



UNIVERSITY OF THE  
WITWATERSRAND,  
JOHANNESBURG

## PROCUREMENT DOCUMENT

FOR

## RFP – ICT CHATBOT PROJECT

<b>Reference No.:</b>	Wits Tender 2023: 17	
<b>Description:</b>	ICT Chatbot Project	
<b>Issue Date:</b>	25 June 2023	
<b>Issued by:</b>	WITS ICT	
<b>Submission Date and Time:</b>	Date: 21 July 2023	Time: 23h59 (Before Midnight)
<b>Important Information:</b>	Non-Compulsory Briefing Session	Date: 06 July 2023 @ 14h00

## TABLE OF CONTENTS

1	TENDER OUTLINE.....	3
2	TENDER TIMELINE.....	4
3	INTENT TO SUBMIT A TENDER SUBMISSION .....	4
4	UNIVERSITY CONTACT INFORMATION.....	5
5	DEVELOPING YOUR TENDER SUBMISSION.....	5
6	SUBMITTING YOUR TENDER SUBMISSION.....	5
7	EVALUATION METHODOLOGY.....	5
8	EVALUATION CRITERIA.....	6
9	SCOPE OF WORK .....	9
10	THE SUBMISSION OF RETURNABLE SCHEDULES & DOCUMENTS .....	9
11	PRICING INSTRUCTIONS .....	9
12	INSURANCE REQUIREMENTS.....	10
13	THE CONTRACT.....	10

## ATTACHMENTS:

List of Annexures	Description of Annexures
Annexure A	Scope of Work
Annexure B	Returnable Schedules and Documents
Annexure C	Pricing
Annexure D	Draft Contract
Schedule 4	Compliance Schedule

## 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 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.

#### 1.2 Tender Background

The University's ICT infrastructure department invites tenders for the selection of a partner for the Implementation of a Chatbot solution as described in Annexure A: Scope of Work). This is to strengthen the capacity of ICT department to deliver strategic initiatives for the University.

#### 1.3 Tender Description

- 1.3.1 The primary operational objective is to appoint a reputable partner to provide the specified requirements, as described in the Annexure A: Scope of Work.

#### 1.4 Procurement Strategy

- 1.4.1 This is an open, competitive tender process.
- 1.4.2 A single service provider will be appointed for this request. The University will consider the submissions, delivery timeframes, price and B-BBEE to select the provider. Therefore, the University does not agree to use a successful service provider exclusively, nor does the University agree to offer any minimum amount of work to the successful service provider.
- 1.4.3 Joint ventures/partnerships are not permitted. The successful service provider will only be permitted to subcontract services and must notify the University if they intend to subcontract.

#### 1.5 Pre-qualification Criteria

- 1.5.1 Tenderers who have suitable experience and demonstrated capacity in the required work activities in implementing a Chatbot software and solution may be eligible to partake in this Tender.
- 1.5.2 Only Tenderers who satisfy the pre-qualification criteria as set out in the table below should submit a Tender Submission, failure to do so will result in disqualification.

No.	Procurement Mandatory Criteria
	It is compulsory that the Tenderer:
1.	provides Schedule 1: Signed Submission which has been signed by a duly authorised representative
2.	provides proof of your legal entity's registration documentation (e.g., CIPC) indicating date of registration/incorporation, list of directors, partners, and members or equivalent for non-South African entities.
3.	must provide a current and valid Tax Clearance certificate/PIN for local entities or equivalent for non-South African entities
4.	if applicable, provide Vat registration details for local entities or equivalent for non-South African entities. Provide rationale if VAT is not applicable.
5.	provide audited company financial statements for the past 3 (three) years, in line with the Companies act in South Africa or equivalent if a non-South African entity.
6.	provides a current Letter of Good Standing from its bankers and/or bank confirmation letter.
No.	Functionality (including Technical) Mandatory Criteria
	It is compulsory that the Tenderer:
7.	must have a track record/experience of a minimum of 3 (three) years of Chatbot implementation.
8.	must have at minimum two references (local or international), where a chatbot has been implemented. One of the references must be for the chatbot that they are proposing for this tender. references must be for implementations conducted within the last three years.
9.	must submit the project and implementation plan of the chatbot that they are proposing for the University.

10.	proposed chatbot solution must meet all mandatory requirements as listed in the compliance schedule and be able to demonstrate this if required.
11.	proposed chatbot solution must be in the marketplace for at least one year.
12.	must provide pricing as per Annexure C.

- 1.5.3 The Tenderer's attention is drawn to the pre-qualification criteria which requires the Tenderer to provide the necessary evidence (please refer to Annexure B: Returnable Schedules and Documents) in order to be eligible, failure to do so will result in disqualification.
- 1.5.4 Tenderers who fail to provide the required schedules and documents will not have their Tender Submissions evaluated further.
- 1.5.5 Despite the above, the University reserves the right to request information (which must be responded to and/or provided to the University within the period as determined and communicated by the University) where the information provided is insufficient, is not supplied, is unsuitable or does not provide adequate detail.

## 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	25 June 2023
2.	Publication of Tender available on the University's Procurement website	26 June 2023
3.	The due date for Tenderer to submit its intention to respond – <b>COMPULSORY REGISTRATION</b>	30 June 2023
4.	Non-Compulsory Online Briefing Session  Date and time: 06 July 2023   14h00  <b>The link to the session will be made available to all Tenderers that register their intent to submit a Tender Submission</b>	
5.	Submission Date and Time	21 July 2023  23h59 (Before Midnight)
6.	Presentation Date and Time	August 2023 (TBC )

- 2.2 These dates and times do not create an obligation on the part of the University to take any action or 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 accordance with section 6 of the Tender Terms and Conditions, the University may issue amendments until 3 (three) Business Days before the Submission Date and Time.

### 3 INTENT TO SUBMIT A TENDER SUBMISSION

Prior to the submission of any returnable schedules, documents or other information as set out in the Tender Documents, the Tenderer must submit to the University's Procurement Representative (see section 4) in a



single email, on or before the time indicated in section 2.1, the Tenderer's written statement of intention to partake in the Tender.

#### 4 UNIVERSITY CONTACT INFORMATION

Queries relating to the issue of the Tender Documents must be addressed to the Tender Administrator at [admin.tenders@wits.ac.za](mailto:admin.tenders@wits.ac.za) and to Nkhumeleni Nethavhani (**Procurement Representative**) via e-mail: [nkhumeleni.nethavhani@wits.ac.za](mailto:nkhumeleni.nethavhani@wits.ac.za)

#### 5 DEVELOPING YOUR TENDER SUBMISSION

- 5.1 The Tender Documents set out the step-by-step process and conditions that apply.
- 5.2 Tenderers should take time to read and understand the Tender Documents, in particular:
  - 5.2.1 the Tender Terms & Conditions;
  - 5.2.2 the Tender Submission protocol (please refer to section 5);
  - 5.2.3 develop a strong understanding of the University's Scope of Work detailed in Annexure A;
  - 5.2.4 in structuring your Tender Submission consider how it will be evaluated, Part C: The Evaluation Process of this document describes the evaluation approach;
  - 5.2.5 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.
- 5.3 Tenderers are advised to check the number of pages and should any be missing or duplicated, or the reproduction indistinct, or any descriptions ambiguous, or this document contain any obvious errors they shall inform the parties indicated in section 4 above.
- 5.4 The University will respond to requests for clarification received up to 5 (five) Business Days before the Submission Date and Time. Queries should be by email to the parties indicated in section 4 above. Please note that additional information supplied to any one Tenderer may also be provided to other Tenderers via e-mail.
- 5.5 It must be noted that the University shall not be held liable for any loss or damage incurred to the Tenderer should the Tenderer fail to fulfil the requirements of the Tender.

#### 6 SUBMITTING YOUR TENDER SUBMISSION

- 6.1 The mode of delivery for submission is set out below and will apply to this Tender:
- 6.2 Electronic Submissions:
  - 6.2.1 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%202015.08.2020.pdf>
  - 6.2.2 Tenderers must submit Annexure C: Pricing in an editable xls - Microsoft Excel file and a .pdf - PDF file.
- 6.3 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.
- 6.4 For the avoidance of don't, please note that telegraphic, telephonic, telex, facsimile, physical submissions, and late submissions will not be accepted by the University.

### PART C: THE EVALUATION PROCESS

#### 7 EVALUATION METHODOLOGY

- 7.1 The University will apply a multi-criteria approach in evaluating the prospective Tender Submissions. It is envisaged that the following core criteria (not complete and in order of preference) will amongst others form the basis of the tender evaluation:
  - 7.1.1 The financial offer;

- 7.1.2 The Tenderer's ability to match service requirements as set out in Annexure A: Scope of Work and adequate client liaison;
- 7.1.3 The type of organisation and the number of years in operation in the industry;
- 7.1.4 The track record and experience of the Tenderer;
- 7.1.5 The Tenderer's contactable client references;
- 7.1.6 The competence of the proposed management, project managers and staff of the Tenderer;
- 7.1.7 Accuracy and presentation of the calculations which must be sufficient for comparison purposes;
- 7.1.8 Financial ability of the Tenderer to provide the goods and/or services and to meet its contractual obligations;
- 7.1.9 Adequate insurance coverage with regard to the goods and/or services.

**7.2 Evaluation Procedure:**

- 7.2.1 The University may request additional information, clarification or verification in respect of any information contained in or omitted from a Tenderer's Tender Submission and this information will be requested in writing.
- 7.2.2 The University may enforce whatever measures it considers necessary to ensure the confidentiality and integrity of the contents of the Tender.
- 7.2.3 The University will evaluate the proposals with reference to the University's set and approved evaluation criteria as indicated in these Tender Documents.

**8 EVALUATION CRITERIA**

**8.1 Stage 1: Pre-qualification Stage (Procurement Mandatory Criteria & Functionality Criteria)**

- 8.1.1 The University has a defined minimum pre-qualification 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.
- 8.1.2 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.
- 8.1.3 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;
- 8.1.4 Tenderers that do not meet the pre-qualification criteria may not advance to the next stage of evaluation.
- 8.1.5 Please note that no points are allocated at this stage.

**Note:** Documents submitted in support of this Tender must be documents of the Tenderer's entity. It is not permitted that documents submitted pertain to different companies or business units within a group.

**8.2 Stage 2: Functional including Technical Evaluation**

- 8.2.1 In this stage, the Tenderer must get a minimum of **80%**, in order to move on to the next stage of evaluation. The top seven (7) Tenderers that meet this threshold will be invited to the next stage.
- 8.2.2 The evaluation of the Functionality Criteria of the Tender Submission will be based on the following criteria which tenderers should provide supporting information for:

No.	Criteria	Proof and Documents Required	Max Points
1.	Track record	Provide evidence of delivering a Chatbot Implementation/Solution and support of a Chatbot solution in an organization comparable to Wits preferably with a minimum of 50 000 internal users, max concurrency 10%. Indicate your largest implementation user size and maximum concurrency	15%

		levels%	
		<b>Provide the above information in Schedule 5A</b>	
2.	References	Provide at minimum 3 (Three) client references where the proposed chatbot solution is implemented. It is preferably that at minimum one of the references includes integration from the chatbot solution.  <b>Provide the above information in Schedule 5B</b>	10%
3.	Staff Capacity	Evidence of access to key technical staff preferably employed by tenderer, indicate implementations team size and competencies and years of relevant experience in implementation of software solutions. Relevant skills include Integration, Machine Learning, Artificial Intelligence and Natural Language Processing (NLP)  <b>Provide the above information in Schedule 5C</b>	20%
4.	Relevant Experience of Project Manager	It is required that the project management has at minimum 1yr IT project management experience with at minimum 3yrs but preferably 5years general project management experience (I.T. or other). At minimum a project manager should have a formal project mng. Qualification such PMP, Prince 2. Project managers experience with Agile or equivalent approaches should be indicated.  <b>Provide the above information in Schedule 5D</b>	10%
5.	Training Plan	Clear comprehensive training plan covering User Training, Train the Trainer, Technical training  <b>Provide the above information in Schedule 5E</b>	10%
6.	Comprehensive project implementation plan.	Clear project plan detailing milestones across look and feel design, installation & configuration, integration, testing, data migration and user training, train the trainer and technical training.  <b>Provide the above information in Schedule 5F</b>	20%
7.	Risk/Assumptions/Dependencies/Exclusions (RADE)	Backup and contingency plans for key technical team members should be included. Implementation/project risks should be included.  <b>Provide the above information in Schedule 5G</b>	10%
8.	Technical Roadmap	Indicate the technical roadmap for the solution including frequency of upgrades, major developments, associated timelines, impact of time model.  <b>Provide the above information in Schedule 5H</b>	5%
	<b>Total</b>		<b>100%</b>
	<b>Threshold</b>		<b>80%</b>

### 8.3 Stage 3: Presentation, Site Visits, Demonstrations, or other due diligence

8.3.1 This phase of assessment is the third stage in the evaluation process and only successful Tenders that have met the minimum requirements in the technical/functionality stage will be considered.

#### 8.3.2 Presentations/Demos:

8.3.2.1 The University may require short-listed Tenderers to make presentations or do a demo to the University evaluation team on the date and at the place in section 2.1.

8.3.2.2 Presentations/demo are designed to allow Tenderers to present their solution and various aspects as identified by the University. A question-and-answer session is part of the presentation phase. A threshold of **80%** will apply to the presentation phase. Client Site visits may be required as part of the process.

**8.4 Stage 4: Price, Preference (B-BBEE) Evaluation and where applicable Consideration of Previous Stages**

8.4.1 Tenderers who scored a minimum of **80** points in stage 3 will be considered for stage 4 (final stage).

8.4.2 In this final stage the criteria elements below will be considered. Therefore, a Tenderer's Tender Submission will be evaluated based on the weightings set out below:

Price and B-BBEE and Consideration of Previous Stages	Documents Required	Weighting %
Price	Annexure C: Pricing to be completed	60%
B-BBEE	Please submit a current, valid B-BBEE certificate issued by a SANAS accredited verification agency unless the Tenderer is an exempted micro enterprise (EME) or a qualifying small enterprise (QSE), in which case the Tenderer may submit a sworn affidavit in accordance with the B-BBEE Act: Codes of Good Practice published in Government Gazette No. 36928. Note the B-BBEE score will consider the certification level (10%).	10%
Functionality		20%
Presentation		10%
<b>Total</b>		<b>100%</b>

**8.4.3 B-BBEE Score Card**

B-BBEE Status Level Contributor	Number of Points (10% B-BBEE)
Level 1 contributor	10
Level 2 contributor	9
Level 3 contributor	6
Level 4 contributor	5
Level 5 contributor	4
Level 6 contributor	3
Level 7 contributor	2
Level 8 contributor	1
Non-Compliant contributor	0

**Note:** Non-compliant contributors or failure to provide certification substantiating the B-BBEE status level of contribution will result in the Tenderer being awarded zero (0) points for the preference point system.

**8.5 Price Points Calculation**

A maximum of 60 = X points is allocated for price on the following basis:

$$PS = X \left\{ \frac{1 - \frac{Pt - Pmin}{Pmin}}{Pmin} \right\}$$

Where:

- Ps = Points scored for the comparative price of Tender Submission under consideration;
- X = Ratio allocated to pricing for scoring purposes;
- Pt = Comparative price of the Tender Submission under consideration; and
- Pmin = Comparative price of the lowest acceptable Tender Submission.

**8.6 Other Information**

8.6.1 All Tenderers will be formally notified (successful or not) after the evaluation process has been completed, and are requested not to contact the University in this regard.

8.6.2 The detailed evaluation results and Tenderer ratings will not be published or made available to anyone.





## PART D: SCOPE OF WORK

### 9 SCOPE OF WORK

- 9.1 The detailed scope of work is attached to the Tender Documents and marked as Annexure A: Scope of Work.
- 9.2 Tenderers must carefully review Annexure A: Scope of Work and confirm their ability to meet all the requirements outlined therein before submitting a Tender Submission.
- 9.3 The University strictly prohibits any material variation to Annexure A: Scope of Work. This prohibition encompasses but is not limited to changes in the products, services, and service levels specified in the scope of work. Any Tender Submission that deviates materially from the requirements stated in Annexure A will not be accepted by the University.
- 9.4 Tenderers explicitly and unequivocally confirm that the pricing submitted encompasses all activities outlined within Annexure A: Scope of Work, and includes any associated costs, materials, and services required for the successful completion of the Contract. The Tenderer acknowledges and agrees that the pricing provided is comprehensive and accounts for all foreseeable expenses related to the specified activities. Any additional costs incurred due to incomplete or inaccurate pricing will be the sole responsibility of the Tenderer, and no claims for reimbursement will be entertained by the University.

## PART E: RETURNABLE SCHEDULES & DOCUMENTS

### 10 THE SUBMISSION OF RETURNABLE SCHEDULES & DOCUMENTS

- 10.1 The Tender Submission will be evaluated based on the information submitted as instructed through the returnable schedules and documents.
- 10.2 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.
- 10.3 Tenderers must complete the returnable schedules in type-written format and submit them in PDF and/or Excel compatible (.xls) (where indicated).
- 10.4 Tenderers must ensure that all returnable schedules, documents, and certificates are legible, current, legally compliant, and valid.

## PART F: PRICING

### 11 PRICING INSTRUCTIONS

- 11.1 The pricing that the Tenderer submits will be considered the Tenderer's final pricing which will be included in the Contract. The Excel spreadsheet that is Annexure C: Pricing must be used to submit the applicable pricing as indicated in these Tender Documents. The pricing worksheets must be completed. Prices must be wholly inclusive of all costs as per the scope of work and must include VAT.
- 11.2 Tenderers must show their pricing information using the pricing template contained in Annexure C: Pricing.
- 11.3 Pricing must be submitted in editable and printable softcopy in both the original Excel compatible (.xls) and .pdf formats.
- 11.4 Tenderers hereby acknowledge and agree that in the event of their failure to specify a fee or price for a particular item within their submission, said item(s) will be deemed to be encompassed within the overall fees and/or prices submitted by the Tenderer.
- 11.5 Tenderers must carefully consider the provisions as set out in sections 6, and 7 when providing provisions.
- 11.6 **Exchange Rate Fluctuations:**
- 11.6.1 Any increase in the rate of exchange in terms of the Annexure C: Pricing will be for the Tenderers account. Tenderers must ensure that risk associated with exchange rate fluctuations are included in Annexure C: Pricing
- 11.7 **Cost Savings:**

- 11.7.1 The University expects the Tenderer to be an active partner in generating ideas to reduce costs beyond only price reductions. Alternative cost reduction methods can be included in a separate spread sheet in Annexure C: Pricing.

## PART G: INSURANCE

### 12 INSURANCE REQUIREMENTS

- 12.1 A Tenderer must demonstrate that it has an adequate insurance cover to meet the minimum requirements as set out in the Scope of Works or obtain a letter of confirmation from its insurers indicating that the Tenderer will qualify for adequate insurance cover to satisfy the minimum requirements, or they need to agree to have insurance in place and not add any additional cost by stating in the tender document with tick boxes in the returnable schedule. The Tenderer will have to establish its standard company insurance (please refer to Annexure B: Returnable Schedules and Documents) and details of:
- 12.1.1 public liability to the value of at minimum R5 million to R10 million; and/or
- 12.1.2 professional indemnity insurance to the value of at minimum R5 million to R10 million;
- 12.2 Tenderers agree that should it be awarded as a successful service provider that it shall at all times maintain insurance coverage satisfactory to the University's insurance brokers. Proof of payment of premium for the respective policy shall be furnished annually to the University in the event the Tenderer is the successful service provider. This should not have an impact on the Tenderer's submitted pricing.

## PART H: THE CONTRACT

### 13 THE CONTRACT

- 13.1 Tenderers must please take note of the following important contractual terms:

Indicative Contract Dates:	Start Date – End Date (TBC) Target from November 2023.
Indicative Contract Duration:	3 (Three) years
Classification and Type of Contract:	Memorandum of agreement
Start Date:	01/11/2023
End Date:	01/11/2026
Full Contract Term:	36 months   3 years (it usually takes 2 years to switch from one technology to another and the 3rd year is usually to review or change).
Project Implementation Start and End Date:	01/11/2023 – 01/11/2023 (depending on project implementation)
Warranties:	Warranties will be covered by SLAs (Software's are covered by SLAs)
Support and Maintenance:	Support and Maintenance shall commence on project commissioning

- 13.2 Any award made as a result of this Tender process will be governed by the regents of the Contract.
- 13.3 In the event that a Contract has been included in the Tender Documents (see Annexure D: Draft Contract) and if a Tenderer takes exception or wishes to propose a deviation to any term or condition in the Contract, it must be done clearly and conspicuously by referencing the specific clause number or the term or condition and by describing the exception or deviation in Annexure B under the Contract Deviation Schedule. If a Tenderer does not clearly and conspicuously take an exception or propose a deviation to a specific term or condition, the Tenderer shall be bound by such term or condition in the event the award is made to it. The University reserves the right to in each instance:
- 13.3.1 Accept the deviations or exceptions; or
- 13.3.2 Negotiate the deviations or exceptions; or
- 13.3.3 Reject a proposal with deviations or exceptions deemed unacceptable by the University at its option and in the exercise of its sole discretion.
- 13.4 The rejection or amendment by the Tenderer of any terms and conditions contained in the Contract may



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increase the risk to the University and will thus be taken into consideration when assessing the Tenderer's Tender Submission.

- 13.5 Tenderers should not provide or include their contract, service level agreement or '*reserve the right to negotiate if the Tenderer is selected as the preferred service provider*' statement (the University will not consider this type of documentation). Tenderers must ensure that they follow the protocol as set out in section 13.3.
- 13.6 The Tender awarded will be conditional and subject to successful negotiations and the signing of a written contract, failing which the University reserves the right to withdraw the Tender and to award another Tenderer without the need to repeat the same Tender process.
- 13.7 Should final contract negotiations with the preferred Tenderer not be concluded within 4 (four) weeks of the tender award or the preferred Tenderer takes exception to certain terms in the Contract that the parties cannot agree to, the University reserves the right to cancel the award and select an alternative Tenderer.