

1. BACKGROUND & PURPOSE

- 1 Wits ICT is committed to supporting the University of Witwatersrand, Johannesburg's vision of being at the leading edge of innovation and academic excellence in the Global South; in supporting the vision, and the strategic objectives of the University, Wits ICT must ensure the provisioning of fit-for-use and purpose ICT solutions, achieved through balancing cost-effectiveness, product quality, technology compatibility, and environmental sustainability. On the provisioning of audio-visual solutions, Wits ICT originally partnered with a panel of five (5) service providers; the current panel agreement is ending, in November 2024. While the strategy for the acquisition and support of AV solutions and equipment remains the same: *acquisition AV solutions and equipment from accredited Original Equipment Manufacturers (OEMs) partners*; Wits ICT must initiate a tender process to onboard the new panel of service providers.
- 2 The objective is to appoint a panel of a minimum of four (4), and maximum of five (5) OEM accredited service providers, with the necessary capacity to design AV solutions, supply, install, maintain, troubleshoot, and repair audio-visual equipment in accordance with the needs of the University for a period of five (5) years. The required audio-visual solutions, equipment and devices will include but not limited to design, supply, install, maintain, repair, integrate, assess, replace, provide asset report management, and honouring the Original Equipment Manufacturer (OEM) warranty requirements.

3 DEFINITIONS AND APPLICABLE DOCUMENTS

- 3.1 Definitions and applicable documents section provides contextual information at both the tender and contract stages to ensure clarity in the interpretation of the SOW and identification of overarching legislation, policies, procedures, and guidelines that will govern the resulting work. The purpose of this section is to mitigate ambiguity and misunderstanding that could lead to poor proposals at the tender stage, or default, breach, or dispute at the contract stage.
- 3.2 Define terms that may be unfamiliar and spell out acronyms. This includes terminology unique to the commodity, field of work, the organisation or contracting.
- 3.3 The table below can be used to populate the necessary information:

Term / Acronym	Definition
Audio-Visual devices	means audio processors, scallers, projectors, controllers, matrix switchers, keypads, touchpads associated software, accessories, and peripherals (including but not limited to audio-cables)

Equipment	means audio processors, scallers, projectors, controllers, matrix switchers, keypads, touchpads associated software, accessories, and peripherals (including but not limited to audio-cables)
OEM	means the original Equipment manufacturer
AV	Audio-Visual
Service Provider	means the integrator that the original equipment manufacturer approved to either sell, distribute, install their equipment
OHS	Occupational Health and Safety
ETA	Estimated Time of Arrival
ETD	Estimated Time of Delivery
DOA	Dead on Arrival
BOM	Bill of Material
VAT	Value Added Tax
API	Application Programming Interface
AVSS	Audio Visual Support Services

4 THE UNIVERSITY'S OBJECTIVES

- 4.1 To appoint a panel of OEM accredited service providers, with the necessary capacity to design AV solutions, supply, install, maintain, and repair, support audio-visual equipment in accordance with the needs of the University for a period of five (5) years.
- 4.1.2 To ensure procurement of audio-visual equipment or devices that are fit for purpose and use.
- 4.1.3 To benefit from reduced equipment delivery lead time created by the competitive nature of the panel arrangement.
- 4.1.4 To acquire audio-visual solutions and equipment from OEM-accredited service providers with a superior performance record.
- 4.1.5 To acquire audio-visual solutions and equipment from service providers in a cost-effective manner.
- 4.1.6 To partner with service providers who will ensure the provisioning of audio-visual equipment, device/s, and services that comply with industry standard.
- 4.1.7 To have access to multi-brands of audio-visual equipment and devices.

5 SCOPE OF WORK

- 5.1.1 Service Providers must design, supply, install, program, configure, troubleshoot AV equipment and solutions in accordance with the needs of the University.
- 5.1.2 Service Providers must conduct routine and preventative maintenance and repair audio-visual equipment, in accordance with the needs of the University.
- 5.1.3 Service providers must be able to integrate different AV solutions and components to achieve the objectives of the University.
- 5.1.4 All related audio-visual services, including but not limited to delivery of equipment must be rendered in all the geographical locations of the University, including all hospitals and research facilities under the management of the University.
- 5.1.5 Service Providers must supply AV equipment brands that have local support, within the borders of South Africa.
- 5.1.6 Service Providers must provide source codes, API and Programme Codes associated with support and warranties.
- 5.1.7 Services Providers must ensure that latest software update and patches are applied on new and legacy AV equipment in accordance with the OEMs support standard.
- 5.1.8 Service Providers to ensure that all warranties that are sold are registered with the OEM'S with a minimum of three-years onsite warranty.
- 5.1.9 Service Providers must provide, install, and configure loan equipment if repairs or replacements are to exceed 24 hours.
- 5.1.10 Service providers must ensure the provisioning of onsite, next business day support, and restoration of audio-visual services to good working order per the OEMs' warranty and maintenance service provisions.
- 5.1.11 Service Providers must have required accreditations with the OEM to supply, sell, install, integrate, and support the following but not limited to; Crestron, Extron, Epson, Alfatron and other University approved associated brand choices.
- 5.1.12 Service Providers must provide health and safety compliance documentation for installed audio-visual equipment.
- 5.1.13 Service Providers must have the necessary certificate and accreditations including, Health and Safety Certificate; Working at Heights Certificate; Certificate for Erecting Scaffolding.

- 5.1.14 Service Providers must comply with the Compensation for Occupational Injuries and Diseases Act (COIDA).
- 5.1.15 Service providers must provide insurance for goods in transit. The University's insurance will take effect upon delivery, installation also ensure the equipment is optimally functional. The University will only accept risk after the equipment is delivered and accepted as being fit for purpose.
- 5.1.16 Service Providers must provide a quotation for forward cover at the time of RFQ, informed by the bill of quantities.
- 5.1.17 Service Providers must perform asset management tasks, including but not limited to asset tagging, securing of devices, locking, completing installation forms for commissioning and de-commissioning of equipment, and keeping an accurate and UpToDate asset register.
- 5.1.18 Prices increase must be affected on an annual basis, linked to CPI, but must always be in consultation with the University.
- 5.1.19 Service Providers must act in the best interest of the University, including providing best technology advice.

6 SERVICE PROVIDER RESPONSIBILITIES

- 6.1 The service providers will be responsible for but not limited to:
 - 6.1.2 Supply, install, troubleshoot and commission of audio-visual equipment, consumables, peripherals, accessories according to AVIXA standards.
 - 6.1.3 Programme and configure audio-visual controllers and all programmable hardware.
 - 6.1.4 Setup X-Panels on All-in-One desktop PC and interactive LED Panels.
 - 6.1.5 Documentation and knowledge transfer to the nominated University personnel/s and provide end-user training.
 - 6.1.6 Register all equipment for warranty purposes that has been sold to the University with the respective OEM. During the warranty period, the service providers must maintain the equipment and repair and/or replace defective components in accordance with the warranty at no additional charge to the University.
 - 6.1.8 Ensure that latest software updates and patches are applied on new and legacy AV equipment in accordance with the OEMs support standards.
 - 6.1.9 Respond to all site visits within a week of the notice and be able to provide quotations as a response to the site visit not later than 5 business days.

- 6.1.10 Provide the exact date and time of arrival of equipment with each quotation provided.
- 6.1.11 Will confirm receipt of the purchase order and the quoted.
- 6.1.12 Will provide a project plan that aligns with the scope of work and schematic drawings.
- 6.1.13 Will provide a qualified project manager with the necessary skills.
- 6.1.14 Ensure that critical milestones of the project are met until the project is completed and signed off by an approved Wits ICT Customer Services Audio-Visual Support Services resource.
- 6.1.15 Ensure all equipment installed complies with the University's OHS. Comply with all applicable policies and procedures, as well as the rules and regulations of the University including government guidelines, ensure that the environment is risk free, user friendly and neat.
- 6.1.16 If the equipment supplied is DOA, then the existing equipment can be reinstated until the DOA replacement is completed, the DOA equipment must be installed within two business days.
- 6.1.17 Provide a minimum of three functional test results with an Audio-Visual support services representative before actual sign-off of any project, before a project is handed over to the University.
- 6.1.18 No call out fees or charges to be levied to the University for all equipment commissioned for a project or for troubleshooting.
- 6.1.18.1 One of the functional tests should be for user acceptance to verify that the system meets the exact requirements.
- 6.1.19 Delivery and installation of goods should take place simultaneously. A meeting must be scheduled with the respective client and ICT Customer Service Delivery Manager in Audio-Visual Support Services.
- 6.1.20 Ensure the human resources have the necessary skills and qualifications to conduct the task/s at hand.
- 6.1.21 Will not without prior written approval from the University's ICT Customer Service Manager to sub-contract any of its obligations.
- 6.1.22 Helpdesk and Incident response:
- 6.1.23 Telephonic Support: Should have the ability to provide support or log calls or provide resolutions during these times (Monday to Friday: 08h00 to 17h00).

- 6.1.24 Email: The service providers service manager and support technician should be contactable during these times (Monday to Friday: 08h00 to 17h00). Fault diagnostics and resolutions should be able to be completed.
- 6.1.25 Remote Support: Provide remote support when required. Subject to the equipment being connected to the broadcast network.
- 6.1.26 Technical Support: The service providers should be able to provide technical support.
- 6.1.27 Technical Telephonic Support: Should have the ability to provide technical support during these times (Monday to Friday between 08h00 to 17h00).
- 6.1.28 Remote Support: Should have the ability to provide technical remote support during these times (Monday to Friday between 08h00 to 17h00).
- 6.1.29 After Hours Support: The service providers must be able to provide services for after-hours emergency callouts to ensure business continuity. After hours, callout rate will apply.

7 UNIVERSITY RESPONSIBILITIES

- 7.1 The University will:
 - 7.1.1 Designate its Wits ICT Customer service delivery manager and ICT project manager.
 - 7.1.2 The University's ICT Customer Service Audio-Visual resource is authorised to define and interpret the University's requirements and convey decisions to the service providers and to receive information from the service provider on behalf of the University.
 - 7.1.3 Grant the service providers with the necessary access to the University precincts and any other tools to perform services or tasks.
 - 7.1.4 Wits Audio Visual Support Services to Inspections, verifications, and tests may be conducted at the time of delivery and installation of audio-visual equipment.

8 SERVICE LEVELS:

- 8.1.1 The service levels.
- 8.1.2 applicable are set out in the tables below.
- 8.1.3 The service provider must achieve a minimum uptime of 95% (ninety-five percent) service availability.
- 8.1.4 Service requests.

- 8.1.5 On site and remote response times are determined largely by the severity of the incident, service requests or – high, medium, low severity.
- 8.1.6 The service providers should be able to respond to and resolve any service requests and incident logged by the University as follows:

Table 1 – Response Times and Service Levels

Problem Severity	Response SLA		Target Resolve SLA	
	Business Hours	After Hours	Business Hours	After Hours
High	2 hours	4 hours	6 hours	8 hours
Medium	3 hours	5 hours	8 hours	10 hours
Low	4 hours	8 hours	16 hours	24 hours

- 8.1.7 The service providers should follow the following problem severity and service level penalty's:

Table 2 – Problem Severity

Problem Severity	Definition
High	This has a major impact on the University's business operations and cost implications. The Problem has high visibility. The Service is disrupted or halted. The performance will have degraded, and functionality limited.

Medium	The Problem has high visibility and impacts the University's business operations because of partial failure. The Service is disrupted, but not halted. The performance may be degraded, or functionality limited.
Low	The problem may affect the University's efficiency but is limited in visibility and does not have a major impact on the University's business operations.

8.1.8 Provide monitoring and measuring tools that will measure service levels. Require a monthly report on those service levels.

8.1.9 Service requests and Incident Management:

8.1.10 ICT AVSS should log Service requests and incidents.

8.1.11 Provide an escalation process for both service requests and incidents.

8.1.12 Service requests and incidents must be resolved and completed with the sign-off by the University resource (ICT Customer Service AVSS).

8.1.13 For high priority calls, the service providers and University representatives (ICT Customer Service AVSS) should work together to develop a workaround solution if there is no resolution.

8.1.14 The service providers agree to investigate Service requests and/or incidents not resolved within 3 (three) business days and shall provide the University with a detailed written analysis report.

8.1.15 Advise and share the tool that will be used to manage the service requests and incidents from time of call logging to resolution.

9 STANDARDS

9.1 The service providers must comply with the following standards:

9.2 DHET Norms and Standards (Set Policy Guidelines regulating building standards that most contractors use substandard material and equipment

https://www.gov.za/sites/default/files/gcis_document/201509/39238rg10502gon897.pdf

9.3 AVIXA - <https://www.avixa.org/standards>

9.4 OHSA - <http://occupationalhealthandsafetyact.co.za/>

9.5 Energy efficiency standards as promulgated by the South African Department of Energy and SABS

http://www.energy.gov.za/files/faqs/faqs_energyefficiencystandards.html

- 9.6 SACIA - <https://www.sacia.org.za/Audio-Visual>
- 9.7 RoHS (Restriction of certain Hazardous Substances in electrical and electronic equipment) and WEEE Waste Electrical and Electronic Equipment
- <https://www.sgs.co.za/en/consumer-goods-retail/electrical-and-electronics/audio-video-and-household-appliances/rohs>
- https://za.rs-online.com/web/generalDisplay.html?id=rohs&file=rohs1_affected.html

10 WARRANTY

- 10.1 The panel of service providers must undertake and agree to provide the University with the same warranties in respect of equipment and devices, and any replacement parts in respect thereof which are in turn given to the service provider by the OEM of the Equipment concerned.
- 10.2 Service providers must capture all warranties on the OEM system. Provide the University with a warranty report quarterly.
- 10.3 Warranty period in respect of the Equipment commences from the date of proof of delivery of the Equipment to the University and shall bear an OEM warranty of a minimum of 3 (three) year next business day response warranty, irrespective of the date of termination of this Agreement for whatsoever reason.
- 10.4 The Service Providers needs to ensure that:
- 10.4.0.1 They are members of all professional and other bodies as may be required by applicable legislation and/or relevant industry regulations pertaining to its business and such membership is current and valid and will be maintained for the duration of the Agreement.

11 TRAINING & SKILLS/KNOWLEDGE TRANSFER TO WITS RESOURCES

- 11.1 Service providers are required to provide:
- 11.2 Skills transfer during implementation, installation, programming, and configuration of all equipment, this also includes step-by-step operational user guide manuals.
- 11.3 Support training (diagnostics and troubleshooting, technical setup and configuration, quick recovery).
- 11.4 Maintenance training (detail maintenance schedule, downloading and uploading system updates/firmware, performing basic cleaning and preventative maintenance, add-ons, and upgrades).

- 11.5 Handholding for three days as post implementation on each project.

12 ACCEPTANCE CRITERIA

- 12.1 The audio-visual equipment to operate optimally on completion of installation. The service providers services will be considered accepted by the University when:
- 12.2 The equipment provided by the service providers are aligned with the scope of work and functional.
- 12.3 Ensure that the quote submitted by the service providers matches the bill of materials.
- 12.4 The solutions are scalable, forward, and backward compatible/inter-operable (can integrate to other AV/IT brands and systems).
- 12.5 All equipment, peripherals have been tested.
- 12.6 All equipment, peripherals and services have been formally accepted in writing and signed-off by the University.

13 CHANGE MANAGEMENT

- 13.1 The Service Provider should work with the University's Wits ICT Audio Visual Support Services Delivery Manager to ensure a smooth transition to the new solution (including but not limited to communication and implementation).

14 TIMEFRAMES AND DELIVERABLES

- 14.1 Equipment will be on a needs basis; a quotation system will be used at the time of equipment acquisition; requests for quotations will be extended to all service providers, and a set response time will be communicated. The University representative will select a suitable quote based on price and other applicable factors.
- 14.2 All quotes requested by the University before 12h00, needs to be submitted, by close of business the same day. If the request for quote was sent after 12h00, it must be submitted before 12h00 the next business day for standard audio-visual equipment.
- 14.3 All quotes must be valid for a minimum of one calendar month.
- 14.4 The University's requirement related to the delivery is that it must not exceed six (6) weeks from date of order. The University representative must be consulted and must agree in writing with respect to any time frame deviation.

- 14.5 Quotes should have a detailed description of the BOM including part numbers, a column for unit price, for VAT and prices inclusive of VAT, totals, and sub-totals. Quotes must also include ROE must provide an ETA, provide a validation period, and include delivery, setup, and installation.
- 14.6 On receipt of the PO, confirm receipt of PO of the estimated time of delivery (ETD) this must be communicated to the person placing the order, within two business days of receiving the order.

15 CONTRACTUAL MANAGEMENT

- 15.1 The University's Representative shall conduct contractual negotiations and conclude any Variations. If the value of any proposed negotiations or Variation exceeds the mandate given to the University's Representative by the University, the University's Representative shall refer the matter to the respective committee.
- 15.2 The AVSS Service Manager will supervise the day-to-day administration of the Agreement.
- 15.3 Service review meetings will be held at a frequency agreed upon by both Parties but not less than once every Month. The issues to be addressed at such meetings will include:
- 15.4 Service performance levels.
- 15.5 Installation performance.
- 15.6 Equipment issues.
- 15.7 System issues.
- 15.8 Administrative issues.
- 15.9 Changes proposed.
- 15.10 Incident management report, including incidents escalated to the service provider or the OEM.
- 15.11 Incidents due to delayed response times, lack of follow-through by either Party and/or inadequate or poor quality of service.
- 15.12 The Wits ICT Service Delivery Manager shall keep formal minutes of all such meetings and circulate these among the attendees.
- 15.13 The Service Provider must furnish the Wits ICT Service Delivery Manager with quarterly reports in an electronic format substantially in accordance with the specifications listed by the Wits ICT Service Delivery Manager by no later than the 10th (tenth) day of the Month,

and if the 10th is on the non-business day, then it will be the next business day, following the Month to which the report relates. The reports must specify, inter alia:

- 15.13.0.1 the quantities and models of Equipment purchased; and
- 15.13.0.2 the details of the purchasers within the University (i.e. faculty, school, or department).
- 15.13.0.3 The University reserves the right to require the Service Provider to furnish it with any information it deems pertinent to the Service Provider's fulfilment of its obligations under the Agreement in addition to the information furnished in the Service Provider's quarterly reports.