REQUEST FOR PROPOSAL (RFP)
Tender No: ICT/2018/08
Information Technology Service Management (ITSM) Tool

The ICT Department of the University of the Witwatersrand, Johannesburg in collaboration with Purchasing Consortium of Southern Africa (PURCO SA) requests proposals from qualified and accredited service providers to supply, implement and support an Information Technology Service Management (ITSM) tool that will be utilised across the University for requirements including, but not limited to, logging service requests, monitoring tickets for better and more efficient service delivery to customers/clients, for performing statistical reporting and implementing required ITSM processes.

Only tenderers who satisfy the requirements as set out in the tender documents should submit proposals.

Documents may be downloaded from the University's website at http://www.wits.ac.za/about-wits/procurement/ from 14:00 on Monday, 30 July 2018. Queries relating to this RFP can be addressed via e-mail to Ms Meshal Moonsamy and copied to Ms Charmaine Layton via e-mail: meshal.moonsamy@purcosa.co.za and Charmaine.Layton@wits.ac.za

The compulsory clarification meeting/session/briefing for this RFP is on Thursday, 2 August 2018 starting at 10:00 at the offices of Procurement Services, Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (tel. (011) 717-1510)
(refer: https://www.wits.ac.za/maps/braamfontein-campus-west/)

The closing time for receipt of tenders is on 20 August 2018 at 12:00.

Short-listed tenderers may be given the opportunity to make presentations to the University and will be advised of the date and time.

The University reserves its right to proceed with this request for information in full, in parts or not at all and call for a new RFP in the event of an unsatisfactory reply to this RFP invitation.

The conditions of tender, tender instructions, detail regarding the compulsory briefing meeting and detail regarding the short-listed tender presentations are stated in the Tender Data of the Tender Invitation Documents.