



UNIVERSITY OF THE  
WITWATERSRAND,  
JOHANNESBURG



**University of the Witwatersrand, Johannesburg**

**Request for Proposal (RFP)  
Wits ICT: ICT/2018/09**

**Smart Classroom Project**

**PROCUREMENT DOCUMENT**

August 2018

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

**University of the Witwatersrand, Johannesburg**

**Name of Tender: Smart Classroom Project**

**Name of Tenderer:**



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**Smart Classroom Project**

**Table of Contents**

Number	Heading
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**Request for Proposal**

**Part T1: Tendering Procedures**

T1.1	Tender notice and invitation to tender
------	--

T1.2	Tender data
------	-------------

**Part T2: Returnable documents**

T2.1	<p>List of returnable documents MUST be submitted</p> <p><b>Section 1:</b> Eligibility Criteria (Mandatory Procurement Criteria)</p> <p><b>Section 2:</b> Mandatory Technical &amp; Functionality Criteria</p> <p><b>Schedule A:</b> Company Profile and Information Required</p> <p><b>Schedule B:</b> Service Provider's Insurance</p> <p><b>Schedule C:</b> Customer References and Experience of Service Provider</p> <p><b>Schedule D:</b> Functional Compliance (Complete Annexure 2)</p> <p><b>Schedule E:</b> Proof of OEM /Reseller Proof of Accreditation from OEM</p> <p><b>Schedule F:</b> Tenderer's product or solution or technology should be in business for at least two (2) years.</p> <p><b>Schedule G:</b> Proof OEM for all active components should give a declaration for not end-of-sale, nor end-of-life and not end-of-support</p> <p><b>Schedule H:</b> Proof that the proposed solution must integrate with the University learning management system which is SAKAI.</p> <p><b>Schedule I:</b> Proof that Video solution provided must have a back-end video platform capability as per scope of work</p> <p><b>Schedule J:</b> Annexure 2 – Smart Classroom Functional Compliance a minimum 80% compliance is required. Some criteria are mandatory.</p> <p><b>Schedule K:</b> Skills/Competency/Capacity for Technical Staff</p> <p><b>Schedule L:</b> Skills/Competency/Capacity for Technical Project Manager</p> <p><b>Schedule M:</b> Comprehensive Project Plan for the full scope of work</p> <p><b>Schedule N:</b> Attach Proof of Warranties, Service, Maintenance, Repairs and Support for Devices</p> <p><b>Schedule O:</b> Onsite Training to WITS Support Staff</p> <p><b>Schedule P:</b> Suppliers Strategic Intent</p> <p><b>Schedule Q:</b> Risk/Assumptions/Dependencies/Exclusions</p> <p><b>Section 3:</b> Pricing Schedule</p> <p><b>Section 4:</b> Preference Documents</p>
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T2.2	Returnable Schedules
<b>THE CONTRACT</b>	
<b>Part C1: Main Contract</b>	
C1.1	Main Contract Terms and Conditions
<b>Part C2: Annexures</b>	
C2	<p><b>List of Annexures</b></p> <p><b>Annexure 1:</b> Scope of Work  <b>Annexure 2:</b> Smart Classroom Functional Compliance Schedule  <b>Annexure 3:</b> Pricing Schedule  <b>Annexure 4:</b> Floor Plan Layout – Auditorium  <b>Annexure 5:</b> Floor Plan Layout – Flat  <b>Annexure 6:</b> Existing Bill of Material  <b>Annexure 7:</b> Access to University Precincts</p>



UNIVERSITY OF THE  
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Wits ICT: ICT/2018/09

**Smart Classroom Project**

## **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, deliver, install, test, commission, programme, document, train and handover of a complete smart classroom solution.

This project is an initial project to set up at least two smart classrooms to serve as the assessment for creating smart classrooms. It should create the core infrastructure to make the lecture streaming and recording possible, as well as facilitate active student engagement in learning interactions. Part of the close-out of this project will include an assessment of the implementation and will feed into planning for rolling out future smart classrooms.

### **Tender Background**

This project aims to provide the technologies to create smart classrooms. These facilities should support the need of the lecturers and students to be able to stream anywhere, anytime and on any device. For the lecturers, the facility should be available to stream their lectures live but also to record these lectures to be able to edit and make available to their students. It should be simple and easy to use with minimum need for support and intervention. For student, it should be viewable live as well as after the presentations on any device. The quality of the video should remain at the appropriate quality for the device with the minimum bandwidth implications. Students should only be able to view lectures that are appropriately entitled to view according to their registration details. However, there should also be facility to service public lecturers.

This project should also facilitate a framework or toolbox of other technologies that could facilitate active student engagement in learning interactions in a smart classroom. Any tools identified in the investigations should be documented as an addendum, although these technologies may not be implemented as part of the project.

## **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 all required schedules, documents and annexures indicated in this document
3. submit audited company financial results for the immediately preceding 3 financial years, prepared in accordance with International Financial Reporting Standards (IFRS)
4. 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)
5. provide a current tax clearance certificate for tenders issued by the South African Revenue Services
6. provide a Letter of Good Standing from its bankers (see Returnable documents below)
7. established existing local client base. (Proof of having at least minimum of two (2) years of local existence)
8. have a track record for at least one (1) year where the tenderer supplied, delivered, installed, tested, commissioned, programmed, documented, trained and successfully handed over a complete smart classroom solution.
9. minimum of three (3) references where similar implementation of the proposed solution has been conducted. References should be within the last three (3) years, with one (1) reference site of similar complexity and scale as per the University requirements and the reference site preferably based in Gauteng.
10. Proof of Original Equipment Manufacturer (OEM) or Reseller Supply & Support Accreditation if the respondent is not the OEM
11. The OEM/Accredited Reseller for each products or technology quoted should be in the business of that product or solution or technology for at least two (2) years.
12. The OEM for all active components should give a declaration that products or technology quoted are neither end-of-sale nor end-of-life as on the date of installation and commissioning and are not end-of-support for the next 2 years.
13. Proposed solution must integrate with the University learning management system which is SAKAI.
14. Video solution provided must have a back-end video platform capability as per scope of work.
15. Annexure 2 – Smart Classroom Functional Compliance a minimum 80% compliance is required.

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](mailto:meshal.moonsamy@purcosa.co.za) and [Charmaine.Layton@wits.ac.za](mailto:Charmaine.Layton@wits.ac.za)

A compulsory clarification meeting with representatives of the Purchaser will take place on **Thursday, 6/9/2018 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 10:15.

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 your tender submission is on **Monday, 17/9/2018 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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Wits ICT: ICT/2018/09

**Smart Classroom Project**

## 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 ICT 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 <a href="mailto:meshal.moonsamy@purcosa.co.za">meshal.moonsamy@purcosa.co.za</a> and copied to Ms Charmaine Layton via e-mail: <a href="mailto:Charmaine.Layton@wits.ac.za">Charmaine.Layton@wits.ac.za</a> . (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"> <li>request further information should the tender offer yield insufficient detail and Service Provider differentiation,</li> </ul>

	<ul style="list-style-type: none"> <li>• contact any Service Provider during the evaluation process, in order to clarify any information, without informing any other Service Provider.</li> <li>• award portions of the tender to more than one Supplier,</li> <li>• 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,</li> <li>• cancel, withdraw, defer, suspend or reissue the tender in whole or in part at any time,</li> <li>• 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</li> <li>• audit the awarded contract/s from time to time.</li> </ul>				
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	<b>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.</b>				
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. <b>The printed copies and the electronic copy must contain exactly the same information.</b> 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><b>Identification details:</b></td> <td>Tender reference number, Title of Tender and the closing date and time of the Tender</td> </tr> <tr> <td><b>Tender Box Location:</b></td> <td>Foyer of the Procurement Services Offices (Attention: <b>Charmaine Layton</b>)</td> </tr> </table>	<b>Identification details:</b>	Tender reference number, Title of Tender and the closing date and time of the Tender	<b>Tender Box Location:</b>	Foyer of the Procurement Services Offices (Attention: <b>Charmaine Layton</b> )
<b>Identification details:</b>	Tender reference number, Title of Tender and the closing date and time of the Tender				
<b>Tender Box Location:</b>	Foyer of the Procurement Services Offices (Attention: <b>Charmaine Layton</b> )				



	<b>Physical address:</b>	Procurement Services, Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (Tel 011-717-1510) (refer map at: <a href="https://www.wits.ac.za/maps/braamfontein-campus-west/">https://www.wits.ac.za/maps/braamfontein-campus-west/</a> )		
F.2.13.9	Telephonic, facsimile or e-mailed tender offers will not be accepted.			
F.2.15	The <b>closing time</b> for receipt of Tender offers is <b>12:00 hrs on 17/9/2018</b> (Tender Offers submitted after this time will <b><u>NOT BE ACCEPTED</u></b> )			
		Date	Time	Venue / Site
	Invitation to tender notice release via print media	31/8/2018 & 2/9/2018		
	Publication of tender available on WITS website	3/9/2018		
	<i>Service Provider notice of intent to respond &amp; make an offer</i>	5/9/2018	12:00	
	Compulsory clarification meeting <sup>1</sup>	6/9/2018	10:00	
	Compulsory visits to <i>University</i> site/s <sup>1</sup>	n/a		
	Tender Offer submission (response closing time)	17/9/2018	12:00	
	Intended Short-listed Site Visits <sup>2</sup>	26/9/2018		
	Intended Short-listed Presentations	28/9/2018		
	Intended award date for	4/10/2018		
	Intended contract conclusion for tender	TBA		
	<sup>1</sup> Service Providers visits to <i>University's</i> venue/s and site/s will be arranged beginning promptly at the times indicated above.			
	<sup>2</sup> <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 applied 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"> <li>• it is submitted after the closing time specified in F.2.15,</li> <li>• it is delivered to individuals other than Procurement personnel at the address in F.2.13.5,</li> <li>• it is not submitted in duplicate and/or does not include a softcopy,</li> </ul>			

	<ul style="list-style-type: none"> <li>• it is not signed by a signatory as required in F.2.13.4,</li> <li>• proof of indicated insurance policies and their values are not provided,</li> <li>• the compulsory Returnable documents and schedules are not provided or not completed in full,</li> <li>• they fail to comply with the requested specifications, services and service levels, or</li> <li>• any compulsory requirements as indicated are not complied with.</li> </ul> <p>A tender offer may be declared unresponsive and rejected if:</p> <ul style="list-style-type: none"> <li>• it contains any erasure, alteration, text addition or irregularity other than that as requested,</li> <li>• it is considered unbalanced, or does not include the required information necessary for proper comparison and evaluation,</li> <li>• it is incomplete or invalid documents are submitted,</li> <li>• it does not follow the required sequence of documents and schedules listed in the Table of Contents,</li> <li>• it is not submitted on the forms provided or forms are not completed,</li> <li>• any “must” condition is not met, or</li> <li>• the <i>Purchaser</i> reasonably deems it fit to do so for any other cause.</li> </ul>
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"> <li>• 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,</li> <li>• the qualification, experience and ability of the Service Provider’s staff expected to be assigned to the project,</li> <li>• 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,</li> <li>• the ability of the Service Provider to minimize the <i>University’s</i> business risks in ensuring business continuity, and</li> <li>• additional differentiators that Service Provider shows are advantages over other similar suppliers.</li> </ul>
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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Wits ICT: ICT/2018/09

**Smart Classroom Project**

## 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 (bank code/rating), 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.**

No	Functionality Criteria	Maximum Points Allocated
1	<b>Track Record /Experience</b>	<b>Maximum 5 Points</b>
	Minimum 3 Years of Experience of the tenderer as a company in Smart Classroom deployments.	
	> 5 years of experience = 5 points	
	5 years of experience = 4 points	
2	<b>References</b>	<b>Maximum 20 Points</b>
	Provide at least three (3) relevant references where the tenderer provided a turnkey solution for smart classrooms. Or alternately as per Schedule C's paragraph. The Tenderer to provide minimum of three acceptable (3) references where similar implementation of the proposed solution has been conducted. References should be in a teaching and learning environment and completed within the last three (3) years. One (1) reference site of similar complexity and scale as per the University requirements, preferably based in Gauteng . References will be confirmed.	
3	<b>Proposed Smart Classroom Solution</b>	<b>Maximum 30 Points</b>
	Tenderer to attach their proposed design and drawing which must meet the full scope provide by WITS. Attach both electronically as well as a printed version. This should be a true reflection of the installation and layout of the equipment in the venue. = 5 Points Tenderers MUST complete Annexure 2 – Functional Compliance of which the tenderer must achieve the minimum mandatory threshold of 80% = 25 Points	
4	<b>Competency &amp; Capacity of Proposed Technical staff (Attach CVs, Relevant Accreditations and Certifications)</b>	<b>Maximum 10 Points</b>
	Technical Staff Capacity – Indicate the relevant technical skills of key staff members that will be deployed for this project. Relevant staff members should have the required product/technology certifications and other relevant accreditations. Summarise the experience and certifications of the support team.	
	Combined experience of technical staff ≥10 years = 10 points	
	Combined experience of technical staff 9 years = 9 points	
5	<b>Relevant Experience of Technical Project Manager in providing a turnkey solution. Attach summarised CV - certifications and accreditations.</b>	<b>Maximum 5 Points</b>
	Minimum 5 years of experience = 2.5 points	
	Project Manager should have the recognised qualifications such as Project Management Professional (PMP), PM Body of Knowledge (PMBOK) , Prince 2 qualification = 2.5 Points	
6	<b>Comprehensive project plan for supply, deliver, install, test, commission, programme, document, train and handover of a complete smart classroom solution. Tenderer's to note proposed tentative date of award 4/10/2018.</b>	<b>Maximum 20 Points</b>
	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	
	Complete supply ,delivery , installation & hand over within 8 weeks = 10 Points	
	Complete supply ,delivery , installation & hand over within 10 weeks = 8 Points	
8	<b>Warranties, Service, Maintenance, Repairs and Support for Devices</b>	<b>Maximum 15 Points</b>
	Provide proof that will guarantee uptime. Propose business continuity plan for the solution that will cater for critical component failures to ensure the university is not compromised in the venues. Turnaround for resolution - next business day (within 24 hours) = 5 Points	

	Provide proof that ALL warranty service, maintenance, repairs and support for devices systems and installation must be performed locally within Gauteng region. = 5 Points	
	Spare parts must be available at least five (5) years after delivery of a specific model and parts = 5 Points	
9	<b>Onsite Training</b>	<b>Maximum 5 Points</b>
	Onsite training to WITS Support Staff in which smart classrooms have been implemented. Tenderers ability to provide a training program with training manuals to include comprehensive operations of the system including integration of WITS System	
10	<b>Roadmap and Strategic Intent</b>	<b>Maximum 5 Points</b>
	What is the tenderers short/medium/long strategic intent of their proposed solution? (For example road map of the solution ,cloud , mobile, AI, Problem identification and resolution, reporting capability)	
11	<b>Risk/Assumptions/Dependencies/Exclusions</b>	<b>Maximum 5 Points</b>
	Provide details related to Backup, redundancy, assumptions you are making, dependencies, short comings etc. Indicate how business continuity is addressed.	
<b>TOTAL POINTS FOR FUNCTIONALITY</b>		<b>120 Points</b>

**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 Contractor, as contemplated in the Compensation.
- 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 three (3) years), with one (1) reference site of similar complexity and scale as per the University requirements and the 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 providing Smart Classroom Solutions .....**
- The following is a statement of similar work successfully completed by ourselves over the last three (3) 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 three (3) years.	Description of Contract & Scope of work completed for Smart Classroom Solution	Value of Contract inclusive of VAT (Rand)	Date completed
Name of Institution/Client: Senior Contact Person: Position: Email: Contact Number: Location of Site (Physical Address):			
Name of Institution/Client: Senior Contact Person: Position: Email:			

Contact Number: Location of Site (Physical Address):			
Name of Institution/Client: Senior Contact Person: Position: Email: Contact Number: Location of Site (Physical Address):			

Signed

Date

Name

Position

Tenderer

**Schedule D: Smart Classroom Project: Functional Compliance (Complete Annexure 2: Smart Classroom Functional Compliance Schedules)**

- As per compliance schedule, at minimum 80% compliance is required for solution capability for Smart Classroom Solution.
- 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.

**Schedule E: Proof of OEM Accreditation /Reseller Proof of Accreditation from OEM**

Proof from Original Equipment Manufacturer (OEM) or Reseller Supply & Support Accreditation from OEM if the respondent is not the OEM

**Schedule F: Proof of OEM/Accredited Reseller for each products or technology quoted should be in the business of that product or solution or technology for at least two (2) years.**

**Schedule G: Proof OEM for all active components should give a declaration that products or technology quoted are neither end-of-sale nor end-of-life as on the date of installation and commissioning and are not end-of-support for the next 2 years.**

**Schedule H: Proof that the proposed solution must integrate with the University learning management system which is SAKAI.**

**Schedule I: Proof that Video solution provided must have a back-end video platform capability as per scope of work**

**Schedule J: Annexure 2 – Smart Classroom Functional Compliance a minimum 80% compliance is required. Some criteria are mandatory.**

**Schedule K: Technical Staff - 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 Smart Classroom implementation and experience (scale



and years of experience). Relevant staff members should have the required product/technology certifications and other relevant industry certifications.

Attached CV of Key Technical Staff to be placed on WITS Project	Key Position & Role for WITS Project	Relevant Years of Experience	Relevant Certification and Accreditation
1) CV of Technical Staff Proposed			
2) CV of Technical Staff Proposed			
3) CV of Technical Staff Proposed			
4) CV of Technical Staff Proposed			
5) CV of Technical Staff Proposed			
6) CV of Technical Staff Proposed			
7) CV of Technical Staff Proposed			
8) CV of Technical Staff Proposed			
9) CV of Technical Staff Proposed			
10) CV of Technical Staff Proposed			
Combined Years of Experience of Key Staff to be placed on WITS Project			

**Schedule L: Technical Project Manager –Attach CV & Relevant Qualifications**

- Indicate the relevant technical experience of Project Manager.
- 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 such as recognised qualifications such as Project Management Professional (PMP), PM Body of Knowledge (PMBOK), Prince 2 qualification.

**Schedule M: 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 N: Attach Proof of Warranties, Service, Maintenance, Repairs and Support for Devices**

Propose business continuity plan for the solution that will cater for critical component failures to ensure the university is not compromised in the venues.

**Schedule O: Onsite Training to WITS Support Staff in which smart classrooms have been implemented**

**Schedule P: Suppliers Strategic Intent**

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

**Schedule Q: 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 Pricing is inclusive of VAT.
- 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. Currency exchange rate fluctuations must be factored into your tender offer. Note for evaluation purposes; apply the fixed Rate of exchange as supplied in Annexure 3 Pricing and equipment schedule.

### **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 7: Access to University's Precincts**

These terms, provided by the University in Annexure 7, 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](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 on .....Returnable 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)**