

1 BACKGROUND & PURPOSE

This tender is meant to provide prospective suppliers with the opportunity to render services to the University relating to the management of identity data within the University, including maintenance of Microsoft Identity Manager (MIM).

2 DEFINITIONS AND APPLICABLE DOCUMENTS

2.1 The following terms and acronyms shall apply:

Term / Acronym	Definition
Agreement	means the contract to be awarded to the successful tenderer.
DLL	Dynamically Linked Library
ITIL	Information Technology Infrastructure Library
JLM	Join, Leave, Move process
MIM	Microsoft Identity Manager
MsSQL	Microsoft SQL Server
OnBase	Database provided by https://www.hyland.com
Service Provider	means the successful awarded tenderer in accordance with the University's policies and procedures

3 THE UNIVERSITY'S OBJECTIVES

3.1 . The purpose of the University's acquisition of the services is to secure a certified service provider for the maintenance and support of the implemented MIM solution within the University.

4 OVERVIEW OF REQUIREMENTS

4.1 The Service Provider must:

- 4.1.1 be able to maintain the existing solution, integrating Microsoft Information Manager with existing MsSQL, Oracle and OnBase databases as well as flat files.
- 4.1.2 maintain and develop integration modalities including (Powershell) scripting and additional dll creation.

- 4.1.3 document changes and log functionality in accordance with the needs of the University.
- 4.1.4 provide evidence of current appropriate Microsoft certification as well as certification for any other products offered.
- 4.2 The University will not be liable for any expenses associated with insurance coverage concerning the Service Provider's insurance costs as outlined herein."
- 4.3 The Service Provider must act in the best interest of the University, including providing technical support.

5 SCOPE OF WORK

- 5.1 The Service Provider:
 - 5.1.1 must monitor the functioning of the JLM (join, leave, move) process to minimise slowdowns and prevent stoppages.
 - 5.1.2 must be able to manage both incidents and service requests.
 - 5.1.3 must at all times ensure that it honours the licencing provisions of the software used in the solution.
 - 5.1.4 must provide access to a call logging system and/or integrate with the University call logging system (<https://witshelp-ism.saasiteu.com/>)
 - 5.1.5 must keep and make available backups of any additional resources (e.g. dll development) created for the University.
 - 5.1.6 must be capable and willing to quote for and address possible additional requirements, if requested to do so. This is in particular related to development work and the MIM platform.
- 5.2 The Service Provider may be entitled to charge for any written and approved work carried out at the University's instance where such work is to be done outside business hours. However, if a request is logged during business hours, but the Service Provider's conducts the repairs after business hours or continues after business hours, the successful service provider agrees that it will not levy a fee or charge to the University.
- 5.3
- 5.4 The Service Provider must:
 - 5.4.1 designate a project manager/account manager for the Agreement. That resource may vary from time to time and on written notice with regards to designating another person/s to function as its representative. This representative will liaise with the University as often as required for the efficient implementation of the project and is authorised to transmit

instructions from the Service Provider to the University, receive information from the University, submit to the University reports as appropriate, which may include partial reports released from time to time at dates as may be requested.

- 5.4.2 perform the services in accordance with the University's requirements with the degree of skill, and diligence of acceptance standard as recognised professional persons and services of a similar nature.
- 5.4.3 provide continued training and development for all its personnel in those skill areas relevant to the performance and meeting the contractual obligations.
- 5.4.4 ensure that the services will be fit for the intended purpose and compliant with the applicable specifications, unless otherwise approved in writing by the University.
- 5.4.5 comply with all applicable laws and the University's rules, regulations policies, procedures and standing orders, as may be amended from time to time.
- 5.4.6 keep statistics, minutes and other records required by legislation on file and available for inspection by the University's appointed administrator or auditor.

6 STANDARD OF PERFORMANCE

- 6.1 All services must be carried out by competent personnel in a professional manner per industry standards and best practices.
- 6.2 Documentation:
 - 6.2.1 The Service Provider shall provide the University with all information required in order to enable the University to understand, use and operate the services, software for installation, commissioning, operation and integration.
 - 6.2.2 Should the Service Provider at any time become aware that it will not be able to supply the Service, then it will immediately notify the University in writing of such inability and of an alternative later delivery date by which the Service will be supplied or whether the Service Provider is able to provide alternative products in substitution for the Service that is fit for purpose. It will be within the University's sole discretion whether or not to accept such later alternative delivery date or alternative products as a substitution for the Service. The University will be the sole determiner of whether or not any proposed services are fit for purpose. All substitutions must be clearly identified as such within submission documents.
- 6.3 Inspection and Rejection of Service:
 - 6.3.1 The University's duly authorised representative will at all reasonable times prior to and after delivery of the Service be entitled to inspect or test any Service supplied by the Service Provider.

- 6.3.2 If the Service Provider fails to comply with its obligations under any order or section 6, the University may reject any part of the Service by giving written notice to the Service Provider specifying the reason for rejection and whether replacement Service is required and within what time period. The University shall return the rejected

7 STANDARDS

- 7.1 The Service Provider must adhere to the relevant industry standards which includes but is not limited to :
- 7.1.1 ITIL
- 7.1.2 POPIA

8 WARRANTY

- 8.1 To the extent permitted, the Service Provider must pass through such software end of life and annual returns so that the original software manufacturer concerned will be construed to have given the warranties directly to the University.
- 8.2 The Service Provider must give the University support in enforcing its rights in respect of any warranties given by any such OEM.
- 8.3 The annual software maintenance period for the Service shall commence on the date the University provides written Acceptance of the Service (as per section 13). The Service must be covered by an OEM warranty providing a minimum of 3 (three) years of next business day response support, regardless of the date or reason for termination of this Agreement.
- 8.4 The Service Provider warrants and represents that:
- 8.4.1 it has the right to provide the services to University;
- 8.4.2 it has the necessary skills, qualifications, expertise, finance, personnel, capacity, knowledge, experience, resources, Equipment, and infrastructure to provide the services as required herein;
- 8.4.3 it is a member 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 contract term;
- 8.4.4 it holds, and will hold throughout the contract term, all licences, certificates, permits, consents, approvals, and authorities required to perform its obligations pursuant therein;
- 8.4.5 in fulfilling its obligations herein, it will not infringe on the intellectual property rights of any third party;

- 8.4.6 ensure that the University has the full benefit of any OEM warranties that may attach to the services (i.e. the full flow through warranty including, but not limited to, any support and maintenance which may necessarily extend beyond the duration of the Agreement); it has the requisite authority to make such an undertaking and warranty on behalf of the OEM; and the Service Provider agrees to pursue any OEM warranties on the University's behalf if the University so requests;

9 TRAINING & SKILLS/KNOWLEDGE TRANSFER

- 9.1 The Service Provider must:
- 9.1.1 provide skills transfer on all implemented solutions.
 - 9.1.2 provide training for the University personnel (staff members and technical support) in the use of associated software, additional training should:
 - 9.1.2.1 provide staff with competence in the management, maintenance, planning, additions, changes, troubleshooting, and all other aspects of the day-to-day running of the end-user support environment.
 - 9.1.2.2 specify the various means of knowledge transfer, e.g., workshops, expert panels, training, custom training, and the like.
 - 9.1.3 suggest progress through levels of the various courses for the following user categories:
 - 9.1.3.1 administrator and technical training;
 - 9.1.3.2 system support training.
 - 9.1.4 transfer business and technical knowledge of the environment through training of the relevant University staff during the planning, configuration, deployment, and implementation stages.

10 SLA MANAGEMENT

- 10.1 Service review meetings will be held once a month and will include but are not limited to
- 10.1.1 Service performance levels;
 - 10.1.2 Support performance levels;
 - 10.1.3 Installation performance;
 - 10.1.4 Equipment issues;
 - 10.1.5 System issues;
 - 10.1.6 Administrative issues;

- 10.1.7 Security issues;
- 10.1.8 Changes proposed;
- 10.1.9 Incident management report, including incidents escalated to the service provider or the OEM;
- 10.1.10 Incidents due to delayed response times, lack of follow-through by either party and/or inadequate or poor quality of service.
- 10.2 The University's service manager shall keep formal minutes of all such meetings and circulate these among the attendees.
- 10.3 The Service Provider must furnish the University's service manager with quarterly reports in an electronic format substantially in accordance with the specifications listed by the University's service manager by no later than the 10th (tenth) day of the month following the month to which the report relates.
- 10.4 The University reserves the right to require the successful service provider to furnish it with any information it deems pertinent to the successful service provider's fulfilment of its contractual obligations in addition to the information furnished in the successful service provider's quarterly reports.

11 PERFORMANCE MANAGEMENT

- 11.1 The University will perform a biannual review of the Service Provider's performance that will be agreed on during contract negotiations under the service levels. The Service Provider's mid-year performance will have an impact on the Service Provider's final-year performance.
- 11.2 The Service Provider is required to provide performance reports. The performance reports are required to be provided electronically as requested by the University's representative and must include:
 - 11.2.1 letterhead and signature;
 - 11.2.2 date of the report and the reporting period covered;
 - 11.2.3 an index based on the list of report inclusions and page/section referencing;
 - 11.2.4 a record of any follow-ups or updates in relation to the Service Provider poor performance;
 - 11.2.5 any plan of actions requested from the University that addresses poor performance;
 - 11.2.6 any legislative changes, new procedures, and risk mitigation applicable to the Equipment and services;
 - 11.2.7 any additional information requested from the University.

12 CHANGE MANAGEMENT

The Service Provider should work with the University's representatives to ensure a smooth transition to the new solution (including but not limited to communication and implementation).

13 ACCEPTANCE, ACCEPTANCE CRITERIA & ACCEPTANCE TESTING

13.1 The Service once installed, must function correctly within the existing University infrastructure and must comply with the University's acceptance criteria. The below tests, together with their associated remedies and acceptance criteria, will be used to gauge the correct function, according to the following procedure:

- 13.1.1 Acceptance testing will be carried out by the Service Provider in the presence of a University representative, if requested, at such times and places as agreed upon by the parties in writing.
- 13.1.2 Following each acceptance testing session, the University will provide the Service Provider with a list of defects (if any) to be rectified within the defects correction period and will inform the service provider reseller of the time and place where the acceptance testing may be re-conducted.
- 13.1.3 Upon successful acceptance testing, the University shall confirm its acceptance in writing.
- 13.1.4 The Service Provider must provide the University with all documents and reports which are developed during acceptance testing.

14 SUPPORT AND MAINTENANCE

14.1 Support maintenance and the associated service level provisions include but are not limited to:

- 14.1.1 The Service Provider must be able to supply, support, maintain (install, set up, configure, and transfer data) and ensure the proper functioning of software in accordance with the needs of the University.
- 14.1.2 The Service Provider must provide the University the same warranties in respect of the Service and Software, and any replacements in respect thereof which are in turn given to the successful service provider by the OEM of the Software concerned. To the extent permitted, the Service Provider must pass through such warranties to the University.
- 14.1.3 The Service Provider must provide all reasonable support and maintenance in enforcing its rights in respect of any warranties given by any such OEM.

15 SERVICE LEVEL AGREEMENT.

15.1 Service Desk and Incident Response:

- 15.1.1 The Service Provider to provide the University with the call logging and escalation procedures.
- 15.1.2 The Service Provider and call logging process must adhere to ITIL principles.
- 15.1.3 Wits ICT Contract Manager will be the central point of contact with the Service Provider.

16 SERVICE PROBLEMS AND INCIDENT MANAGEMENT

- 16.1 The Service Provider must provide the University with the call logging and escalation procedures.