures.

The Tenderer's offer must be composed according to, and in the sequence of the **Annexures** described below and table of contents. The Tenderer must complete as applicable all of the attached returnable **Annexures** by complying with the below corresponding requirements and instructions.

Annexure 1: Scope of Work and Service Levels Agreement (SLA) (compulsory)

The Tenderer's offer must include acceptance of the University's scope of work and service levels as indicated in Annexure 1.

Functionality assessment:

Only tenderers that attain a minimum of 80% threshold for functionality indicated below shall be evaluated further. Provide information related to each functionality criteria below by labelling each criteria section in your submission. Note: shortlisted tenderers will be required to make presentations and allow for a site visit where a similar solution has been supplied, installed and is maintained. Thresholds will be applicable in this instance.

Final evaluation is based on Price, BBBEE and incorporation of the functionality and presentation scores subject to the thresholds being met.

Functional Compliance Schedules (Tenderer to complete relevant Annexures)		
As per compliance schedule - at minimum 80% compliance is required for service capability. Some criteria are mandatory.		
No	Functionality Criteria	Weights
1.	Track Record /Experience	Maximum 30 Points
1.1	Provide a minimum of 3 (three) recent references (last 5 years). One of the references should be Gauteng based and you should have performed all of the following (delivery, install, imaging, data migration, configuration and maintenance of desktop/laptop equipment not limited to the brand you are tendering for). One reference must meet the minimal order (at least 80 devices) requirement as per the eligibility criteria. Provide your evidence for this criteria in Schedule C1 and C2	
1.2	At least one of the confirmed references provided must have completed all of the above deliverables.	30 Points
1.3	At least one of the confirmed references provided must have complete 2 (two) of the deliverables above.	20 Points
1.4	At least one of the confirmed references provided must have completed one of the deliverables above.	10 Points
2.	Support Team Competency and Structure	Maximum 25 Points
	Attach a summary of CV's for competency of business / account manager, technical team lead and support team proposed for the Wits Contract: (Skills/Competency/ Capacity). Please provide detailed Organogram of the envisaged Wits support structure	
2.1	Business/account manager including their certifications (certified for sales for the particular brands that you are tendering for) and relevant years of experience. Provide this information in Schedule H.	5 Points
2.2	Technical Team Leader / Manager: For the Wits Contract if you were awarded including their certifications, relevant experience, years of experience. The technical team leader must be certified for support for the particular brands that you are tendering for. Provide this information in Schedule H.	5 Points
2.3	Provide an organogram of the support structure you envision for the Wits account with an indication of the roles and minimal skills/competencies/qualifications/ certifications/ track record and years of experience for the Wits contract if you were awarded. Relevant staff members should have a track record of at least 2 (two) years in delivering the required services. If these are current staff members	

	<p>employed by your organisations, then provide supplier training and Certifications of support staff envisioned for this account. It is preferred that the team should be certified for support with a minimum of 2 (two) years' experience.</p> <p>Provide this information in Schedule F and H.</p>	15 Points
3.	Reports:	Maximum 5 Points
3.1	<p>Provide a sample / dummy weekly report that Wits will receive from inception of order until delivery/ installation and payment. Indicate if reports are customisable. Indicate if there is a cost for customisation of reports or not. Provide Quarterly Report to show spend, transaction details, equipment purchase details, detail and summary reports.</p> <p>Provide your sample detail and summary report(s) in Schedule I.</p>	5 Points
4.	Backup/Contingency plans for Human Resources:	Maximum 10 Points
4.1	<p>In context of point number 2 of this document, provide information related to contingency plan of human resources to ensure business continuity. This will be considered when assessing the maturity and relevancy of the Company's experience. Detail size of the company and human resource information for various elements of this contract including the service desk/order provision and installation/support and maintenance including detailing your human resource strategy.</p> <p>Provide your information in Schedule J.</p>	10 Points
5.	Company's ability and capacity related to the University's scale of requirements	Maximum 10 Points
5.1	<p>The University's structure is a decentralised procurement model and requests for quotes are processed by different cost centres and individuals. Goods and services rendered are received in multiple locations located in the Johannesburg precinct. Wits ICT manages the contracts and the relationships with the desktop/laptop environment providers and sets the respective standards for this environment (hardware and software). A maximum single order of 1000 machines was a requirement within the last 3 (three) years.</p> <p>a) Provide your company's experience, information, structure and business model demonstrating your company's ability to render services to multiple stakeholders and locations for a single client.</p> <p>b) Demonstrate your company's ability to meet large order/service requirements. Wits single large order requirement is 80+ (plus) machines. An indication of the possible (not guaranteed) volume/scale of the contract is summarised in the tender document. It would be to your company's advantage if you can show evidence of a client(s) within Metro precinct, multiple sites at different geographic locations and/or in a decentralised model. If you do not have appropriate references showing this, provide us with evidence that you are able to deal with the size, scale and complexity related to this University requirement.</p> <p>c) Should you have not rendered these services indicated in point B, demonstrate through a written plan, how you would go about rendering these services.</p> <p>Provide your information for this section in Schedule A.</p>	10 Points
6.	Promotion of Emerging Enterprise	Maximum 10 Points

6.1	<p>It is the University's objective to promote participation of emerging enterprises through the award of this tender. Emerging enterprises are EMEs or QSEs with at least 51% black ownership.</p> <p>a) Tenderer's which themselves are emerging enterprises must submit a copy of their last 3 (three) years financial statements as proof of their annual turnover, and written confirmation thereof by an independent accountant, in addition to an affidavit or B-BBEE verification certificate.</p> <p>b) Their financials need to indicate that they are currently operating in sales and support of computing equipment and should be in existence for at least 3 (three) years and be able to wait a minimum of a month up to 90 (ninety) days for funds. They must be able to pay operational expenses including salaries/fuel etc.</p> <p>c) Bidders which are not themselves emerging enterprises are required to indicate all initiatives, programs, plans undertaken or committed by them to partner with emerging enterprises designed to support this WITS objective and which are currently in place or will be implemented within 2 (two) years of a contract awarded by WITS.</p> <p>Bonus points will be allocated to EMEs and QSEs. It is at the University's discretion to include the EME/QSE plan in the contract for the awarded provider(s). The University reserves the right to request additional information related to BEE or financials.</p> <p>Provide your information in Schedule B.</p>	10 Points
7.	Multiple brands tendered for:	Maximum 5 Points
7.1	You will be allocated points according to the number of brands you are tendering for.	5 Points
8.	Risk/Assumptions/Dependencies/Exclusions.	Maximum 5 Points
8.1	<p>Create a risk template for the Wits Environment detailing possible Risks, assumptions, dependencies and exclusions your company might encounter during the engagement with Wits University and also provide possible mitigations. The complexity, completeness and maturity of your information will be assessed. Consider risks related to the industry sector and the higher education sector</p> <p>Provide your information in Schedule G.</p>	5 Points
	TOTAL POINTS FOR FUNCTIONALITY	100 Points

Annexure 2: Pricing schedule (compulsory)

- Note: there are multiple worksheets referring to particular brands. Ensure that you have completed all worksheets related to the brands you are tendering for.
- The pricing the Tenderer submits will be considered the Tenderer's final offer which will be a Returnable that will become **Annexure 2: Pricing schedule** to the Contract. The spreadsheet that is **Annexure 2** must be used to submit pricing as indicated in this tender invitation. This annexure must be wholly inclusive of all costs including vat.
- Tenderers must show the pricing information using the pricing template contained in **Annexure 2**. The Pricing schedule must be submitted in editable and printable softcopy in both the original Excel compatible (.xls) and .pdf formats.
- The Tenderer must provide analysed and total costs plus detailed descriptions of what is included in such costs as required in the Scope of Work contained in **Annexure 1**. Prices should be in Rands and inclusive of VAT.
- The pricing proposal should be accompanied by a detailed schedule of what is excluded from the pricing proposal and items the Tenderer assumes the University will provide e.g. any resources, consumables, additional equipment etc.
- The University reserves the right to conduct price audits during the contract duration.

Price Adjustments:

Where applicable and provided the relevant supporting documentation is supplied, the successful tenderer may request in writing from the University that its prices be adjusted due to changes in its costs caused by currency exchange rate fluctuations and/or annual inflation related price adjustments based on change in the South African Consumer Price Index (CPI). Otherwise, prices must remain firm for the duration of the awarded contract.

Cost Savings:

The University expects the Tenderer to be an active partner in generating ideas to reduce costs (including total cost of ownership) beyond only price reductions. Alternative cost reduction methods should be included in a separate spreadsheet in **Annexure 2**.

Annexure 3: Access to University Precincts

These terms, provided by the University in Annexure 3, will govern the successful tenderer's access to and where and how the works, goods and services on the University's precincts are delivered/performed.

Part C1: Contract

The successful tenderer agrees to be bound to the University's contract terms and conditions (see attached contract). The contract will make reference to the scope of work and relevant annexures (pricing, service levels and compliance schedules etc.) as contained in the tender pack. No deviations to the contract, including the submission of a tenderers proposed contract will be accepted by the University.

Part C2: Annexures (refer Annexures listed in the Table of Contents above)