

**The University of South Africa invites suitably
qualified service providers to participate in an
Open Tender Process to provide the University
with**

**A Managed Connectivity Solution for Staff and
Students**

Tender Specification Document

Tender Ref. No:	PT2020/19	Date of Issue:	October 2020
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1. OVERVIEW

The University of South Africa, through its Open and Distance eLearning (ODeL) philosophy, is committed to providing access to its distance learners wherever they live or work. One of the strategies for meeting this goal is a stable, well supported network that allows for delivery of services to both staff and students on all Unisa Campuses and at all regional offices. Unisa services over 370 000 students nationally and internationally, through online services and the regional infrastructure that is made up of 39 campuses and regional offices.

Unisa serves a number of students and has operations in various underserved and underdeveloped areas. Lack of access to ICT services in these areas impacts adversely on the ability and capability of Unisa to provide a service to students and for its operations.

The purpose of this tender is to appoint a network service provider that will provide the following:

- a.) Fully Managed connectivity solution for all staff that are required to work remotely. This will ensure that Unisa can accommodate the current and anticipated future business requirements as Unisa embarks on its digital transformation journey towards becoming a fully ODeL university.
- b.) A fully Managed connectivity solution to enable online teaching and learning through the provision of a reliable, consistent uncapped data package for all students nationally including underserved areas.

2. PROPRIETARY AND CONFIDENTIAL INFORMATION

All material submitted in response to this tender shall become the property of Unisa. Any confidential information provided by a service provider in response to this Tender will be held in confidence and will only be used for the evaluation of this tender.

3. DEALING WITH THE UNIVERSITY OF SOUTH AFRICA

Service providers must not contact any member of Unisa with respect to queries they may have with this tender. **There will be no information session held, all questions must be submitted to tenders@unisa.ac.za by the 22 October 2020 and answers will be published on the tender website by 27 October 2020.**

The service provider shall not disclose any such information or specification, whether explicit or implied, to any third party without the written consent from Unisa.

4. TENDER SUBMISSION AND CLOSING DATE

The original and a soft copy of the tender must be submitted into the official tender box in a sealed envelope located in the Kgorong Building, Security Entrance, Preller Street, Muckleneuk Campus, Muckleneuk Ridge, Pretoria. Please quote the tender reference number **PT2020/19** on the sealed envelope.

Closing date: 04 November 2020 @ 12:00

Tenders submitted late will not be accepted or considered.

Points will be awarded for Broad-Based Black Economic Empowerment.

The decision of the Unisa Management Committee on awarding a tender is final.

Unisa reserves the right to appoint, contract with and monitor the performance of any service provider it deems will offer the best service in line with its requirements, although it may not necessarily be the lowest Tenderer. Unisa also reserves the right, in its sole discretion, to re-advertise, not to retender or not to award the tender.

The tender awarded will be conditional and subject to successful negotiations and signing of a written contract, failing which Unisa reserves the right to withdraw the tender and to award the tender to another Tenderer without repeating the process.

5. PRE-QUALIFICATIONS

Tenderer must subcontract a minimum of 30% of the value and scope of the contract to at least 51% of the designated groups as defined by the B-BBEE codes of good

practice in order to advance the designated groups. Unisa will use other means of validation to confirm the B-BBEE status. The sub-contracted tenderer should not be the subsidiary company of the tenderer. Tenderer that fail to meet this criterion will be disqualified. Unisa will provide the tenderer with the list of ESD entities for training and development and skills transfer. Tenderer must provide a B-BBEE certificate of sub-contracted Tenderer and shareholder certificates.

The scope of subcontracting must cover the following areas:

- Solution design,
- Solution acquisition,
- Solution implementation
- Solution maintenance and support
- Training for ESD should encompass the solution subcontracted scope

It is recommended that ESD steering committee is involved to facilitate the process of monitoring and quality assurance of skills and training for solution for the appointed ESD sub contractor.

6. MANDATORY REQUIREMENTS

Mandatory requirements will include the following and must be labelled and submitted in the following order. **Failure to comply and submit any one of the documents will disqualify the submission:**

Annexure A1: Completed and signed Supplier List Application Form (F25) including the PSP form and bank account details from the bank.
(www.unisa.ac.za/tenders)

Annexure A2: Resolution to sign on behalf of the tendering unit
(www.unisa.ac.za/tenders)

Annexure A3: Copy of current and valid original SARS Clearance Certificate/ pin

Annexure A4: Copy of company registration documents listing all active directors / members of the company from CIPC / CIPRO.

- Copies of share certificates must be included (excluding close corporation)
- Annexure A5: Pricing Template. (The pricing template must be completed)
- Annexure A6: Minimum of **three** recent contactable references (not older than 3 years) from customers to which the tenderer has provided the proposed an APN Managed Data Solution as part of a DTLS ecosystem, where at least one client is an institution of higher education based on the APN capacity. Only references from the tendering unit will be considered. Annexure A6 must be completed in full.
- Annexure A7: Financial Statements
- a. One set (2 years comparative figures) of the most recent audited Annual Financial Statements together with a signed Independent Auditor's Report or a signed letter from the Accounting Officer for Close Corporations must be submitted unless the reporting entity is exempted in terms of the new South African Companies Act from obtaining an Independent Auditor's Report. The exempted entity must then submit a signed Independent Reviewer's report or signed compilation engagement (ISRS 4410) report from any recognized accounting professional body. The annual financial statement submitted must be within six months of the financial year-end to qualify for evaluation.

A complete set of Annual Financial Statements including the following:

- Independent Auditor's Report (Letter from an External Accountant/Accounting Officer for Close Corporations)
- Statement of Comprehensive Income (Income Statement)
- Statement of Financial Position (Balance Sheet)
- Statement of Cashflows
- Statement of Changes in Equity

- Notes to the Financial Statements

No summarized Financial Statements or Extracts of financial statements will be accepted.

- b. Where the financial statements of the holding company are submitted, a signed letter be included from the holding company, on their letterhead signed by the CEO/CFO, that they would be liable if the subsidiary defaulted. This must be attached to the financials being submitted. Failure to submit such signed letter will disqualify the tender submission.
- c. The financial statements should be submitted as a separate bound document.

Annexure A8: Unisa General Terms and Conditions of the tender (www.unisa.ac.za/tenders)

Annexure A9: Managed Connectivity Solution Specification Response Template

Annexure A10: Service providers must submit a copy of an ICASA License

Annexure A11: Student Magisterial Distribution

Annexure A12: Sub-Contracting Template

7. OTHER REQUIREMENTS

Supplier documents and information

Annexure B1: A valid B-BBEE certificate or proof of exemption from an accredited SANAS verification agency / auditor. An affidavit certifying their total annual income and level of black ownership will be sufficient for EMEs and QSEs. Failure to submit the above will result in a zero score for B-BBEE.

Note: All documents submitted in support of this tender must be the documents of the tendering unit and may not pertain to different companies or units within a group. As an example, a tenderer cannot submit its own B-BBEE certificate, but the SARS certificate of its holding company.

8. PRICING

The tenderer must state whether the price quoted is fixed for the duration of the agreement or whether the price is subject to escalation. In the absence of an indication in this regard the price will be considered as fixed for the full period of the agreement.

- All pricing must be quoted in South African Rand (ZAR) including VAT.
- The pricing **must remain valid for 120 days** from the closing date of the tender.
- Pricing / costing template **must be completed** (Annexure A5)
- Any pricing not included in the pricing template will not be considered.

Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his tender, and any variance will render the contract null and void.

9. PAYMENT TERMS

The payment terms of the University are 30 days after receipt of goods and services and upon receipt of the required documentation. **No upfront payments will be considered.**

10. SUB-CONTRACTING

Tenderer must subcontract a minimum 30% of the value and scope of the contract to at least 51% of the designated groups as defined by the B-BBEE codes of good practice in order to advance the designated groups. Unisa will use other means of validation to confirm the B-BBEE status. The sub-contracted tenderer should not be the subsidiary company of the tenderer. Tenderer must provide a copy of Valid SARS certificate/ pin, B-BBEE certificate of sub-contracted Tenderer and shareholder certificates.

11. JOINT ARRANGEMENTS

No Joint Ventures will be accepted for this Tender

12. EVALUATION CRITERIA

Pre-qualification

Only tenderers that meet all the mandatory requirements including the financial evaluation will proceed to stage 1 of the adjudication.

Stage 1 – Technical Mandatory Requirements

Refer to Annexure A9 for complete evaluation criteria's.

Tenderers must meet a minimum of 90% in the technical evaluation in order to proceed to stage 2 of the evaluation

Stage 2: Pricing and BBEE

CRITERIA	POINTS
<p>Price</p> $P_s = 75 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$ <p>Where:</p> <p>Ps = Points scored for price of tender under consideration</p> <p>Pt = Rand value of tender under consideration</p> <p>Pmin = Rand value of lowest acceptable tender</p>	75
<p>B-BBEE</p> <p>B-BBEE score to be taken from valid B-BBEE certificate provided</p>	25

13. TENDER SPECIFICATION

13.1 Managed connectivity Solution for Staff and Students

The tender specification section for solution must address the challenges experienced by Unisa staff and students residing in underserved areas of the country, where there is poor or no network coverage.

13.1.1 Service providers must include in their proposal a connectivity solution that will cater for total number of staff and students across the country. For more information please refer to Annexure A9

- 13.1.2 Solution proposed should ensure the reliable and uninterruptable network.
- 13.1.3 The proposed solution must ensure 99.95% network availability.
- 13.1.4 The proposed solution must ensure a minimum throughput of 20Mbps.
- 13.1.5 The proposed solution must be for uncapped data and not throttled.
- 13.1.6 The proposed solution should include devices necessary to connect to the network

13.2 Solution Performance Reporting

- 13.2.1 Solution proposed should have live accessible dashboard to Unisa management.
- 13.2.2 Service providers must ensure advanced performance reporting on the proposed solution.

14. SERVICE LEVEL AGREEMENT

The service level agreement (SLA) covers all the equipment that will be deployed including management and licensing where applicable.

SLA performance will be measured in accordance with the service provider's ability to restore service within the allocated and agreed upon time.

Penalties will be imposed on none compliance to service delivery including termination of service to be discussed in the contract.

14.1 Client / Service Provider SLA Meetings

Service providers must commit to monthly service level agreement meetings with Unisa where incidents, breaches of SLAs and any other matters related to this agreement must be discussed. This is essential to ensure accurate reporting and feedback mechanisms throughout the duration of the contract.

14.2 General Responsibilities of Service Provider

14.2.1 Service provider must implement the contract in line with the scope of work outlined in this document, taking into account necessary adjustments post the negotiation and contracting process.

14.2.2 Service provider will be accountable for the provision of an end to end solution including migration, implementation, quality assurance, change management, rollout, solution maintenance and support services.

14.2.3 Service Provider will be held responsible for the optimal functioning of the solution, including the high performance of the solution in line with service level standards.

14.2.4 The service provider must ensure proper management of all documents related to the contract, for audit purposes. The service provider must ensure that documentation and/or reports submitted to the university are of good quality and includes relevant stakeholder consultations and communications during the documentation compilation.

15. TENDER RESPONSE: SERVICE PROVIDER APPROACH AND CAPABILITY

A blank Tender Response Template containing the requirements listed above is contained in Annexure A9. All responses must be completed using these templates any other templates will be discarded.

16. ANNEXURES

Annexure A5: Pricing Template

Annexure A6: Referencing Template

Annexure A9: Managed APN Data Solution Specification Response Template

Annexure A11: Student Magisterial Distribution