



UNIVERSITY OF THE  
WITWATERSRAND,  
JOHANNESBURG

## PROCUREMENT DOCUMENT

FOR

### RFP - ICT - MICROSOFT IDENTITY MANAGER (MIM)

<b>Reference No.:</b>	Wits Tender / 2025:15	
<b>Description:</b>	ICT - Microsoft Identity Manager (MIM)	
<b>Issue Date:</b>	06 April 2025	
<b>Issued by:</b>	ICT	
<b>Submission Date and Time:</b>	Date: 08 May 2025	Time: 23h59 (Before midnight)
<b>Important Information:</b>	Non-Compulsory Briefing Session	Date: 15 April 2025 @ 10h00

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## ATTACHMENTS:

List of Annexures	Description of Annexures
Annexure A	Scope of Work
Annexure B	Returnable Schedules and Documents
Annexure C	Pricing
Annexure D	Draft Agreement
Schedule 5A	Customer Reference Template

## 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 Information Communication and Technology (ICT) invites suitably qualified Microsoft partner, to submit proposals for managing of the existing Microsoft Identity Manager (MIM) installation and ancillary functionality currently being used by the University, for a period of five (5) years.

#### 1.3 Tender Description

1.3.1 The primary operational objective is to appoint a reputable service provider to manage the existing Microsoft Identity Manager (MIM) installation and ancillary functionality currently being used by the University, as described in Annexure A: Scope of Work.

#### 1.4 Procurement Strategy

1.4.1 The University's intention is to appoint a single provider to manage of the existing Microsoft Identity Manager (MIM) installation and ancillary functionality currently being used by the University. The University will consider the submissions, delivery timeframes and price and B-BEE to select the provider(s). 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.

1.4.2 This is an open, competitive tender process.

1.4.3 No partnership, joint ventures or subcontracting will be permitted.

#### 1.5 Pre-qualification Criteria

1.5.1 Tenderers who have suitable experience and demonstrated capacity in the required work activities in providing us with the required skills and suitably qualified Microsoft partner in managing of the existing Microsoft Identity Manager (MIM) installation and ancillary functionality currently being used by the University 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 must be signed by a duly authorised representative
2.	must provide proof of your legal entity's registration documentation (e.g., CIPC) indicating the date of registration/incorporation, list of directors, partners, and members.
3.	must provide proof of valid SARS Tax Pin for local entities.
4.	if applicable, provide VAT Registration Certificate.
5.	must provide audited company financial statements for the past 3 (three) years, in line with the Companies act in South Africa.
6.	The Tenderer must provide (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.	At minimum the tenderer must show a Track record/experience of 5 years track record/experience in implementing MIM Management. This track record must be within the last 5 years.
8.	Provide a minimum of 3 (three) recent references. You should have performed all the following deliverables: MIM management, integration with active directory and azure, integration with external database information and integration via scripting. References must be from different clients and

	dated within the last 5 years. Acceptability of the references is part of the prequalification phase. References may be confirmed and will be assessed for acceptability and relevancy.
9.	must provide a proof that they are currently certified Microsoft partner, please attach a valid certification.
10.	provide their insurances - A Tenderer must demonstrate that it has an adequate insurance cover to meet the minimum requirements as set out in the Scope of Work 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 provide their commitment to having the insurance in place at time of contract conclusion if awarded. The Tenderer will have to establish its standard company insurance (please refer to Annexure B: Returnable Schedules and Documents) and details of:
11.	must provide Annexure C: Pricing schedule information

- 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) 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 additional 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 yields insufficient detail and Tenderer differentiation.

## 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	06 April 2025
2.	Non-Compulsory Briefing Session  Date and time: 15 April 2025   10h00 Microsoft Teams: <a href="#">Join the meeting now</a> Meeting ID: 328 804 342 738 Passcode: 8os9AU2A  Note: it is highly recommended that the person/s that will be working on the submission attend the online briefing session.	
3.	Submission Date and Time	Monday 08 May 2025   23h59 (Before midnight)

- 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 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 6),
  - 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 anyone 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 - 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 and the affordability thereof with consideration of available funding,
- 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 regarding 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 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.
- 8.1.6 **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%**, to move on to the next stage of evaluation.
- 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	Weight
<b>1</b>	<b>References</b>	<b>Maximum 20 Points</b>
<b>1.1</b>	Provide a minimum of 3 (three) recent references. You should have performed all the following deliverables: MIM management, integration with active directory and azure, integration with external database information and integration via scripting. References should indicate the detail to enable the scoring of the experience.	<b>20 Points</b>

	Provide your evidence for these criteria in <b>Annexure B, Schedule 4A and 5A (reference letters)</b> references must be on letter head, must have a clear contact person, telephone numbers, email addresses and must be date stamped.	
<b>2.</b>	<b>Company Organogram</b>	<b>Maximum 30 Points</b>
<b>2.1</b>	Please provide detailed Organogram of the envisaged Wits support structure including presence of account manager, technical team resources including roles  <b>Provide your information in Annexure B Returnable Schedule, Schedule 4B</b>	<b>30 Points</b>
<b>3</b>	<b>Technical Capability and Capacity (Attach CVs, Relevant Accreditations and Certifications):</b>	<b>Maximum 20 Points</b>
<b>3.1</b>	Attach CVs of support structure, (E.g. including example of training material, call logging process, etc)  <b>Provide your information in Annexure B Returnable Schedule, Schedule 4C</b>	<b>20 Points</b>
<b>4</b>	<b>Support &amp; Training:</b>	<b>Maximum 30 Points</b>
<b>4.1</b>	Attach proposed support and training schedule.  <b>Provide your information in Annexure B Returnable Schedule, Schedule 4D</b>	<b>30 Points</b>
<b>5</b>	<b>Reports:</b>	<b>Maximum 5 Points</b>
<b>5.1</b>	Provide quarterly report template.  <b>Provide your information in Annexure B Returnable Schedule, Schedule 4E</b>	<b>5 Points</b>
<b>6</b>	<b>Backup / contingency plans:</b>	<b>Maximum 5 Points</b>
<b>6.1</b>	Provide backup / contingency plans for human resources (technical resources).  <b>Provide your information in Annexure B Returnable Schedule, Schedule 4F</b>	<b>5 Points</b>
<b>7</b>	<b>Support (calls):</b>	<b>Maximum 20 Points</b>
<b>7.1</b>	Show how you would stratify / prioritise calls and what response times are expected.  <b>Provide your information in Annexure B Returnable Schedule, Schedule 4G</b>	<b>20 Points</b>
	<b>Total</b>	<b>130 points</b>
	<b>Threshold</b>	<b>80%</b>

**8.3 Stage 3: Price, Preference (B-BBEE) Evaluation and where applicable Consideration of Previous Stages**

8.3.1 Tenderers who scored a minimum of **80** points in stage 2 will be considered for stage 3 (final stage).

8.3.2 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 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. B-BBEE scoring breakdown is as follows: <ul style="list-style-type: none"> <li>10% Level and</li> </ul>	20%

	<ul style="list-style-type: none"> <li>10% for 51% or more black ownership.</li> </ul>	
Functionality	Pro-rated	20%
<b>Total</b>		<b>100%</b>

### 8.3.3 B-BBEE Score Card

B-BBEE Status Level Contributor	Number of Points (10% B-BBEE system)
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.

### 8.4 Price Points Calculation

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

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

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.

### 8.5 Other Information

8.5.1 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.

8.5.2 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
- 9.4 Annexure A will not be accepted by the University.
- 9.5 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 (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.
- 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 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 11.6 and 11.7 when providing provisions.
- 11.6 **Annual Escalation Adjustments:**
  - 11.6.1 The prices for the goods and/or services specified in Annexure A: Scope of Work will remain unchanged for the first 12 (twelve) months of the Contract. Thereafter, such amounts may be adjusted provided that the relevant supporting documentation is supplied in accordance with CPI on the first and each subsequent annual anniversary of the effective date (the successful service provider is required to give 1 (one) month's prior written notice of such adjustment). The prices for the goods and/or services must include VAT, all other taxes (insofar as they are applicable) and insurance as required.
  - 11.6.2 **Note:** CPI means the average annual rate of change (expressed as a percentage) in the Consumer Price Index for all metropolitan areas as published by Statistics South Africa (or such other index reflecting the official rate of inflation in the Republic of South Africa as may replace it), which annual change shall be determined by comparing the most recently published index with the average index published over the 12 (twelve) months preceding the anniversary of the start date of the awarded Contract, and applying the lower of the 2 (two) compared indices.
- 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 must be included in a separate spreadsheet 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 Work 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 provide their commitment to having the insurance in place at time of contract conclusion if awarded. 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 The Service Provider must have adequate and comprehensive insurance cover in place, which is satisfactory to the University's insurance brokers to adequately insure against all the liabilities imposed by the delivery of services to the University. The Service Provider must provide the University with proof of its insurance cover. It is the responsibility of the Service Provider to establish whether its cover is adequate to insure against all the liabilities imposed by the delivery of services to the University and that such cover is aligned to the industry standard bearing in mind the nature of the services to be delivered to the University. Provide proof of full & adequate insurance for the fleet you are proposing. Insurance must satisfy the University's insurers.
- 12.2 Tenderers agree that should it be awarded as a successful service provider that it shall always maintain insurance cover 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 August 2025
Indicative Contract Duration:	5 (Five) years
Classification and Type of Contract:	Memorandum of Agreement

- 13.2 Any award made because 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 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 own 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 a final contract negotiation 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.