

## SPECIFICATION



### **SUPPLY AND DELIVERY OF LAPTOP COMPUTERS FOR THE WHOLESALE AND RETAIL SECTOR EDUCATION AND TRAINING AUTHORITY (W&RSETA)**

**BID NUMBER: WRSCM-2021/2022-0030**

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## **1. BACKGROUND TO THE 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 (W&R) sector through the implementation of learning programmes, disbursement of grants and monitoring of education and training as outlined in the National Skills Development Strategy (NSDS).

## **2. OBJECTIVE OF THE BID**

The objective of the bid is to solicit bids State Information Technology Act (SITA) accredited service providers in the to supply and deliver the W&RSETA with a range of Laptops as outwhich must include warranties and support as per the specifications for a period of 5 (five) years.

## **3. BUSINESS DRIVERS**

The business problem that W&RSETA seek to resolve, is to ensure that the organisation has a reliable, and efficient IT Service provider that will provide quality and cost-effective products and support in a timeously fashion to ultimately maximise end user productivity.

## **4. GENERAL TERMS AND CONDITIONS**

- Pricing for services is to be adjusted on a yearly basis by means of a benchmarking exercise.
- The Service provider must implement a Continuous Service Improvement plan and through innovation (but not limited too) ensure the products and services are cost effective, is built on the latest proven technologies, industry best practices and is flexible to accommodate changing needs of the W&RSETA.

## **5. SCOPE OF SERVICES**

The service providers are required to supply and deliver the four categories of laptop computers as listed below:

- 5.1. Laptop 1
- 5.2. Laptop 2
- 5.3. Laptop 3
- 5.4. Specialised

5.1.1. The minimum requirements to be supplied and delivered by the for each the above categories are as follows:

**(a) Regional Managers, Executive Managers and Chiefs**

|                     |                                                                                                                                                     |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| OPERATING SYSTEM    | Windows 10 Pro 64                                                                                                                                   |
| PROCESSOR FAMILY    | 11th Generation Intel® Core™ i7 processor                                                                                                           |
| PROCESSOR           | Intel® Core™ i7(up to 4.8 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 4 cores) <sup>[6,7]</sup>                                         |
| MEMORY              | 16 GB DDR4-3200 MHz RAM (onboard)                                                                                                                   |
| INTERNAL DRIVE      | 512 GB SSD                                                                                                                                          |
| OPTICAL DRIVE       | Not included                                                                                                                                        |
| DISPLAY             | 13.3" diagonal, FHD (1920 x 1080), touch, IPS, BrightView, 1000 nits, 72% NTSC                                                                      |
| GRAPHICS            | Integrated: Intel® Iris® Xe Graphics                                                                                                                |
| EXTERNAL I/O PORTS  | 3 X USB 2.0 Super Speed USB Type-A 5Gbps signaling rate (1 charging);<br>1 headphone/microphone combo;<br>1 HDMI 2.0;<br>1 AC power <sup>[38]</sup> |
| AUDIO               | Dual stereo speakers, 3 multi array microphone                                                                                                      |
| WEBCAM              | 1024p HD IR privacy camera                                                                                                                          |
| KEYBOARD            | Spill-resistant, backlit keyboard                                                                                                                   |
| POINTING DEVICE     | Clickpad with multi-touch gesture support                                                                                                           |
| WIRELESS TECHNOLOGY | Wi-Fi 6 and Bluetooth® 5, vPro®                                                                                                                     |
| NETWORK INTERFACE   | LAN 100GB, Internal Sim Card Slot                                                                                                                   |
| POWER SUPPLY        | Included                                                                                                                                            |
| BATTERY             | Long Life (8 hours)                                                                                                                                 |

**NB: A separate pricing schedule for accessories and upgrade of the above components must be supplied.**

**(b) Laptop 2 – Specialists and Managers**

|                     |                                                                                                                                          |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| OPERATING SYSTEM    | Windows 10 Pro 64                                                                                                                        |
| PROCESSOR FAMILY    | Intel® Core™ i7 processor                                                                                                                |
| PROCESSOR           | Intel® Core™ i7 (up to 4.8 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 4 cores) [6,7]                                        |
| MEMORY              | 8 GB DDR4-3200 MHz RAM (onboard)                                                                                                         |
| INTERNAL DRIVE      | 256 GB SSD                                                                                                                               |
| DISPLAY             | 15.6" diagonal, FHD (1920 x 1080), touch, IPS, BrightView, 1000 nits, 72% NTSC                                                           |
| GRAPHICS            | Integrated: Intel® Iris® Xe Graphics                                                                                                     |
| EXTERNAL I/O PORTS  | 3 X USB 2.0 Super Speed USB Type-A 5Gbps signaling rate (1 charging);<br>1 headphone/microphone combo;<br>1 HDMI 2.0;<br>1 AC power [38] |
| AUDIO               | Dual stereo speakers, 3 multi array microphone                                                                                           |
| WEBCAM              | 1024p HD IR privacy camera                                                                                                               |
| KEYBOARD            | Spill-resistant, backlit keyboard                                                                                                        |
| POINTING DEVICE     | Clickpad with multi-touch gesture support                                                                                                |
| WIRELESS TECHNOLOGY | Wi-Fi 6 and Bluetooth® 5, vPro®                                                                                                          |
| NETWORK INTERFACE   | LAN 100GB, Internal Sim Card Slot                                                                                                        |
| POWER SUPPLY        | Included                                                                                                                                 |
| BATTERY             | Long Life (8 hours)                                                                                                                      |

**NB. A separate pricing schedule for accessories and upgrade of the above components must be supplied.**

**(c) Laptop 3 – Ordinary Users**

|                     |                                                                                                                                          |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| OPERATING SYSTEM    | Windows 10 Pro 64                                                                                                                        |
| PROCESSOR FAMILY    | Intel® Core™ i5 processor                                                                                                                |
| PROCESSOR           | Intel® Core™ i5 (up to 4.8 GHz with Intel® Turbo Boost Technology, 12 MB L3 cache, 4 cores)                                              |
| MEMORY              | 8 GB DDR4-3200 MHz RAM (onboard)                                                                                                         |
| INTERNAL DRIVE      | 256 GB SSD                                                                                                                               |
| DISPLAY             | 15.6" diagonal, FHD (1920 x 1080), touch, IPS, BrightView, 1000 nits, 72% NTSC                                                           |
| GRAPHICS            | Integrated: Intel® Iris® Xe Graphics                                                                                                     |
| EXTERNAL I/O PORTS  | 3 X USB 2.0 Super Speed USB Type-A 5Gbps signaling rate (1 charging);<br>1 headphone/microphone combo;<br>1 HDMI 2.0;<br>1 AC power [38] |
| AUDIO               | Dual stereo speakers, 3 multi array microphone                                                                                           |
| WEBCAM              | 1024p HD IR privacy camera                                                                                                               |
| KEYBOARD            | Spill-resistant, backlit keyboard                                                                                                        |
| POINTING DEVICE     | Clickpad with multi-touch gesture support                                                                                                |
| WIRELESS TECHNOLOGY | Wi-Fi 6 and Bluetooth® 5, vPro®                                                                                                          |
| NETWORK INTERFACE   | LAN 100GB, Internal Sim Card Slot                                                                                                        |
| POWER SUPPLY        | Included                                                                                                                                 |
| BATTERY             | Long Life (8 hours)                                                                                                                      |

**NB. A separate pricing schedule for accessories and upgrade of the above components must be supplied.**

#### (d) Specialised

The below specifications are unknown as these are specialised laptops. The specifications will be provided on an ad hoc basis as and when requests arises from the W&RSETA. The below specifications is a base model of what will be required.

|                     |                                                                                                                                          |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| OPERATING SYSTEM    | Windows 10 Pro 64                                                                                                                        |
| PROCESSOR FAMILY    | Intel® Core™ i7 processor                                                                                                                |
| PROCESSOR           | Latest Intel® Core™ i7                                                                                                                   |
| MEMORY              | 32 GB DDR4-3200 MHz RAM (onboard)                                                                                                        |
| INTERNAL DRIVE      | 512 GB SSD                                                                                                                               |
| DISPLAY             | 17" diagonal, FHD (3840 X 2400), touch, 5000 nits                                                                                        |
| GRAPHICS            | Integrated: Intel® Iris® Xe Graphics                                                                                                     |
| EXTERNAL I/O PORTS  | 3 X USB 2.0 Super Speed USB Type-A 5Gbps signaling rate (1 charging);<br>1 headphone/microphone combo;<br>1 HDMI 2.0;<br>1 AC power [38] |
| AUDIO               | Dual stereo speakers, 3 multi array microphone                                                                                           |
| WEBCAM              | 1024p HD IR privacy camera                                                                                                               |
| KEYBOARD            | Spill-resistant, backlit keyboard                                                                                                        |
| POINTING DEVICE     | Clickpad with multi-touch gesture support                                                                                                |
| WIRELESS TECHNOLOGY | Wi-Fi 6 and Bluetooth® 5, vPro®                                                                                                          |
| NETWORK INTERFACE   | LAN 100GB, Internal Sim Card Slot                                                                                                        |
| POWER SUPPLY        | Included                                                                                                                                 |
| BATTERY             | Long Life (8 hours)                                                                                                                      |

**NB.** A separate pricing schedule for accessories and upgrade of the above components must be supplied.

##### 5.1.2. Warranties and Support

The following are general requirements:

- Microsoft windows 10 Professional and Office365 pre-installed and activated
- 3-year **FULL** warranty on all laptops with the addition of accidental damage coverage included
- Next Business Day Onsite repair service for Management, Administration and Specialised laptops
- Same day anywhere repair and support service for the Executive Laptops.
- Delivery onsite should be within 5 working days (from date of order) but not exceeding 10 working days.
- A laptop bag should be included in the pricing.

##### 5.1.3. Volumes

Annexure A provides an **estimated** procurement timeline and will be revised on a yearly basis

## **6. EXPECTED OUTCOMES AND DELIVERABLES**

The expected outcomes and deliverables will be in line with the scope of services as outlined in the contract and the Service Level Agreement (SLA).

## **7. MINIMUM REQUIREMENTS**

All bidders must meet the following requirements for their bids to be accepted.

- a) All service providers responding to this bid must be registered and accredited for the Gauteng Province with SITA contracted service providers.
- b) 3-year **FULL** warranty on all laptops with the addition of accidental damage coverage included
- c) Next Business Day Onsite repair service for Management, Administration and Specialised laptops
- d) Same day anywhere repair and support service for the Executive Laptops.

**NB: Failure to comply with the abovementioned requirements will lead to disqualification.**

## **8. MONITORING PROGRESS OF SERVICE**

The W&RSETA shall monitor and evaluate the progress of the service delivery as per the deliverables outlined in the contract and SLA.

## **9. INDEPENDENCE AND OBJECTIVITY OF STAFF**

In carrying out the service, the Service Provider must ensure that its staff maintains their objectivity by 8. remaining independent of the activities they execute.

## **10. PRICING**

All pricing must be shown inclusive of any applicable VAT. The pricing schedule is based on the volumes as provided in the pricing Evaluation Table.

## 1. Pricing Evaluation

### a. Laptop Pricing

|                | Required By (year – starting 1 <sup>st</sup> April) |      |      |      |      |      |             |
|----------------|-----------------------------------------------------|------|------|------|------|------|-------------|
| Item           | 2020                                                | 2021 | 2022 | 2023 | 2024 | 2025 | Grand Total |
| Laptop 1 Total |                                                     | 10   | 11   | 19   | 12   | 7    | 59          |
| Laptop 2 Total | 10                                                  | 46   | 41   | 50   | 70   | 10   | 227         |
| Laptop 3 Total | 8                                                   | 29   | 32   | 109  | 109  | 29   | 316         |
| Specialised    |                                                     | 1    | 1    | 1    | 1    | 1    | 1           |
| Grand Total    | 18                                                  | 85   | 84   | 178  | 191  | 46   | 602         |

### b. Warranty/Support/Accidental Damage Pricing

|                | Required By (year – starting 1 <sup>st</sup> April) |      |      |      |      |      |             |
|----------------|-----------------------------------------------------|------|------|------|------|------|-------------|
| Item           | 2020                                                | 2021 | 2022 | 2023 | 2024 | 2025 | Grand Total |
| Laptop 1 Total |                                                     | 10   | 11   | 19   | 12   | 7    | 59          |
| Laptop 2 Total | 10                                                  | 46   | 41   | 50   | 70   | 10   | 227         |
| Laptop 3 Total | 8                                                   | 29   | 32   | 109  | 109  | 29   | 316         |
| Specialised    |                                                     | 1    | 1    | 1    | 1    | 1    | 1           |
| Grand Total    | 18                                                  | 85   | 84   | 178  | 191  | 46   | 602         |

## 2. Annexure A

|          |                  | Required By (year – starting 1 <sup>st</sup> April) |      |      |      |      |      |             |
|----------|------------------|-----------------------------------------------------|------|------|------|------|------|-------------|
| item     | Description      | 2020                                                | 2021 | 2022 | 2023 | 2024 | 2025 | Grand Total |
| Laptop 1 | Growth           |                                                     | 2    | 5    | 5    | 5    | 5    | 22          |
|          | Interns and Temp |                                                     | 0    | 0    | 0    | 0    | 0    | 0           |
|          | Replacement      |                                                     | 6    | 4    | 12   | 5    |      | 27          |
|          | Spare            |                                                     | 1    | 1    | 1    | 1    | 1    | 5           |

|                |                  |    |    |    |     |     |    |     |
|----------------|------------------|----|----|----|-----|-----|----|-----|
|                | Stolen           |    | 1  | 1  | 1   | 1   | 1  | 5   |
| Laptop 1 Total |                  |    | 10 | 11 | 19  | 12  | 7  | 59  |
| Laptop 2       | Growth           |    | 10 | 10 | 5   | 5   | 5  | 35  |
|                | Interns and Temp |    | 10 |    |     |     |    | 10  |
|                | Replacement      | 10 | 21 | 26 | 40  | 60  |    | 157 |
|                | Spare            |    | 2  | 2  | 2   | 2   | 2  | 10  |
|                | Stolen           |    | 3  | 3  | 3   | 3   | 3  | 15  |
| Laptop 2 Total |                  | 10 | 46 | 41 | 50  | 70  | 10 | 227 |
| Laptop 3       | Growth           |    | 5  | 5  | 5   | 5   | 5  | 25  |
|                | Interns and Temp |    | 20 | 20 | 20  | 20  | 20 | 100 |
|                | Replacement      | 8  |    | 3  | 80  | 80  |    | 171 |
|                | Spare            |    | 2  | 2  | 2   | 2   | 2  | 10  |
|                | Stolen           |    | 2  | 2  | 2   | 2   | 2  | 10  |
| Laptop 3 Total |                  | 8  | 29 | 32 | 109 | 109 | 29 | 316 |
| Grand Total    |                  | 18 | 85 | 84 | 178 | 191 | 46 | 602 |

Notes:

- Items required in 2021 is critical and must be provided asap.
- Estimations can change based on business needs
- Specialised Laptops are not included on the list and will be requested on an ad hoc basis