1. BACKGROUND TO W&RSETA

The Wholesale and Retail Sector Education and Training Authority (W&RSETA) was established in 2000 in terms of the Skills Development Act (as amended). The public entity aims to facilitate the skills development needs of the Wholesale and Retail sector through the implementation of learning programmes, disbursement of grants and monitoring of education and training.

In support of this mandate, the ICT Division must ensure that employees, management, executives and governance structures are equipped with secure, reliable and fit-for-purpose tools of trade that enable productivity, strengthen cybersecurity and support the organisation's evolving technology landscape.

The procurement of updated laptops and 2-in-1 devices that meet or exceed current enterprise standards is therefore a strategic requirement. It supports W&RSETA's operational effectiveness, hybrid working model, service delivery mandate, cybersecurity posture and broader digital transformation objectives.

2. OBJECTIVE OF THE TENDER

The objective of this tender is to appoint a suitably qualified, authorised and experienced service provider to supply enterprise-grade laptops, 2-in-1 devices, specialised workstations, accessories, deployment services, warranty and support services for W&RSETA.

- High-performance enterprise-grade devices aligned to W&RSETA user categories.
- Specifications must align to the referenced Dell and Microsoft Surface class devices, or equivalent.
- Integrated mobile broadband capability across all categories through physical SIM and/or eSIM technology, supporting 4G LTE and/or 5G connectivity.
- Professional services for imaging, provisioning, asset tagging, delivery and optional post-deployment support.
- Minimum three-year enterprise onsite warranty and support services, including Accidental Damage Protection where specified or offered.
- Accessories including professional backpacks, wireless mice and relevant power adapters.
- Compliance with W&RSETA ICT governance, cybersecurity, lifecycle management and modern workplace requirements.

This procurement forms part of the ICT Infrastructure Modernisation Programme and is intended to support a secure, standardised and future-ready endpoint environment for W&RSETA.

3. SCOPE OF WORK REQUIREMENTS

The scope of work requirements includes the following:

The successful bidder must supply laptops, 2-in-1 devices and specialised workstations that meet or exceed the minimum specifications below. Devices must be brand new, enterprise grade and supplied through authorised distribution channels.

Mandatory connectivity requirement: All categories must include integrated mobile broadband capability through physical SIM Card slot and /or eSIM technology, supporting 4G LTE and/or 5G connectivity. This requirement must not be treated as optional.

Category 1: Executive and Board Members 2-in-1 Device

Item	Minimum Requirement
Intended users	Executive Management and Board Members
Estimated quantity/ordering basis	Estimated 26 devices
Reference device class	Microsoft Surface Pro 11 2-in-1 business device or equivalent
Processor	Intel Core Ultra 7 / Snapdragon X Elite
Memory	Minimum 32GB RAM
Storage	Minimum 1TB SSD
Display	13-inch touch display or higher
Form factor	Tablet/laptop 2-in-1 with detachable keyboard included
Digital pen	Digital pen/stylus included where supported
Operating system	Windows 11 Pro
Wireless connectivity	Wi-Fi 6E/Wi-Fi 7 or higher
Mobile SIM capability	Integrated 4G LTE and/or 5G mobile broadband with physical SIM card slot and/or eSIM technology
Security	TPM 2.0, Windows Hello and enterprise authentication capability

Warranty/support and accidental damage	3-year ProSupport Plus / enterprise onsite support with Accidental Damage Protection, Next Business Day where available

Category 2: Senior Management 13-inch Laptop

Item	Minimum Requirement
Intended users	Senior Managers
Estimated quantity/ordering basis	Estimated 10 devices
Reference device class	Dell Pro 13 Plus PB13250 or equivalent
Processor	Intel Core Ultra 7 265U vPro or higher
Memory	Minimum 16GB/32GB LPDDR5x
Storage	Minimum 1TB SSD; 2TB accepted where offered
Display	13-inch / 13.3-inch FHD+ display, 300–400 nits or higher; Touch display
Wireless connectivity	Wi-Fi 6E/Wi-Fi 7 or higher
Mobile SIM capability	Integrated 4G LTE and/or 5G mobile broadband with physical SIM card slot and/or eSIM technology
Security	TPM 2.0, fingerprint reader, webcam privacy feature and enterprise security capability
Ports	Multiple USB-C / Thunderbolt ports
Battery	Express Charge business battery technology
Operating system	Windows 11 Pro
Warranty/support and accidental damage	3-year ProSupport Plus / enterprise onsite support with Accidental Damage Protection, Next Business Day where available

Category 3: Standard Management and Employee Laptop

Item	Minimum Requirement
Intended users	Managers and employees from management level downwards
Estimated quantity/ordering basis	Estimated 323 devices
Reference device class	Dell Pro 15/16 Plus or equivalent

Processor	Intel Core Ultra 7 200U / 200V series
Memory	Minimum 16GB DDR5 RAM; expandable where technically supported
Storage	Minimum 1TB SSD; 2TB accepted where offered
Display	15-inch or 16-inch FHD+/QHD+ business display
Wireless connectivity	Wi-Fi 6E/Wi-Fi 7 or higher
Mobile SIM capability	Integrated 4G LTE and/or 5G mobile broadband with physical SIM card slot and/or eSIM technology
Ports	USB-C / Thunderbolt, HDMI and business connectivity ports
Keyboard	Full-size backlit keyboard preferred
Security	TPM 2.0 and enterprise endpoint security capability
Operating system	Windows 11 Pro
Warranty/support and accidental damage	3-year ProSupport Plus / enterprise onsite support with Accidental Damage Protection

Category 4: Specialised High-Performance Workstation Laptop

Item	Minimum Requirement
Intended users	ICT specialists, systems administrators, developers, data analysts, security specialists and other approved power users
Estimated quantity/ordering basis	Estimated 8 devices
Reference device class	Dell Pro Max 16 Plus / Dell Pro Max 16 workstation-class laptop or equivalent
Processor	Intel Core Ultra 9 processor
Memory	Minimum 64GB DDR5/CAMM2, with higher configurations accepted
Storage	Minimum 2TB SSD; higher storage configurations accepted
Graphics	NVIDIA RTX professional dedicated GPU

Display	16-inch high-resolution business/workstation display
Wireless connectivity	Wi-Fi 7 or higher and Bluetooth 5.4 or higher
Mobile SIM capability	Integrated 5G mobile broadband with physical SIM card slot and/or eSIM technology
Ports	Thunderbolt 5 / Thunderbolt 4, HDMI, USB and LAN connectivity where available
Battery	High-capacity battery, 96Wh where technically available
Security	TPM 2.0, enterprise authentication, smart card/contactless capability where available
Operating system	Windows 11 Pro
Warranty/support and accidental damage	3-year ProSupport Plus / enterprise onsite support with Accidental Damage Protection, Next Business Day where available

ACCESSORIES

- Professional laptop backpack for each device.
- Wireless mouse for each device.
- Detachable keyboard and digital pen/stylus for Category 1 devices where applicable.
- Docking station options and additional accessories to be priced separately as optional line items.

SUPPORT AND WARRANTY

- Minimum three-year enterprise onsite support for all categories, unless a longer warranty is proposed.
- Next Business Day onsite support where available.
- Accidental Damage Protection where specified or proposed.
- Keep Your Hard Drive / data retention service where available for security-sensitive devices.
- Warranty activation confirmation and support entitlement records must be provided per delivered batch.

ADDITIONAL REQUIREMENTS

- Windows 11 Pro must be supplied on all devices.

- All devices must comply with W&RSETA security baseline and endpoint management requirements.
- All devices must be capable of being enrolled and managed through W&RSETA endpoint management tools.
- Delivery must be available nationally to W&RSETA offices and designated locations.
- The bidder must provide handover documentation, warranty schedules and asset register information.

QUANTITIES AND ORDERING

The quantities reflected in this TOR are estimates only and do not constitute a commitment by W&RSETA to procure all devices. The successful bidder shall establish a 3 year pricing catalogue per category for the duration of the contract, subject to the approved pricing and contract conditions.

The quantities and yearly phasing reflected in this TOR are indicative estimates for planning and pricing purposes only. They do not constitute a guaranteed order, minimum purchase commitment, or obligation by W&RSETA to procure all estimated devices, accessories, monitors, warranty items or services. W&RSETA may procure more or fewer devices in any contract year, may shift quantities between years, may change the mix of device categories, and may elect not to utilise the full estimated quantity, subject to operational requirements, approved budgets, procurement approvals and organisational changes. Orders will only be placed through approved purchase orders issued by W&RSETA.

- W&RSETA may procure devices on an as-and-when-required basis.
- W&RSETA may increase or decrease quantities based on operational requirements, approved budgets and organisational changes.
- W&RSETA may procure any mix of device categories during the contract period.
- The bidder must provide clear pricing per device category, optional upgrades, accessories, warranty and deployment services.

4. EXPECTED OUTCOMES AND DELIVERABLES

- The expected outcomes and deliverables are as follows:
- Modernised laptop and endpoint fleet aligned with enterprise standards.
- Improved staff productivity, system performance and support responsiveness.
- Reduced downtime through standardised hardware, warranty and lifecycle support.
- Enhanced endpoint security, compliance and manageability.

- AI-ready and future-ready devices capable of supporting evolving business workloads.
- Improved hybrid work capability through mandatory mobile SIM card/eSIM slots and 4G/5G support across all categories.

5. PRICE

The price must be outlined per the scope of work requirements:

a) Bidders must complete the pricing schedule below for each device category and contract year.
b) Bidders must quote for all items, failure which the bid will not be evaluated further.
c) The bid will be awarded on rates, and the quantities reflected in the pricing schedule are estimated quantities for evaluation and planning purposes only. As such, the quantities must not be interpreted as guaranteed order quantities or a minimum purchase commitment by W&RSETA.
d) The pricing schedule must clearly reflect the same device categories described in the scope of work, including the applicable target user group, device type/class, and minimum warranty/support requirement per category.
e) Pricing must include the device, professional laptop bag or backpack, wireless mouse, minimum three-year enterprise onsite warranty/support, and any applicable Accidental Damage Protection.
f) Bidders must complete the warranty column for each line item and state the exact warranty/support offering included in the price.
g) Standard manufacturer accessories supplied with the device must be included as part of the device price and must not be priced separately.
h) All prices must be quoted in South African Rand and must be inclusive of VAT and delivery. Any assumptions, exclusions, optional items or escalation conditions must be clearly stated.

6. EVALUATION PROCESS

6.1. MANDATORY REQUIREMENTS:			
Authorised Reseller / OEM Partner Status	**Mandatory requirement:** 1. Bidders must submit a current OEM confirmation letter or distributor confirmation letter, valid OEM partner certificate, or OEM authorisation confirming authorised partner/reseller status. The confirmation must also show that the proposed devices, warranty, and support entitlements will be supplied through authorised OEM or distributor channels. Failure to submit this mandatory confirmation will result in non-compliance, and the bid may be deemed non-responsive.	**Mandatory / 0**	• OEM confirmation letter/distributor confirmation letter • Proposed devices, warranty and support entitlements

6.2. TECHNICAL EVALUATION CRITERIA

The Technical Evaluation Criteria as follows. Bidders must score 70% to be eligible for further evaluation.

Evaluation Criteria	Detailed scoring requirements	Max Score	Evidence / Comments
Capacity to Deliver	**Past Performance (Reference Letters)** Bidders must provide at least three (3) reference letters which demonstrate that the Bidder has successfully supplied and delivered laptop Less than. 1. Submission of Less than 3 reference letters which demonstrate that the Bidder has successfully supplied and delivered laptop (0 Points)	**20**	Signed Reference Letters from the client on the company letterhead

Evaluation Criteria	Detailed scoring requirements	Max Score	Evidence / Comments
	Submission of 3 reference letters which demonstrate that the Bidder has successfully supplied and delivered laptop (14 Points) 2. Submission of 4 and more reference letters which demonstrate that the Bidder has successfully supplied and delivered laptop (20 Points)		
	Delivery Plan / Methodology Bidders must submit a delivery plan to demonstrate their capability to deliver the laptops in all 9 provinces within a reasonable time and safely: • Delivery plan which included logistics approach (2 Points) • Implementation schedule confirming national delivery capability (3 Points) • Lead time within four (4) weeks (3 Points). • Delivery Handling Procedure to safeguard against damages (2 Points) • Handover Documentation including asset register and reporting Methodology (3 Points) • Imaging, provisioning and asset tagging approach (2 Points) • Goods in transit insurance or equivalent insurance (5 Points)	**20**	Delivery Plan / Methodology

Evaluation Criteria	Detailed scoring requirements	Max Score	Evidence / Comments
Conformance to Technical Specification	**Specification Compliance** • Completed technical compliance matrix for all proposed device categories, cross-referenced to the relevant OEM datasheets/specification sheets: 10 points. • OEM datasheets, brochures or product specification sheets clearly confirm that the proposed devices meet or exceed the minimum specifications for processor, memory, storage, display, security, ports, operating system and warranty/support: 10 points. • OEM datasheets or written OEM/distributor confirmation clearly confirms integrated physical SIM and/or eSIM support with 4G LTE and/or 5G mobile broadband capability for each proposed device category: 10 points. **Warranty and Support Model** • Minimum three-year enterprise onsite warranty/support: bidder must provide OEM warranty/support confirmation showing coverage for all proposed device categories: 5 points. Sub-criterion • Accidental Damage Protection and ProSupport Plus or equivalent entitlement: bidder must provide OEM confirmation that both the required enterprise onsite support entitlement and Accidental Damage Protection are included where applicable, or that an	**60**	OEM datasheets/specification sheets OEM warranty/support confirmation OEM onsite support entitlement and Accidental Damage Protection

Evaluation Criteria	Detailed scoring requirements	Max Score	Evidence / Comments
	OEM-equivalent bundled support package is provided: 5 points. Sub-criterion • Warranty activation, escalation and entitlement reporting process: bidder must provide the support escalation matrix, warranty activation process and entitlement reporting approach: 5 points. **Governance, Security and Reporting** • Secure handling of devices and asset information: bidder must submit a documented device handling procedure that confirms chain-of-custody controls, secure storage before delivery, authorised handover to W&RSETA representatives, and protection of asset information such as serial numbers, service tags and user allocation records: 5 points. • Endpoint security and manageability: bidder must submit OEM documentation confirming that the proposed devices include TPM 2.0, secure boot, BIOS/firmware management capability, enterprise authentication support, remote management capability and compatibility with Microsoft Intune or equivalent endpoint management tools: 5 points. • Project reporting and escalation controls: bidder must submit a sample progress report and escalation process showing reporting		Warranty activation, escalation and entitlement reporting process Device Handling Procedure

Evaluation Criteria	Detailed scoring requirements	Max Score	Evidence / Comments
	frequency, responsible contact persons, issue categories, escalation levels, turnaround times and closure tracking: 5 points.		
Total Technical Evaluation Score		**100**	