



# INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM TECHNICAL SPECIFICATIONS

T UJ 37/2024	Renewal of IT Service Management System Motodata Licenses for a Period of Three (3) Years
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## 1. Introduction

The Information Communication Systems (ICS) Division is tasked with planning, implementing, and supporting core Information and Communications Technology (ICT) systems and infrastructure services within UJ. As part of a key enabler to the 2025 Strategic vision of the University of Johannesburg (UJ), the Information Communication System (ICS) has developed an ICT 4.0 Strategy and IT Governance Framework that will fuel UJ's growth in line with its strategic objectives and Industry Revolution 4.0.

The ICS strategy describes the underlying principles to meet IT strategic objectives and capabilities that a university needs to flourish within and adapt to a rapidly changing world environment. The ICT 4.0 Strategy is driven by internal initiatives and external influential factors such as changing business dimensions, regulatory changes, new trends in the education industry, and disruptive ideas on Education Systems.

## 2. Background

The Information and Communication Systems (hereafter referred to as ICS) requests proposals to provide annual licenses and support services for the Motadata ServiceOps Information Technology Service Management (ITSM) system. This RFP is to invite qualified vendors to propose the best solution to fulfill the licensing requirements for the University's Motadata ServiceOps ITSM system.

UJ requires 113 concurrent licenses for the ICS and Finance department technicians.

## 3. Requirements

### 3.1 Basic Requirements

The successful service provider must be able to meet the following requirements:

- 3.1.1 **Motadata ServiceOps approved reseller and Motadata ServiceOps accredited.** NB: This is mandatory; bidders will be required to submit proof of reseller accreditation. **Bidders who do not submit this will be disqualified.**
- 3.1.2 In-house resources to provide technical support teams for customizations and enhancements.
- 3.1.3 Locally based representatives.
- 3.1.4 Provide three references from organizations that utilize their services.

### 3.2 Support Requirements

The successful service provider must be able to adhere to the following support requirements:

- 3.2.1 Provide operational support during UJ office hours (07:30 – 17:00)
- 3.2.2 Provide technical support for patch deployment or upgrades after office hours per the UJ's change management process.
- 3.2.3 Respond to a support call within 2 hours and provide solutions within 4 hours for high-priority calls.
- 3.2.4 Assist with ongoing system customization and enhancements.

### 3.3 Pricing Requirements

- 3.3.1 The pricing should include all the applicable discounts and benefits afforded to the higher education sector.
- 3.3.2 The discounts given to UJ should be indicated upfront compared to the proposed product's current market price.
- 3.3.3 The pricing provided should include the total cost breakdown for year 1 to year 3.
- 3.3.4 The pricing should include annual maintenance and support services.
- 3.3.5 Annual price increase should not exceed 4%.
- 3.3.6 The exchange rate will be fixed at R18.00 to the dollar for the purpose of this tender.
- 3.3.7 University of Johannesburg will pay for licensing renewal costs on an annual basis.

### 3.4 Licensing Requirements

- 3.4.1 Provide a concurrent licensing model (license model that is based on the maximum number of users who will use it simultaneously)

Products	Quantity	Unit Cost	Total Cost – Year 1	Total Cost – Year 2	Total Cost – Year 3
Motadata ServiceOps ITSM Subscription licenses ( SaaS)	113 concurrent users				
Annual Maintenance and Support for the term					
Development Support	20 hours				

### Additional Notes

- 3.4.2 The response must strictly adhere to the above requirements. Deviations must be mentioned and explained. However, it will be at the sole discretion of UJ to accept or reject such deviations.
- 3.4.3 The successful service provider is expected to provide support through VPN service will be provided for if needed.
- 3.4.4 **The contractual agreement will be valid for three years.**
- 3.4.5 The service provider must attend the compulsory site briefing if held.

## 4. Technical Adjudication

This tender will be evaluated in three stages, namely:

- Stage 1 – Tender Compliance
- Stage 2 – Functionality Evaluation
- Stage 3 - Financial and B-BBEE

### 4.1 Stage 2: Functionality Evaluation Criteria:

Requirement	Maximum points attainable
<b>Meet specifications and all specified requirements.</b>  Provision of licenses ( 113 concurrent licenses over a 3-year period) = 10 points - Provision of inclusive development services ( 20 Hours) = 20 points -Provision of inclusive operational support in line with the defined SLA = 20 points	50
<b>Company experience and Key technical resources skills and certifications</b>  -5 Technical support resources with development and application support experience in Motadata ServiceOps and ITSM best practice 25 points - 4 Technical support resources with development and application support experience in Motadata ServiceOps and ITSM best practices = 20 points -2 Technical support resources with development and application support experience in Motadata ServiceOps = 15 points	25
<b>References</b>  -3 contactable references of similar deployments = 25 points. -2 contactable references of similar deployments = 20 points. -2 references without contacts of similar deployment= 10 points -1 contactable reference = 5 points -1 reference with no contacts = 2,5 a point -No reference or reference of deployments that are out of the scope of the tender = 0 points	25
<b>Total Points</b>	<b>100</b>

#### **Important Note:**

*A minimum of 70 points is required for any tenderer before further evaluation.*

*All tenderers who achieve 70 points or more and provide valid proof of the required certification will be evaluated equally in stage 3.*

### 4.2 Stage 3: Financial and B-BBEE

- Price (80 points)
- BBEE (20 points)