



**The University of South Africa invites suitably
qualified service providers to participate in a
Public Tender Process to provide the
University with SMS Services**

Tender Specification Document

Tender Ref. No:	PT2023/21	Date of Issue:	October 2023
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1. BACKGROUND

Unisa is a public institution of higher learning. Unisa is a distance education university, so its students are spread all over the country and internationally as well. Unisa has various communication channels with its students. One of these channels is the use of SMSs. Unisa also makes use of SMSs for security purposes such as One-Time-Pins. This tender is an operational requirement to sustain SMS services that enable SMS communication to students and staff from academic and support departments.

Unisa sends SMSs to students to support them in their Applications, Registrations, Learning, Assessment and Graduations. SMSs are either automatically sent based on an administrative event or manually on an ad hoc basis by student academic and support units.

Unisa wishes to appoint a service provider for a period of three years for the provision of SMS credits and the delivery of these SMSs both locally and internationally. International demand will be less than 1% of total demand. The cost of a SMS credit should be fixed for the duration of the contract and the SMS credit should remain valid for at least 12 months from date of purchase. Purchases will be in batches as and when required by Unisa over three-year period. The anticipated maximum demand for SMSs by Unisa is 74 500 000 per annum, but this may decline over the three-year period as other forms of communication become available. Total SMS credits for the period of three years is expected to be around 223 500 000.

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 and / or consultants with respect to queries they may have with this tender. A compulsory information session will be held during which it is expected that any queries raised, will be answered. 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. COMPULSORY TENDER INFORMATION SESSION

Prospective tenderers must read and familiarise themselves with the tender specification before the information session.

Registration Date: 03 November 2023

Time: 10:00 to 11:00

Venue: The link for Microsoft teams will be provided on Unisa Website the day before the session.

The information session will commence immediately at 10:00, latecomers will not be admitted.

5. 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, Muckleneuk Campus, Preller Street, Muckleneuk Ridge., Pretoria**. Please quote the tender reference number **PT2023/21** on the sealed envelope.

Closing date: 20 November 2023 @ 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, not to award a tender, to re-advertise a tender or not to award the tender to a service provider who has more than two existing contracts with Unisa. 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.

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: Attendance of compulsory information session.
- Annexure A2: Completed and signed Supplier List Application Form (F25) (www.unisa.ac.za/tenders).
- Annexure A3: Resolution to sign on behalf of the tendering unit (www.unisa.ac.za/tenders). Own company resolution will also be accepted.
- Annexure A4: Copy of valid SARS clearance certificate to be submitted. SARS pin will also be accepted.
- Annexure A5: Copy of company registration documents listing all active Directors / members of the company from CIPC (CoR 039 or similar).
- Annexure A6: Copies of share certificates must be included (in the case of closed corporation's member certificates should be submitted)
- Annexure A7: Pricing template, Annexure A7 must be fully completed.
- Annexure A8: Minimum of three (**not older than 3 years**) contactable references from customers to which the tenderer has provided or is providing goods/services that are substantially **similar (size, nature & quantity)** to the goods/service required. If current references are provided these must be in place for a minimum of 3 years. **Annexure A8 must be completed in full.**
- Annexure A9: Valid Wireless Application Service Providers Association (WASPA) Membership Certificate.
- Annexure A10: Technical response template must be completed in full. (The technical response template will be attached to tender submission for mandatory completion).
- Annexure A11: 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 recognised accounting professional body. **The annual financial statement submitted must be within six months of their 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 draft, summarized or extracts of financial statements will be accepted.

- 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.
- The financial statements should be submitted as a separate bound document.

Annexure A12: Unisa General Terms and Conditions to be completed and **signed** (www.unisa.ac.za/tenders)

7. OTHER REQUIREMENTS

Annexure B1: A valid B-BBEE certificate from a SANAS accredited verification agency. 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

- ❖ 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.
- ❖ In instances where the contract period is extended beyond the initial 3 years it is accepted that the prices will remain fixed for the first 3 years.
- ❖ Pricing / costing template **must be completed** (Annexure A7)
- ❖ Any pricing not included in the pricing template will not be considered.
- ❖ Foreign exchange rate used to be indicated (if applicable).

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. 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 – Evaluation:

DESCRIPTION	Comply/ non comply
<p>Phase 1: Mandatory technical evaluation</p> <p>Here is a list of technical specifications that the service provider's infrastructure must meet:</p> <ul style="list-style-type: none">• HTTP API to send SMS• SMPP v3.4• Minimum 3 transmitter bind(s)• Minimum throughput of 5 SMS per second over a single transmitter• 1 receiver bind• Delivery receipts via SMPP on the receiver• Minimum 1 failover host (service provider SMPP host/server/service)• 24/7/365 service availability <p>Here is a list of other specifications that the service provider must meet:</p> <ul style="list-style-type: none">• POPIA compliance and declaration thereof• Technical support aligned with SLA• Fixed cost per SMS credit• International delivery of SMS on a low demand scale (1% of total demand).• Prepaid model, where credit volumes are purchased at various intervals at the agreed cost per credit, valid for at least 12 months from date of purchase and loaded onto Unisa's SMPP or HTTP API account / profile• Accessible reporting on monthly usage• Delivery reports per SMS recipient searchable by mobile number• Web-based self-service campaign management for marketing	

Service provider needs to be 100% compliant to the technical specification requirement to proceed to stage 2 of the evaluations.

Stage 2:

CRITERIA	POINTS
Price $P_s = 75 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$ <p>Where: Ps = Points scored for price of tender under consideration Pt = Rand value of tender under consideration Pmin = Rand value of lowest acceptable tender</p>	75
B-BBEE B-BBEE score to be taken from valid B-BBEE certificate provided	25
TOTAL:	100

11. TENDER SPECIFICATION

UNISA ICT maintains the integration solution which enables UNISA's systems to send SMSs via a SMS service provider using industry standards as articulated below. Any enhancements needed to the UNISA solution to work with a new service provider will be done by UNISA ICT. The new service provider should just provide the APIs required.

Here is a list of specifications that the service provider's infrastructure must meet:

- HTTP API to send SMS.
- SMPP v3.4
- Minimum 3 transmitter bind(s)
- Minimum throughput of 5 SMS per second over a single transmitter
- 1 receiver bind
- Delivery receipts via SMPP on the receiver
- Minimum 1 failover host (service provider SMPP host/server/service)
- 24/7/365 service availability

Here is a list of other specifications that the service provider must meet:

- POPIA compliance and declaration thereof
- Technical support aligned with SLA.
- Fixed cost per SMS credit
- International delivery of SMS on a low demand scale (1% of total demand).
- Prepaid model, where credit volumes are purchased at various intervals at the agreed cost per credit, valid for at least 12 months from date of purchase and loaded onto Unisa's SMPP or HTTP API account / profile.

- Accessible reporting on monthly usage
- Delivery reports per SMS recipient searchable by mobile number
- Web-based self-service campaign management for marketing

12. ANNEXURES

Annexure A7: Pricing template

Annexure A9: Reference Template

Annexure A10: Technical response template