

Project Description: Supply, Delivery of Staff Laptops and Desktop Computers at Majuba TVET College for the Period of Five (05) Years - Lease Agreement
Project Number: IT 26/01 C - ADDENDUM 01

Foldable Specification Laptop: Ultra 7 32GB 1TB (9G102ET)

- Processor - Intel® Core™ Ultra 5 125U (up to 4.8 GHz, 24 MB L3 cache)
- Integrated Intel® Graphics
- 32 GB DDR5-5600 MT/s (1 x 32 GB)
- 1TB PCIe® Gen4 NVMe™ TLC M.2 SSD
- 13.3", WUXGA (1920 x 1200), TouchScreen, IPS, Low Blue Light, 400 nits
- Long Life 6-cell, 76 Wh Li-ion Battery
- Intel® Wi-Fi 6E AX211 (2x2) and Bluetooth® 5.3 wireless card
- 4G LTE-AP WWAN
- Keyboard – spill-resistant, backlit keyboard with numeric keypad
- 1080p FHD camera
- 2 USB Type-C® 20Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4, HP Sleep and Charge); 2 USB Type-A 5Gbps signaling rate (1 charging, 1 power); 1 HDMI 2.1; 1 stereo headphone/microphone combo jack; 1 RJ-45
- 65W USB Type-C® adapter
- Protect and Trace-Wolf Connect WWAN 5YR
- Next business Day - 5yr Onsite w/Predictive Detection Alerts/ADP Notebook (U86A9E)
- Multi-Device Wireless Mouse
- Business Backpack
- Operating System (Images to be supplied by the college)

High Specification Desktop AiO: G1i 27 AI U7-265 64B 2TB (D15H1ET)

- All-in-One PC
- Processor - Intel Core Ultra 7 265 5.3 GHz 30 MB L3 cache 20 cores
- Intel® Arc™ Graphics
- 64GB (2x32GB) DDR5 5600 SODIMM
- 2TB PCIe® Gen4 NVMe™ TLC SSD
- AiO 27" BU QHD IDS
- Intel Wi-Fi 7 BE200 +Bluetooth 5.4 WW WLAN
- Wireless Keyboard and Mouse Combo
- 5 MP HDR IR fixed camera
- Next business Day - 5yr Onsite w/Predictive Detection Alerts/ADP
- Operating System (Images to be supplied by the college)

Medium Specification Desktop AiO: G1i 27 AI U5-235 32GB 1TB (D15H1ET)

- All-in-One PC
- Processor - Intel Core Ultra 5 235 5.0GHz 24MB 14 cores
- Intel® Arc™ Graphics
- 32GB (1x32GB) DDR5 4800 SODIMM
- 1TB PCIe® Gen4 NVMe™ TLC SSD
- AiO 27" BU QHD IDS
- Intel Wi-Fi 7 BE200 +Bluetooth 5.4 WW WLAN
- Wireless Keyboard and Mouse Combo
- 5 MP HDR IR fixed camera
- Next business Day - 5yr Onsite w/Predictive Detection Alerts/ADP
- Operating System (Images to be supplied by the college)

Headset Specification

Product Overview This is a black, binaural headset designed to be worn with a headband. It is recommended for office and call center use.

Key Features The headset features on-ear (supraaural) ear cups with 3.2 cm drivers and active noise canceling. It includes a boom microphone with a frequency range of 100–6800 Hz.

Connectivity Connectivity is wireless via Bluetooth 5.1, supporting A2DP, HFP, HSP, and AVRCP profiles. It also offers USB connectivity and has a wireless range of up to 50 meters. An included BT700 Bluetooth Type-C adapter ensures compatibility.

Controls & Battery It has dedicated keys for answering/ending calls, volume control, and Bluetooth pairing. The built-in lithium-ion battery provides up to 24 hours of playback with ANC on and 40 hours with ANC off, recharging in approximately 2 hours via the USB Type-C port.

Included Accessories The package contains the wireless headset, a carrying pouch, a BT700 Bluetooth Type-C adapter, a USB Type-C to USB Type-A adapter, a USB Type-C charging cable, a charging stand, and a quick start guide. An AC adapter is not included.

Compatibility & Software The headset is certified for Microsoft Teams. It is compatible with Windows 10, Windows 11, macOS, Android, and iOS. It comes with the Poly Lens software.

Physical Specifications The headset dimensions are 155 mm (W) x 66 mm (D) x 183 mm (H), and it weighs 175 g. The package dimensions are 190 mm (W) x 210 mm (D) x 55 mm (H), with a weight of 382 g.

Detailed Questions & Official Responses

1. Connectivity Hardware

Question: Does the institution permit the use of external dongles or routers to provide data connectivity for the devices?

Response: No. All laptops supplied under this tender must be equipped with integrated, built-in SIM card slots to enable cellular data connectivity. The use of external USB dongles or standalone routers is not permitted, as the requirement is for a seamless, embedded connectivity solution.

2. Pricing Stability for Future Requirements

Question: Should the institution require additional laptops in the second or third year of the contract, how will potential market price increases be managed?

Response: Suppliers are required to anticipate and model potential economic fluctuations, including component cost variations and currency impacts, over the full contract period. Your submitted pricing must include a clear and justified mechanism for annual price adjustments, if any, which will be fixed and binding for the duration of the agreement.

3. Price Validity Amid Geopolitical Uncertainty

Question: Given the current geopolitical climate and associated supply chain volatility, for how long is the institution willing to hold the originally quoted pricing firm?

Response: While we seek pricing stability, the institution acknowledges that certain force majeure events or unprecedented market disruptions are beyond standard forecasting. Such "what-if" scenarios will be addressed through the contractual variation clauses at the time of occurrence, in good faith and in alignment with public procurement regulations.

4. Peripheral Inclusion – Headsets

Question: Are noise-cancelling headsets to be included with all devices, or only with laptops?

Response: Headsets are specified as a required peripheral for laptops only. They are not required for desktop units under this scope of supply.

5. System Image Deployment

Question: Will the institution provide a standardized, pre-configured software image (OS and mandated applications) to the awarded bidder for deployment onto the devices?

Response: Yes. The successful bidder will be supplied with a secure, institution-approved master system image which must be deployed to all devices prior to delivery. Instructions for secure image handling and deployment will be provided upon contract award.

6. Service Management & Accountability

Question: Clarify responsibilities: Who will actively monitor the device tracking and management portal, and who will manage the service desk, including escalation procedures?

Response: The selected supplier holds full responsibility for the 24/7 monitoring of the device management portal, proactive asset tracking, and the operation of the first- and second-line service desk. This includes defining, documenting, and executing all escalation paths to resolution within the agreed service level agreements (SLAs).

7. Insurance Liability for Scope Increases

Question: If the scope of work or number of devices increases during the contract term, who is liable for the corresponding increase in insurance premiums?

Response: The supplier is solely responsible for maintaining adequate insurance (including public liability, asset insurance, and professional indemnity) for the full contract value and scope. Any insurance cost increases due to contractual scope variations must be factored into the supplier's annual pricing model from the outset.

8. Insurance Coverage Specifics for Theft

Question: In the event of theft, who is liable if the insurance policy requires evidence of "forcible access" (e.g., broken locks) to validate a claim?

Response: The supplier must secure an insurance policy where coverage for theft is not contingent upon evidence of forcible or violent entry. The policy must cover simple theft (including unattended device theft) to ensure comprehensive risk protection for their assets.

9. End-of-Lease Buy-Back Process

Question: Please explain the process and commercial principles for the optional buy-back of laptops after the five-year lease period.

Response: The buy-back is an optional mechanism to be activated at the supplier's discretion. Final buy-back values and terms will be negotiated in good faith between the authorized end-users and the supplier during the final six months of the lease, based on the device's residual market value, condition, and original specifications.

10. Handling of User-Induced Damage

Question: What is the process if a laptop is damaged due to clear user negligence or accidental misuse?

Response: The staff member to whom the device is assigned will be held financially liable for the repair or replacement cost. The supplier must provide, as part of the offering, a clear and affordable option for staff to voluntarily take out incidental damage cover on a personal capacity, facilitating a swift resolution without institutional cost burden.

11. Fault Resolution Service Level Agreement (SLA)

Question: What is the stipulated turnaround time from fault reporting to the provision of a working device?

Response: The supplier must guarantee a "next-business-day" replacement for faulty devices. To support this SLA, the supplier must maintain a spare pool equivalent to 2% of the total leased laptops, held locally for immediate swap-out. Loaner devices must be of equal or superior specification.

12. Bidder Experience & Reference Criteria

Question: For the reference requirement of "over five million in value," must this be exclusively for laptop and desktop projects, or can other IT consultancy (ITC) work be included?

Response: The reference value must be specifically and demonstrably derived from contracts for the supply, lease, and/or support of laptops and desktops. The stipulated minimum value may be an aggregate sum across the three required reference letters, but each project referenced must be directly relevant to the hardware scope of this tender.

13. Data SIM Network Coverage & Provider

Question: Is data connectivity restricted to the Newcastle area, and is the institution mandating a specific network provider (e.g., MTN, Vodacom, Telkom)?

Response: The institution cannot legally mandate a specific mobile network operator. However, the supplier's proposed connectivity solution must provide reliable, high-speed data coverage across the entire operational area, specifically encompassing all campuses and facilities within the Majuba District and Dundee Area. Bidders must submit a coverage map and performance guarantees from their chosen provider.

14. Management of Monthly Data Caps

Question: If a user exhausts their monthly bundled data allowance before the renewal date, who is responsible for procuring additional data?

Response: Users are responsible for managing their consumption against the monthly data allocation provided. The institution will not fund or approve "top-up" data purchases. The supplier's solution should include user-friendly tools for monitoring real-time data usage.

15. Remedial Actions for SLA Breaches

Question: What are the institution's recourse steps if the service provider consistently fails to meet the performance standards outlined in the SLA?

Response: The institution will follow a staged remedial process: formal warnings, financial penalties as per the SLA schedule, and ultimately, initiation of contract termination for persistent material breach. Where the public sector supply chain management policy permits, the institution reserves the right to engage the next-ranked bidder on the bidder list.

16. Lease Payment Model Clarification

Question: Please elaborate on the lease payment structure: Is it a single monthly fee per device, and does this include data?

Response: The lease is an all-inclusive, per-device, per-month fee. This single fee must cover: the hardware lease, warranty, support services, helpdesk, device management portal, and the monthly cellular data allowance. The total monthly contract value will be calculated as:
(All-inclusive monthly fee per unit) x (Total number of units ordered).

Conclusion & Next Steps

Bidders must ensure their proposals are fully aligned with the clarifications provided above. These points form an integral part of the tender specifications.

Closing date extension for Tender Submission: Before 12h00 on the 13 April 2026.

Additional Questions:

1. Provision of OS.
 - a. Response: The College will make provision of their own Operating System.
2. Insurance cover of the Headsets and other peripherals.
 - a. Response: Only the Laptop and Desktop, no peripherals.
3. Delivery is it online or physically. Address required.
 - a. Response: Only Physical at the provided address.
4. Leasing allows to sell the leasing agreement to the bank.
 - a. Response: The College will not form part of any financial assistance before the delivery of goods and services.