



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG



University of the Witwatersrand, Johannesburg

**Request for Proposal (RFP)
Wits ICT: ICT/2018/08**

Information Technology Service Management (ITSM)

PROCUREMENT DOCUMENT

July 2018

**Issued by:
Wits ICT, the CIO: Dr Stanley Mpofu**

University of the Witwatersrand, Johannesburg

Name of Tender: Information Technology Service Management (ITSM)

Name of Tenderer:



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Information Technology Service Management (ITSM)

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T1.1 Tender Notice and Invitation to Tender

Overview of the University

The University of the Witwatersrand, Johannesburg (the **University** or the **Purchaser**) 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 more than 30000 students and approximately 6500 staff and is one of the biggest sources of skills in Africa.

Invitation to Tender

Wits ICT, the ICT Department of the University of the Witwatersrand, Johannesburg, in collaboration with Purchasing Consortium of Southern Africa (PURCO SA) requests proposals from qualified and accredited service providers to supply, implement and support an Information Technology Service Management (ITSM) tool that will be utilized across the University for requirements including but not limited to: logging service requests, monitoring tickets for better and more efficient service delivery to customers/clients, for performing statistical reporting and implementing required ITSM processes.

Tender Background

Wits ICT houses the corporate systems and software solutions for the University and aims to be efficient and accountable with providing IT solutions that assist the business units to operate optimally and grow the University. The University currently has six different ITSM type of tools used for requests across the various business units.

The vision of the ITSM program is to have an established IT Service Management framework across ICT and Chief Operating Officer (COO) Portfolios and other areas requiring a similar function, that emphasizes quality of service delivery and focuses on the relationship with the customer. The Business Drivers for that vision are:

1. Improved customer-facing IT service support and delivery to the ICT user community
2. Established metrics on the effectiveness of the delivered service processes
3. Integrated workflow across IT and non-IT Service Providers
4. Integrated business continuity
5. Traceability of incidents and problems from initiation to resolution
6. Reduced duplication and minimized redundant costs and effort across multiple departments
7. Efficient and effective sharing of resources (people & financial) across multiple departments

Objectives

1. Have a standard tool used across the University.
2. Have a single point of entry for service requests and have the ability to route the requests to the relevant department/business unit.
3. Effectively manage service requests and create a knowledge base for previously resolved tickets.

4. Dashboards for easy agent and admin control.

Tender: Eligibility Criteria

The Tenderer should only submit a Tender Offer if the following essential eligibility criteria are met. Failure to do so will result in disqualification.

Tenderers are urged to study the information provided in detail before responding to the tender. It is of utmost importance that information and conditions set out in document be completed and submitted in the indicated format and order. Should the information not be submitted in the required format, the University reserves the right not to assess the tender received and to disqualify such tenders.

Preferences are offered to Service Providers that are Broad Based Black Empowerment Contributors.

Only Service Providers who satisfy the following Eligibility Criteria and those set out in the Tender Notice and Invitation to Tender section of the Tender Documents should submit tender.

It is compulsory that the Tenderer submit all of the information required in the below Schedules:

1. submit a signed submission by an authorized employee of the company
2. submit audited company financial results for the immediately preceding 3 financial years, prepared in accordance with International Financial Reporting Standards (IFRS)
3. submit company and tax certificates including:
 - South African registration documents if a registered company (CIPC registration & directors, VAT registration, Memorandum of Association, Certificate of Incorporation)
4. provide a current tax clearance certificate for tenders issued by the South African Revenue Services
5. provide a Letter of Good Standing from its bankers (see Returnable documents below)
6. submit all required schedules, documents and annexures indicated in this document.
7. have a track record for at least three (3) years for deployment of the tool - Information Technology Service Management Tool (ITSM)
8. have an established existing local client base. (Proof of having at least minimum of two (2) years of local existence)
9. have the system compatibility/capability to migrate existing knowledge bases to the tool. Provide proof of references and approach where a similar request was provided to a Client.
10. minimum of three (3) references where similar implementation of the proposed solution has been conducted. (References should be within the last five (5) years), with one (1) local reference site, preferably based in Gauteng.
11. Proof that the supplier is an authorised ITSM tool sales partner & service provider
12. The ITSM tool that is proposed must support ITIL -Minimum Version 3
13. Annexure 2 -ITSM Functional Compliance is a schedule which tenderers need to score a minimum of 80% compliance. In addition, tenderers must meet the mandatory criteria requirement in the compliance schedule.

Queries relating to this tender must be addressed to Ms Meshal Moonsamy and copied to Ms Charmaine Layton via e-mail: meshal.moonsamy@purcosa.co.za and Charmaine.Layton@wits.ac.za

A compulsory clarification meeting with representatives of the Purchaser will take place on **Thursday, 2/8/2018 starting at 10h00hrs** at the offices of Procurement Services, Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (Tel 011-717-1510) (refer <http://www.wits.ac.za/maps/braamfontein-campus-west/>).
Doors will be closed at 10:05.

The Tenderer is to submit two original hard copies and 1 editable electronic copy of their proposal addressing the items listed in section 1, as well as the completed Tender Forms with supporting documentation, provided in section 2 and relevant annexures. Each copy is to be separately bound, and are to be hand delivered to WITS Procurement Services

The **closing time** for receipt of tender is on **Monday, 20/8/2018 at 12:00 hrs.**

Shortlisted Service Providers will be subjected to a physical site visit at their client reference. A formal communication will be emailed to shortlisted Service Providers notifying on the proposed date and time for Site Evaluation.

The *University* reserves its right to 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.

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

Intent to Respond to Tender

Note: Prior to the submission of any of the below listed Returnable documents and schedules in the Tender Data, the Service Provider 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 Service Provider written statement of intention to offer to tender. This is to enable logistics.



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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 <i>Purchaser</i> ”. The <i>Purchaser</i> is the University of the Witwatersrand, Johannesburg, acting through the Services Management Department. “The <i>Purchaser</i> ” and “the <i>University</i> ” have the same meaning and are interchangeably used throughout this tender invitation.
F.1.2	The Tender Documents issued by the <i>Purchaser</i> 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 <i>University</i> and will not be returned.
F.1.3.2	The returnable schedules so 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.
F.1.4	The University’s agents: Name: Meshal Moonsamy Email: Queries relating to this tender must be addressed to Ms Meshal Moonsamy meshal.moonsamy@purcosa.co.za and copied to Ms Charmaine Layton via e-mail: Charmaine.Layton@wits.ac.za , (Tel 011-717-1510)
F.1.5.1	This provision applies equally to the University. In addition, the <i>Purchaser</i> reserves the right at any time to:

	<ul style="list-style-type: none"> request further information should the tender offer yield insufficient detail and Service Provider differentiation, contact any Service Provider during the evaluation process, in order to clarify any information, without informing any other Service Provider. award portions of the tender to more than one Supplier, 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	A contract, substantially in the form contained in Part C1 and C2, and subject to F.3.13 and F.3.14, will be concluded with the successful Service Provider. You are advised to review the contract terms very carefully as the University may at its option accept only minor changes.		
F.1.6.2	This clause does not apply.		
F.2.1	Only those Service Providers who satisfy the Eligibility Criteria set out in tender Notice and Invitation to tender above are eligible to submit tenders.		
F.2.1	The Service Provider may partner with its business partner or subcontractor in its response to this tender. However, all applicable information that is required about the Service Provider should be supplied for the business partner or subcontractor as well.		
F.2.7	Compulsory clarification meetings will be held at the times and places set out in F.2.15. Service Providers must sign the attendance register in the name of the Service Provider entity at the meeting. Any addenda will be issued to and tenders will be received only from those entities appearing on the attendance register.		
F.2.7	Compulsory site visits will be conducted at the times and places set out in F.2.15. Service Providers must sign the attendance list in the name of the Service Provider entity at the site visit.		
F.2.11	An item against which no rate or price is entered by the Service Provider 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 Service Provider 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 Service Provider.		
F.2.13.3	The Service Provider 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 must contain exactly the same information. The number of paper copies of the signed contract to be provided by the University is two.		
F.2.13.4	An officer or director of the Service Provider who is legally authorized by the Service Provider to enter into a binding agreement must sign the tender offer. A list of the person(s) authorized to negotiate on the Service Provider behalf must be submitted with the tender offer. The Service Provider will nominate one representative to act as its single point of contact for all dealings with the Purchaser.		
F.2.13.5	The <i>University's</i> details and address for delivery of tender offers and identification details that are to be shown on each tender offer package are:		
	<table border="1"> <tr> <td>Identification details:</td> <td>Tender reference number, Title of Tender and the closing date and time of the Tender</td> </tr> </table>	Identification details:	Tender reference number, Title of Tender and the closing date and time of the Tender
Identification details:	Tender reference number, Title of Tender and the closing date and time of the Tender		

	Tender Box Location:	Foyer of the Procurement Services Offices (Attention: Charmaine Layton)		
	Physical address:	Procurement Services, 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/)		
F.2.13.9	Telephonic, facsimile or e-mailed tender offers will not be accepted.			
F.2.15	The closing time for receipt of Tender offers is 12:00 hrs on 20/8/2018 (Tender Offers submitted after this time will NOT BE ACCEPTED)			
		Date	Time	Venue / Site
	Invitation to tender notice release via print media	27/7/2018 & 29/7/2018		
	Publication of tender available on WITS website	30/7/2018		
	<i>Service Provider notice of intent to respond & make an offer</i>	1/8/2018	12:00	
	Compulsory clarification meeting ¹	2/8/2018	10:00	
	Compulsory visits to <i>University</i> site/s ¹	TBA		
	Tender Offer submission (response closing time)	20/8/2018	12:00	
	Intended Short-listed Site Visits ²	TBC		
	Intended award date for	TBA		
	Intended contract conclusion for tender	TBA		
	¹ Service Providers visits to <i>University's</i> venue/s and site/s will be arranged beginning promptly at 10:00.			
	² <i>University's</i> visits to Service Providers sites are optional at the <i>University's</i> discretion Note that the dates in this clause F.2.15 are fixed, unless the <i>Purchaser</i> , which reserves its right to do so, alters any of these dates at any time as it deems necessary.			
F.2.16	The tender offer validity period applies to the contract period.			
F.2.22 F.2.23	All returnable documents, certificates and schedules must be current and valid and returned with the Service Provider's offer submission by the closing time indicated above.			
F.3.1.1	The <i>Purchaser</i> will respond to requests for clarification received up to 3 working days before the tender closing time. Queries should be by email only to the University representative named above. Additional information supplied to any Service Provider may be provided to other Service Providers via e-mail.			
F.3.2	The University may issue addenda until 3 working days before the tender closing time.			
F.3.3	Tender offers submitted after the closing time in F.2.15 will be rejected, as will any tender submission that is received by any staff member of the University after the closing time. All such rejected submissions will remain unopened - (unless already open, or it is necessary to open to obtain Service Provider details), and should be retrieved by the Service Provider within 7 days of the closing time, failing which it will be destroyed.			
F.3.4	Submissions are opened in the presence of the <i>University</i> tender evaluation committee members only.			
F.3.8	Service Providers will be disqualified without the opportunity to make their tender offer responsive if: <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, 			

	<ul style="list-style-type: none"> • it is not submitted in duplicate and/or does not include a softcopy, • it is not signed by a signatory as required in F.2.13.4, • proof of indicated insurance policies and their values are not provided, • the compulsory Returnable documents and schedules 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 or invalid documents are submitted, • it does not follow the required sequence of documents and schedules listed in the Table of Contents, • it is not submitted on the forms provided or forms are not completed, • any “must” condition is not met, or • the <i>Purchaser</i> reasonably deems it fit to do so for any other cause.
F.3.10	The <i>Purchaser</i> may require short-listed Service Providers to make presentations to <i>University</i> management on the date and at the place in F.2.15 of the tender Data. These are designed to give Service Providers the opportunity to present their solution and have a question and answer clarifying session.
F.3.11.2 to F.3.11.9 inclusive	<p>These clauses are replaced with the following:</p> <p>The <i>Purchaser</i> will apply a unique set of evaluation criteria to the tender offer including:</p> <ul style="list-style-type: none"> • Service Provider experience and financial condition, reputation and competence in the provision of the goods and/or services that the Service Provider is offering to provide, • the qualification, experience and ability of the Service Provider’s staff expected to be assigned to the project, • the degree to which the proposed solution addresses the <i>University’s</i> requirements (fitness for purpose, business, technical, functionality, financial, quality, preference, etc), including the effectiveness of implementation, and the reliability and quality of the goods and services, • the ability of the Service Provider to minimize the <i>University’s</i> business risks in ensuring business continuity, and • additional differentiators that Service Provider shows are advantages over other similar suppliers.
F.3.15	This clause does not apply.
F.3.18	Notwithstanding the provisions of clause F.3.18, the <i>Purchaser</i> shall provide upon written request only the outcomes of tender process.
F.3.19	This clause does not apply.

By signing below, the Service Provider agrees with all of the conditions, statements and terms of this tender.

Authorised Signature of Service Provider		
Name of signing person		
Capacity		
Date		
Telephone Number & Fax Number		
Cell Number		
Name of Service Provider [company name]		
Postal address (in block letters)		
Full street address (Domicilium citandi et executandi in the RSA)		



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T.2.1 List of returnable schedules

Returnable schedules required for tender evaluation purposes

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

Only Service Providers who satisfy the indicated Eligibility Criteria and those set out in the Tender Notice and Invitation to tender section of the Tender Documents should submit tender. Eligibility criteria is indicated in T1.1 of this tender document.

Section 1 Refer to the Eligibility Criteria in section T1

Section 2

Schedule A: Company Profile and Information

1. Description & brief history of Service Provider's company
2. Local organogram, including corporate and support structure
3. Company financial results (including last 3 financial years' audited financial results or statements prepared in accordance with International Financial Reporting Standards (IFRS) for the preceding financial year and latest integrated annual report (specific website address for report is sufficient)
4. Company and tax certificates including:
 - South African registration documents if a registered company (CIPRO/CIPC registration & directors, VAT registration, Memorandum of Association, Certificate of Incorporation)
 - A Valid Tax Clearance Certificate for Service Provider's issued by the South African Revenue Services
5. Letter of Good Standing from Service Provider's bankers which indicates the Service Provider company's financial health and liquidity. This letter must state at minimum about the Service Provider:
 - i. Service Provider's registered name and length of time as the bank's client,
 - ii. The Service Provider's account name and details at the bank,
 - iii. Service Provider 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 Service Provider good for its normal contracting commitments, and
 - vi. The Service Provider has access to lines of credit with the bank, they have the resources to meet their commitments, and that the bank considers the Service Provider a counterparty of good risk and good for business.
6. Have a track -record of implementing similarly successful Contracts.
7. The Tenderer's offer should include:
 - a) A summary of the Tenderer's proposal
 - b) How the Tenderer is able to meet the tender requirements. Include differentiators that Tenderer shows are advantages over other similar suppliers. Include here any relevant information, which is not covered in other sections information that you believe will help to convince the Purchaser of your suitability as a supplier and your ability to add value.

Functionality Criteria to be completed by Tenderers

Phase 1 of Functionality: Note: Only Tenderers that attain a minimum of 80% threshold for functionality indicated below shall be evaluated further.

An onsite evaluation will be conducted at the Service Provider's Client Reference. Presentations may be required as part of the final stage where functionality, pricing and preference is considered. A minimum of 80% threshold will be considered for both Onsite Evaluation and Presentation. The University may request demo trials from shortlisted companies.

No	Criteria	Weights
1.	Track Record /Experience	Maximum 30 Points
1.1.	Provide a minimum of three recent (3) acceptable references should be attached providing evidence of delivering an ITSM Solution.	
1.2.	Three (3) Confirmed acceptable references provided	15 Points
1.3.	Two (2) Confirmed acceptable references provided	10 Points
1.4.	One (1) Confirmed acceptable references provided	5 Points
1.5.	Years of Experience in implementation and support of an ITSM Solution.	15 Points
2.	ITSM Functional Compliance Schedules (Tenderer to complete Annexure 2)	Maximum 30 Points
2.1.	As per compliance schedule - at minimum 80% compliance is required for solution capability. Some criteria are mandatory, Criteria elements are weighted.	
3.	Skills/Competency/ Capacity	Maximum 10 Points
3.1.	Provide Staff Capacity – Indicate the relevant technical skills of key staff member (Technical team leader). Show the years of experience of the team leader showing evidence of ITSM implementation and experience (scale and years of experience).	5 Points
3.2.	Provide proof of Supplier Training and Certifications of staff to install the recommended solutions. Relevant staff members should have the required product/technology certifications and relevant other certifications such as ITIL, Project management certifications. Summarise the experience and certifications of the installation and support team.	5 Points
4.	Comprehensive Project plan for the full scope of work	Maximum 10 Points
4.1.	Provide a project implementation plan. Your plan will be assessed in terms of completeness and comprehensiveness. How well does the plan meet the milestones and full scope of work.	10 Points
5.	Suppliers Strategic Intent	Maximum 10 Points
5.1.	What is the supplier's short / medium / long term strategic intent. (For example road map of the tool, ITIL Version 4 ,cloud , mobile, AI, Problem identification and resolution, reporting capability)	10 Points
6.	Proof of Relevant Association	Maximum 5 Points
6.1.	Provide proof of relevant of Association(For Example ICASA , ISACA)	5 Points
7.	Risk/Assumptions/Dependencies/Exclusions.	Maximum 5 Points
7.1.	Provide details related to Backup, redundancy, risks, assumptions you are making, dependencies, exclusions,short comings etc. and indicate how business continuity is addressed.	5 Points
TOTAL POINTS FOR FUNCTIONALITY		100 Points

Schedule B: Service Provider's Insurances

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

- Public/Commercial liability insurance including insurance against liability for death of or bodily injury to employees, agents or representatives of the Tenderer
- Professional Indemnity insurance
- The Service Provider shall at all times maintain insurance cover satisfactory to the University's insurance brokers, including professional indemnity insurance which adequately insures against all the liabilities imposed by this Contract.
- The Service Provider shall forward proof of its insurance cover to the University on or about the Start Date and thereafter the terms shall not be altered without the consent of the University. Proof of payment of premium for the policy shall be furnished annually to the University

Schedule C: Customer References and Experience of Tenderer

- The Tenderer to provide minimum of three (3) references where similar implementation of the proposed solution has been conducted. (References within the last five (5) years). With one (1) local reference site preferably based in Gauteng.
- The reference sites should have similar or greater technical capacity and complexity to that of the University.
- If, in the University's opinion, the reference customers do not meet the University's requirements, additional references will be requested, and visits to the reference sites will be required. Interviews at reference sites will be confidential.
- Tenderers may be required to demonstrate their proposed solution. Such demonstrations should, as far as practicable, simulate the solution in the University's environment.
- Please provide your information in the attached Schedule C: Customer References and Experience of Tenderer.
- Indicate your years of experience in implementing ITSM tool solutions
- Indicate your years of experience in supporting ITSM tool solutions
- The following is a statement of similar work successfully completed by ourselves over the last five (5) years (use a separate page of necessary but ensure the below information is responded fully):

3 acceptable reference in delivering a similar contract within the last five (5) years.	Description of ITSM Tool implemented and support provided	Value of Contract inclusive of VAT (Rand)	Date completed
Name of Institution: Senior Contact Person: Position: Email: Contact Number: Location of Site (Physical Address):			
Name of Institution: Senior Contact Person: Position: Email: Contact Number: Location of Site (Physical Address):			
Name of Institution: Senior Contact Person: Position: Email: Contact Number: Location of Site (Physical Address):			

Signed

Date

Name

Position

Tenderer

Schedule D: ITSM Functional Compliance (Complete Annexure 2: ITSM Functional Compliance Schedules)

- As per compliance schedule, at minimum 80% compliance is required for solution capability for each ITSM Discipline. Some criteria are mandatory; Criteria elements are weighted.
- The Compliance Schedule must be submitted in editable and printable softcopy in both the original Excel compatible (.xlsx) and .pdf formats.
- Tenderers are required to indicate, in the spaces provided, compliance or non-compliance with the requirement. Tenderers are to enter one of the following compliance codes in the Comply column of the tables in Annexure 2:
 - Y = Fully Compliant
 - N = Partially Compliant or Not Compliant. If N = please state deviation in terms of what can be proposed.

Note: When marked N with no reason for deviation, it will be assessed as Not Compliant with the requirement. The deviation is still subjected to approval.

Tenderers must attain a minimum of 80% compliance to the items and/or components listed in this Minimum Technical Specifications Compliance Schedule:

- ITSM Tool compatibility with Microsoft Windows application platform. (Including service packs and hot fixes)
- ITSM Tool database compatibility with / hosted in a Microsoft SQL dbase instance
- ITSM Tool compatibility with prevailing logical security application deployed this includes all the current Service Desk systems across the University, enabling data migration from those tools where required.
- Tool capability to support linkages for data transfer from the Wits' Identity Management System(s)
- Tool capability to support linkages to the Wits' current voice logging system (Phillips CC250)
- ITSM Tool capability to support web-logging / interaction
- ITSM Tool capability to inform process actors via text messaging on designated process triggers requiring intervening

Compatible / operational criteria, as depicted below, i.e. ability of tool to support the (expected) user base, function(s) and process/as depicted below:

- ICT Service Desk (SD) / SD Management Group
- ICT Incident Management Group / Process
- ICT Change Management Group / Process
- ICT Service Request Management Group / Process
- ICT Release Management Group
- ICT Asset and Configuring Management Group
- ICT Service Request Management Group

ITSM functional criteria

- ITSM Tool's capability to support ITSM Service Desk's Functional Criteria
- ITSM Tool's capability to support ITSM Incident Management's Functional Criteria
- ITSM Tool's capability to support ITSM Service Request Management's Functional Criteria
- ITSM Tool's capability to support ITSM Problem Management's Functional Criteria
- ITSM Tool's capability to support ITSM Change Management's Functional Criteria
- ITSM Tool's capability to support ITSM Release and Deployment Management's Functional Criteria
- ITSM Tool's capability to support ITSM Asset and Configuring Management's Functional Criteria

ITSM integration criteria

- ITSM Tool's capability to support ITSM Service Desk's Integration Criteria
- Tool's capability to support ITSM Incident Management's Integration Criteria
- Tool's capability to support ITSM Service Request Management's Integration Criteria
- ITSM Tool's capability to support ITSM Problem Management's Integration Criteria
- ITSM Tool's capability to support ITSM Change Management's Integration Criteria
- Tool's capability to support ITSM Release and Deployment Management's Integration Criteria
- Tool's capability to support ITSM Asset and Configuring Management's Integration Criteria.

Schedule E: Skills/Competency/ Capacity

- Provide Staff Capacity – Indicate the relevant technical skills of key staff member (technical team leader). Show the years of experience of the team leader showing evidence of ITSM implementation and experience (scale and years of experience).
- Proof Supplier Training and Certifications of staff to install and support the recommended solutions. Relevant staff members should have the required product/technology certifications and other relevant industry certifications (e.g. ITIL and other).

Schedule F: Comprehensive Project Plan

Implementation plan. How well does the plan meet the milestones and full scope of work. Your plan will be assessed in terms of completeness and comprehensiveness. .

Schedule G: Suppliers Strategic Intent

What is the supplier's short / medium / long term strategic intent. (For example road map of the tool, ITIL Version 4 ,cloud , mobile, AI, Problem identification and resolution, reporting capability)

Schedule H: Proof of Relevant Associations

Proof of relevant Association (For example ICASA, ISACA)

Schedule I: Risk/Assumptions/Dependencies/Exclusions

Provide details related to Backup, redundancy, risks, assumptions you are making, dependencies, exclusions,short comings etc. and indicate how business continuity is addressed.

T.2.2 List of contract annexures

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

The Tenderer's offer must be composed according to, and in the sequence of the Schedules / Annexures listed in the 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 Tenderer's offer

- Tenderer's cover letter
- Tenderer's executive summary
- The Tenderer's offer should include:
 - A summary of the Tenderer's proposal specifying which component/s the Tenderer is submitting an offer for.
 - How the Tenderer is able to meet the tender requirements, including differentiators that Tenderer shows are advantages over other similar suppliers or in this field of expertise. Include here any relevant information which is not covered in other sections and information which you believe will help convince the Purchaser of your suitability as a supplier and your ability to add value.
 - In respect of each of the component/s that the Tenderer has selected to respond to, Tenderers are expected to show that they:
 - have the necessary experience, know-how, skills and resources
 - to supply, install, and effect interoperability of the selected component/s,

- within the overall timeframes set out in the proposed project plan,
- maintain the component/s, and make provision for future upgrades for them should the need arise, and
- be able to comply with the expected minimum Service Levels (SLs).
- The Project must however be complete as per the University agreed terms.
- The proposed solution should take into consideration the current established infrastructure and avoid or prevent any degradation of current functionality.

Section 3: Pricing Schedule

- The pricing the Tenderer submits will be considered the Tenderer's final offer which will be a Returnable that will become Annexure 3 Pricing and equipment schedule to the Contract. The spread sheet that is Annexure 3 must be used to submit pricing and equipment as indicated in this tender invitation.
- Tenderers must show the pricing information using the pricing template contained in Annexure 3. The Pricing and equipment schedule must be submitted in editable and printable softcopy in both the original Excel compatible (.xlsx) and .pdf formats.
- The Tenderer must provide analysed and total costs plus detailed descriptions of what is included in such costs for the selected Component elements and/or solution as required in the Scope of Work.
- 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.
- 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 Project.

Cost Savings

The Purchaser expects the Tenderer to be an active partner in generating ideas to reduce costs and improved efficiencies (including total cost of ownership) beyond only price reductions. Alternative cost reduction methods should be included in a separate spread sheet

PURCO SA Service Fee

The Service Provider will provide for a 2% (two percent) service fee which is calculated on the total value of each monthly invoice issued by the Service Provider to the University for the provision of the Services (including any Additional Services and or goods).

The Service Provider will send copies of its monthly invoice and statement to both PURCO SA and the University. Upon receipt of the Service Provider's invoice, PURCO SA will invoice the Service Provider the 2% (two percent) service fee which is payable to PURCO SA by the Service Provider within 30 days of PURCO SA's invoice date

Annexure 4: Services Standards

Service Level Requirements

Service Levels will apply once the contract has been concluded.

The Tenderer should provide a problem resolution procedure. This should include an escalation procedure to various levels of Tenderer management and up to senior executives of the manufacturer if required. Please include details on the agreement that is in place with the relevant manufacturers. The Tenderer should also provide its call logging and management process including response and resolution times.

The University retains the option to review the qualifications and suitability of support both before and during placement at the University.

A transfer of skills to University technical staff is required including the right for University staff to observe installations to enable such staff to provide Tier 1 support.

The Tenderer must provide accurate reporting information against the Service Levels with particular attention to:

- Monthly/quarterly usage reports by Equipment, device and campus
- Trend reports on usage
- Monthly billing amounts to be detailed and component based if relevant
- Downtime
- Performance against agreed Service Levels (SLs)
- Regular service summary for all Equipment and devices
- Regular report on all issues and service calls dealt with
- Regular reports on incident trends
- Customer satisfaction measures to be agreed as part of the contract
- Monthly SLA review meetings will take place at the University

The delivery of all proposed technical support and training requirements should be clearly and comprehensively described.

The successful Tenderer should proactively manage its Component portion of the name of project including continuous guidance to the Purchaser on the most efficient and cost-effective use of the equipment and solution, as well as initiatives to provide cost reductions and to promote eco-friendly use and awareness.

Specification standards, compliance measurements and associated penalties will form part of the final contract concluded.

Annexure 5: Access to University's Precincts

These terms, provided by the University in Annexure 5, will govern the Service Providers access to and where and how the works, goods and services on the University's precincts are delivered / performed.

Section 4: Preference Documents

- Valid SANAS approved BBBEE certificate (Verification certificate from a verification agency accredited by SANAS and recognized as an Accredited B-BBEE Verification Agency - (see http://home.sanas.co.za/?page_id=1021)
- Attach a written declaration on company letterhead, which has been duly signed by the Supplier's authorised signatory, with the following content:

I/we declare that the <<Supplier Name>> enterprise is a Level contributor as at the closing date of this tender and our financial year ends onReturnable contract annexures that will be used for tender evaluation purposes and will be incorporated into the contract

THE CONTRACT

Part C1: Main Contract Terms and Conditions

The contract will be provided post the clarification session.

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