



UNIVERSITY OF THE  
WITWATERSRAND,  
JOHANNESBURG

## RFI – Request for Information

### WITS TENDER 2025:30

### IT Research and Advisory Services

<b>Reference No.:</b>	<b>Wits 2025:30</b>	
<b>Description:</b>	IT Research and Advisory Services	
<b>Issue Date:</b>	21 September 2025	
<b>Issued by:</b>	ICT	
<b>Submission Date and Time:</b>	Date: 09 October 2025	Time: 23h59 (Before Midnight) SAST
<b>Important Information:</b>	Non-Compulsory Briefing Session	<b>26 September 2025 @ 09h00 am (SAST)</b>

Name of Tenderer: \_\_\_\_\_

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List of Annexures	Description of Annexures
Annexure A	Scope of Work
Annexure B	Returnable Schedules and Documents
Schedule 4	Compliance Checklist

## PART A: TENDER OVERVIEW

### 1 TENDER OUTLINE

#### 1.1 University's Background

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 governmental sectors. The University has more than 30000 students and approximately 6500 staff and is one of the biggest sources of skills in Africa.

The Information and Communication Technology (ICT) department seeks to engage a strategic **IT research and advisory partner** to support the University's digital transformation journey in alignment with the Wits 2033 Strategy. This partnership will provide expert guidance across areas such as ICT Governance, Cybersecurity, Business Intelligence, Digital Innovation, Enterprise Architecture and Service Delivery. By drawing on global expertise and research-backed frameworks applicable to higher education, the engagement will ensure that Wits ICT remains at the forefront of academic support and operational excellence. This initiative complements ongoing service management efforts and enhances the institution's ability to deliver secure, innovative, and value-driven ICT services.

#### 1.2 Tender Background

To engage a qualified **IT research and advisory partner** to provide strategic guidance and expertise for five (5) years, ensuring alignment between the University's digital direction and its institutional strategy.

Only those who have responded to the RFI and met the stated criteria may be eligible to have their submissions proceed to the next stages.

#### 1.3 Tender Description

- 1.3.1 To engage a qualified **IT research and advisory partner** to provide strategic guidance and expertise for the next five (5) years including 2026 – 2030, ensuring alignment between the University's digital direction, its institutional strategy and the latest trends.
- 1.3.2 **This RFI is for information purposes only and does not constitute a commitment to purchase or issue a contract.** Therefore, the primary objective of this RFI is to identify possible reputable service providers for IT Research and Advisory Services. Based on responses received, selected service providers may be invited to participate in further procurement processes.
- 1.3.3 To engage qualified and experienced IT research and advisory partners that will:
  - 1.3.3.1 Provide access to a centralized, comprehensive, timely, and sector-specific IT knowledge and advisory platform designed for IT Managers and Executives, Technical Professionals, Academic Researchers and Students to facilitate access to best practices, research, advisory services and executive level engagement to support innovation, operational efficiency and strategic decision-making in IT domains.
  - 1.3.3.2 Provide expert insights, advisory content, and analytical tools to assist University leadership and key stakeholders (i.e. IT Managers and Executives, as well as Technical Professionals) in making informed decisions relating to technology investments, IT governance, and strategic alignment.
  - 1.3.3.3 Offer access to strategic planning frameworks, case studies, and analyst consultations to support the University's efforts in developing and refining its IT strategy.
  - 1.3.3.4 Provide competitive benchmarking data, best practice guidance, and advisory input to inform the University's internal efforts to optimize IT expenditures and resource allocation.
  - 1.3.3.5 Provide assistance in solutions and vendor selections, by evaluating technology solutions



and vendors, for any university's requirements.

- 1.3.3.6 Provide assistance in risk and compliance advice, identifying security, privacy, and operational risks, Advising on compliance with relevant laws and standards (e.g., POPIA, GDPR). Offering frameworks for governance and policy development.
- 1.3.3.7 Assist in performance improvement, Assessing ICT operations for efficiency and cost-effectiveness.
- 1.3.3.8 Recommending best practices for service delivery, architecture, and support.
- 1.3.3.9 Helping measure ROI from ICT investments.
- 1.3.3.10 Providing workshops, briefings, and training for ICT staff.

## 1.4 Procurement Strategy

### 1.4.1 This is an open competitive tender process.

## 1.5 Pre-qualification Criteria

- 1.5.1 Tenderers who have suitable experience and demonstrated capacity in the required work activities in IT research and advisory services may be eligible to participate in this Tender.
- 1.5.2 Only Tenderers who meet the pre-qualification criteria outlined in the table below are eligible to submit a Tender Submission. Failure to meet the pre-qualification criteria will result in disqualification.

No.	Procurement Mandatory Criteria	Label Reference
<b>It is compulsory that the Tenderer must:</b>		
1.	<b>provide a signed Submission</b> which has to be signed by a duly authorised representative of the Tenderer. Please also sign <b>Section 1B: Declaration of Interest by the Tenderer</b> .	3A
2.	<b>provide</b> proof of your legal <b>entity's registration documentation (e.g. CIPC)</b> indicating date of registration/incorporation, list of directors, partners, and members if a registered entity. International company registration equivalents will be acceptable. <b>Attach CIPC or equivalent.</b>	3B
3.	<b>provide</b> a current and <b>valid Tax Clearance certificate/PIN</b> for South African entities. <b>Attach certificate</b>	3C
4.	proof of their <b>VAT registration details</b> , for South African entities. Provide rationale if not VAT registered. This will be assessed for acceptability. International company may provide equivalents will be acceptable. <b>Attach document.</b>	3D
5.	<b>provide a company profile</b> (information about the company) including your years of experience and years of operation providing IT Research and advisory services. <b>Please ensure that this information is accurate and up to date. Attach document.</b>	3E
<b>Technical Mandatory Criteria</b>		
<b>It is compulsory that the Tenderer must:</b>		
6.	<b>provide</b> evidence demonstrating details of the <b>supplier's track record including experience, qualifications, and expertise</b> . A track record of a minimum of 5 years' experience in the delivery of the service. The track record will be assessed for acceptability and appropriateness.	3F
7.	<b>provide</b> evidence of compliance with <b>IT certifications and standards</b> for managing sensitive or confidential data. Provide certificate for <b>ISO/IEC 27001:2022</b> Information Security Management Systems (ISMS) combined with higher education best practices and evidence-based strategic planning models. <b>Attach evidence.</b>	3G



8.	<b>provide evidence that demonstrates expertise in the following:</b>	<b>3H</b>
	8.1 Higher education ICT governance and transformation frameworks.	
	8.2 Cybersecurity strategy development (aligned with NIST/ISO 27001).	
	8.3 Digital innovation and enterprise architecture (e.g. TOGAF).	
	8.4 Benchmarking and capability maturity models (e.g. COBIT, ITIL, EDUCAUSE).	
9.	<p><b>provide access to a centralised comprehensive IT Knowledge and Advisory Platform</b> that supports a wide range of users including technical experts, academic researchers, students, and IT management and executives. The platform must meet the following criteria:</p> <ul style="list-style-type: none"> <li>• <b>Content and Resources:</b> <ul style="list-style-type: none"> <li>○ Offer a broad, regularly updated repository of IT-related materials, including but not limited to: <ul style="list-style-type: none"> <li>▪ Industry and technical best practices (e.g., ITIL, Agile, DevOps)</li> <li>▪ Academic and industry research papers</li> <li>▪ Technical whitepapers, case studies, implementation guides, toolkits and frameworks, and training resources</li> </ul> </li> <li>○ Include tools for content discovery such as advanced search and filtering capabilities.</li> </ul> </li> <li>• <b>User Engagement and Accessibility:</b> <ul style="list-style-type: none"> <li>○ Provide collaboration features such as discussion forums, comments, and user profiles.</li> <li>○ Ensure intuitive, user-friendly navigation for diverse user groups.</li> </ul> </li> <li>• <b>Security and Compliance:</b> <ul style="list-style-type: none"> <li>○ Comply with relevant international standards (e.g., ISO/IEC 27001, GDPR).</li> </ul> </li> <li>• <b>Service Availability and Support:</b> <ul style="list-style-type: none"> <li>○ Guarantee a minimum of 99.9% platform uptime.</li> <li>○ Provide 24/7 technical support.</li> <li>○ Respond to advisory or consultation and requests in alignment with engagement schedules and within agreed SLA timeframes (e.g. 5 business days for non-critical outputs, 2 days for urgent inputs).</li> </ul> </li> </ul>	<b>3I</b>
10.	<p><b>provide access to on-demand technical advisory and consulting services</b> to support a range of IT disciplines and business needs. The service offering must include:</p> <ul style="list-style-type: none"> <li>• <b>Service Delivery Methods:</b> <ul style="list-style-type: none"> <li>○ Virtual consultations</li> <li>○ Tailored written reports, recommendations, or assessments</li> <li>○ Access to subject matter experts</li> </ul> </li> <li>• <b>Responsiveness:</b> <ul style="list-style-type: none"> <li>○ Ability to engage on both ad hoc and scheduled basis</li> <li>○ Clear service-level expectations, including acknowledgment of requests within agreed timeframes (e.g., within 3 business days)</li> </ul> </li> </ul> <p>These services should be flexible, scalable, and aligned with the evolving needs of technical teams and the University's priorities.</p>	<b>3J</b>
11.	<p><b>provide strategic advisory services specifically tailored for Senior IT Leadership.</b> The services must include:</p> <ul style="list-style-type: none"> <li>• <b>Executive Engagement:</b> <ul style="list-style-type: none"> <li>○ Delivery of high-value executive briefings on current and emerging trends</li> <li>○ Access to leadership forums, roundtables, and conferences for peer engagement and knowledge sharing</li> </ul> </li> </ul>	<b>3K</b>



	<ul style="list-style-type: none"> <li>One-on-one or group advisory sessions supporting digital and the University's transformation initiatives</li> <li><b>Focus Areas (Non-Exhaustive):</b> <ul style="list-style-type: none"> <li>Emerging technologies and innovation strategy</li> <li>Enterprise IT architecture and governance</li> <li>Regulatory compliance and data privacy</li> <li>Workforce development, talent strategy, and capability building</li> <li>IT financial management, vendor strategy, and risk management</li> <li>Sustainability, ESG alignment, and digital ethics</li> </ul> </li> </ul> <p>The tenderer is expected to evolve and tailor executive-level support in response to changing business environments, sector challenges, and executive priorities.</p>	
12	<p><b>must complete the Compliance Checklist</b> and comply with all mandatory requirements provided as <b>Schedule 4</b> as part of this tender pack. <b>Each requirement listed in the checklist is mandatory.</b></p> <ul style="list-style-type: none"> <li>Bidders must respond to each item in the checklist by indicating "Yes" or "No" in the designated column.</li> <li>Where applicable, bidders may include comments or justifications in the comment's column.</li> </ul> <p>A response of "No" or "Partial" to any item in the checklist will be considered for acceptability. If deemed as unacceptable, your bid will be disqualified. The compliance schedule <b>must be submitted</b> together with the bid response.</p>	3L

1.5.3 Tenderers who fail to provide the required schedules and documents will not have their Tender Submissions evaluated further.

1.5.4 Despite the above, the University reserves the right to request additional information (which request must be provided to the University within the period as determined and communicated by the University) where the information provided yields insufficient detail and Tenderer differentiation.

## 1.6 Tender Terms and Conditions

1.6.1 The [Tender Terms & Conditions](#) apply to and form an integral part of this Tender.

Full link: <https://www.wits.ac.za/media/wits-university/footer/about-wits/procurement/Tender%20Terms%20%20Conditions%2015.08.2020.pdf>

1.6.2 Words and phrases defined in the Tender Terms & Conditions shall also apply in the interpretation of the same words and phrases in this Tender, save where specifically otherwise indicated.

## PART B: KEY INFORMATION

## 2 TENDER TIMELINE

2.1 The table below lists key events, dates, and periods applicable to this Tender:

No.	Description	Date / Period
1.	Invitation to Tender notice release via print media	21 September 2025
2.	<p>A Non-Compulsory Online Briefing session will be held on: <b>Date and time: 26 September 2025 @ 09h00 am (SAST)</b> <b>Microsoft Teams</b> <b>Meeting ID: 370 540 269 416 3</b> <b>Passcode: 8Yc66di7</b></p> <p><b>Note:</b> it is highly recommended that the person/s that will be working on the submission attend the online briefing session.</p>	
3.	Submission Deadline	09 October 2025 23h59 (SAST)



- 2.2 The dates and times described above do not create a binding obligation on the part of the University to take any action nor does it create any right for a Tenderer to demand that the University executes a certain action on a specific date at a certain time.
- 2.3 In in accordance with section 6 of the Tender Terms and Conditions, the University may issue amendments up to 3 (three) Business Days before the Submission Date and Time.

### 3 UNIVERSITY CONTACT INFORMATION

Queries relating to the issue of the Tender Documents must be addressed to [admin.tenders@wits.ac.za](mailto:admin.tenders@wits.ac.za) and Doris Manyamalala (**Procurement Representative**) via e-mail: to [doris.manyamalala@wits.ac.za](mailto:doris.manyamalala@wits.ac.za)

### 4 DEVELOPING YOUR TENDER SUBMISSION

- 4.1 The Tender Documents set out the step-by-step process and conditions that apply.
- 4.2 Tenderers should take time to read and understand the Tender Documents, in particular:
- 4.2.1 the Tender Terms & Conditions;
  - 4.2.2 the Tender Submission protocol (please refer to section 5);
  - 4.2.3 develop a strong understanding of the University's Scope of Work detailed Annexure A;
  - 4.2.4 in structuring your Tender Submission consider how it will be evaluated, Part C: The Evaluation Process of this document describes the evaluation approach;
  - 4.2.5 important checklists are included in Annexure B: Returnable Schedules and Documents to assist Tenderers with the completion of their Tender Submission. Tenderers are required to tick the relevant boxes for verification purposes. Where information is not applicable, the symbols N/A must be inserted in the space provided.
- 4.3 Tenderers are advised to check the number of pages. Should any pages be missing or duplicated, or the reproduction indistinct, or any descriptions ambiguous, or contains any obvious errors they shall as soon as possible inform [admin.tenders@wits.ac.za](mailto:admin.tenders@wits.ac.za) and to [doris.manyamalala@wits.ac.za](mailto:doris.manyamalala@wits.ac.za) with a request to have it rectified.
- 4.4 Queries and requests for clarification should be submitted by email to [admin.tenders@wits.ac.za](mailto:admin.tenders@wits.ac.za) and to [doris.manyamalala@wits.ac.za](mailto:doris.manyamalala@wits.ac.za). The University will respond to queries and requests for clarification received up to 5 (five) Business Days before the Submission Date and Time. Please note that additional information supplied to any one Tenderer may also be provided to other Tenderers via e-mail.
- 4.5 The University shall under no circumstance be held liable for any loss or damage incurred to the Tenderer should the Tenderer fail to fulfil the requirements of the Tender.

### 5 SUBMITTING YOUR TENDER SUBMISSION

- 5.1 The mode of delivery for submission is set out below and will apply to this Tender:
- 5.2 Electronic Submissions:
- 5.2.1 The [Electronic Submission Protocol](#) will apply to this Tender.  
Full Link: <https://www.wits.ac.za/media/wits-university/footer/about-wits/procurement/Electronic%20Submission%20Protocol%2015.08.2020.pdf>
  - 5.2.2 [Tenderers should follow the Tender Response Format in terms of collating their submission \(Please refer to Annexure E\).](#)

Tenderers are urged to contact the University's Procurement Representative if unsure which mode of delivery applies to the Tender. The University will not be held responsible where the Tenderer incorrectly interprets the mode of delivery. The Tenderer acknowledges and accepts





that telegraphic, telephonic, telex, facsimile, physical submissions, and late submissions will not be accepted by the University. **Submission is by EMAIL as per the protocol above.**

## PART C: THE EVALUATION PROCESS

### 6 EVALUATION METHODOLOGY

- 6.1 The University will apply a multi-criteria approach in evaluating the Tender Submissions. It is envisaged that the following core criteria (which includes but is not limited to and in order of preference) will amongst others form the basis of the tender evaluation:
- 6.1.1 The Tenderer's ability to match service requirements as set out in **Annexure A: Scope of Work**;
  - 6.1.2 The type of organisation and the number of years in operation in the industry;
  - 6.1.3 The track record and experience of the Tenderer;
  - 6.1.4 The product offering, the variety thereof and the appropriateness of the offerings for the Wits customer base;
- 6.2 **Evaluation Procedure:**
- 6.2.1 The University may in writing request additional information, clarification or verification in respect of any information contained in or omitted from a Tenderer's Tender Submission.
  - 6.2.2 The University may enforce whatever measures it considers necessary to ensure the confidentiality and integrity of the contents of the Tender.
  - 6.2.3 The University will evaluate the proposals with reference to the University's set and approved evaluation criteria as indicated in these Tender Documents.

### 7 EVALUATION CRITERIA

- 7.1 **Stage 1: Pre-qualification Stage (Procurement Mandatory and Technical Mandatory Criteria)**
- 7.1.1 The University has a defined minimum pre-qualification criterion listed in the table under section 1.5 that must be met by the Tenderer in order for the University to accept the Tender Submission for evaluation.
  - 7.1.2 The pre-qualification evaluation will be carried out by the University's tender evaluation committee members to determine which Tender Submissions are compliant or non-compliant with the requirements issued by the University as part of this tender process.
  - 7.1.3 Where there is failure to comply with the pre-qualification criteria as set out in section 1.5 or the University is for any reason unable to verify whether the pre-qualification criteria are fully complied with, the University may disqualify the Tender Submission;
  - 7.1.4 Tenderers that do not meet the pre-qualification criteria may not advance to the next stage of evaluation.
  - 7.1.5 Please note that no points are allocated at this stage.
  - 7.1.6 **Note:** The Tenderer acknowledges and accepts that only documents related to the Tenderer's entity must be submitted in support of this Tender. The University will not accept documents relating to different companies or business units within a group of companies.
- 7.2 **Other Information**
- 7.2.1 After completion of the evaluation process, all shortlisted Tenderers will be invited to possible further procurement processes.
  - 7.2.2 The detailed evaluation results and Tenderer ratings will not be published or made available





to anyone.

## PART D: SCOPE OF WORK

### 8 SCOPE OF WORK

- 8.1 The detailed scope of work is attached to the Tender Documents and marked as Annexure A: Scope of Work.
- 8.2 Tenderers must ensure that before submitting a Tender Submission that they are able to meet the requirements as set out in **Annexure A: Scope of Work**.
- 8.3 **Note:** The University will not accept any material variation to Annexure A: Scope of Work (which may include but not is not limited to the products, services and service levels).

## PART E: RETURNABLE SCHEDULES & DOCUMENTS

### 9 THE SUBMISSION OF RETURNABLE SCHEDULES & DOCUMENTS

- 9.1 The Tender Submission will be evaluated based on the information submitted as set out in this tender document and in Annexure B: Returnable Schedules and Documents. The Tenderer's Tender Submission must be composed according to, and in the sequence as set out in Annexure B: Returnable Schedules and Documents. Additional instructions are contained under the applicable sections per Annexure B: Returnable Schedules and Documents.
- 9.2 Tenderers must complete the returnable schedules in type-written format and submit them in PDF and/or Excel compatible (.xls) (where indicated).
- 9.3 Tenderers must ensure that all returnable schedules, documents, and certificates are legible, current, legally compliant and valid.