



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

Ingwe TVET College



Enquiries: A.Madukuda

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Ext 171

ADVERT

BID DESCRIPTION	BID NO	CLOSING DATE	ENQUIRIES
PROVISION OF ICT HELPDESK SYSTEM AND LICENSING FOR A PERIOD OF TWELVE (12) MONTHS	INGWE/149/2026	DATE: 25/08/2026	TECHNICAL: MS. N. MAGWALA TEL: 039 940 2142 SCM: MS. A. MADUKUDA TEL: 039 940 2142

Kindly furnish me with a written quotation for the provision of services as detailed in the enclosed specification. The quotation must be submitted on the letterhead of your business or have your business stamp. Quotation may be hand delivered before 12H00pm at Ingwe TVET College, Mount Frere Administration Offices at the reception area or email to amadukuda@ingwecollege.edu.za

THE FOLLOWING MANDATORY DOCUMENTS MUST BE SUBMITTED WITH THE QUOTATION AND FAILURE TO SUBMIT WILL LEAD TO THE BIDS BEING DECLARED NON-RESPONSIVE:

- Price(s) quoted must be valid for at least thirty (30) days from date of your offer.
- Price(s) quoted must be firm and must be inclusive of VAT.
- Firm Delivery Period must be indicated.
- A valid SARS TAX Compliance status with PIN.
- Updated CSD (Central Supplier Database) report.
- Company municipal statement of account not older than three (3) months or company lease agreement if renting premises or affidavit from SAPS stating that the company is not obliged to pay municipal rates or ward council letter confirming the proof of address for the company for non – rates paying areas or rural areas.
- Joint Ventures to attach: JV Agreement and letter of Signatory.
- **Completed SBD 4 – as per PFMA SCM Instruction No. 03 of 2021/22 effective from 1 April 2022, the revised SBD 4 must be fully completed and signed. SBD 8&9 are repealed (no longer required). Failure to submit as instructed will lead to the bids being declared non – responsive. Bidders must download the revised SBD 4 from the College website or National Treasury website.**

BIDDERS SHOULD TAKE NOTE OF THE FOLLOWING BID CONDITIONS:

- Ingwe TVET College Supply Chain Management Policy will apply.
- 80/20 preferential procurement point system will be applied.
- Ingwe TVET College does not bind itself to accept the lowest bid or any other bid and reserves the right to accept the whole or part of the bid.
- Bids which are late, incomplete, and unsigned will not be accepted.
- No quotations will be considered from persons in the service of the state.
- Failure to comply with these conditions may invalidate your offer.
- **Only quotations sent to the above-mentioned e-mail address will be accepted.**

NB: SPECIFICATION ATTACHED

Central Office
Badibanise Village
Mount Frere
Tel: 039 940 2142

Mount Frere Campus
Cancele Road
Mount Frere
Tel: 039 940 2142 ext 200

Ngqungqushu Campus
Maga Road
Luskisiki
Tel: 039 940 2142 ext 300

Siteto Campus
Mhlanga Village
Bizana
Tel: 039 940 2142 ext 400

Maluti Campus
Lili Road
Maluti
Tel: 039 940 2142 ext 500

Mt Fletcher Campus
Hospital Area
Mount Fletcher
Tel: 039 940 2142 ext 600

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EVALUATION CRITERIA FOR THIS PROCUREMENT WILL BE AS FOLLOWS:

Stage 1- Functionality (attached).

All bidders must at least obtain a minimum of 70% in stage 1(functionality) in order to qualify for stage 2 (price and specific goals).

Stage 2- Price and Specific goals

The 80/20 preferential procurement point system will be applied as the project is estimated to be more than R30 000.00.

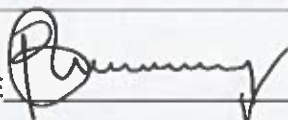
Price	-	80 point
Specific goals	-	20 points

"On the 04 November, the minister of Finance gazetted new Preferential Procurement Regulations (2022 Regulations) under the Preferential Procurement Policy Framework act, 2000 (PPFA), this was aimed at aligning the regulations to the February 2022 Constitutional Court judgement. That judgement ruled that the Minister exceeded his powers in prescribing the 2017 Regulations. The Public Procurement Bill is being finalized, which will empower the Minister of Finance to set preferential procurement, the 2022 Regulations repeal the 2017 Regulations and take effect on the 16 January 2023"

SPECIFIC GOAL POINTS BREAKDOWN

SPECIFIC GOALS	PREFERENCE POINTS ALLOCATED OUT OF 20	DOCUMENTATION TO BE SUBMITTED BY BIDDERS TO VALIDATE THEIR CLAIM FOR POINTS
Black ownership: An EME or QSE which is at least 51% owned by black people	8	• ID Copy • CIPC (Company registration) • CSD report (the ownership status of the 2 documents must correspond in order to be awarded points)
Women ownership: An EME or QSE which is at least 51% owned by women	4	• ID Copy • CIPC (Company registration) • CSD report (the ownership status of the 2 documents must correspond in order to be awarded points)
Youth ownership: An EME or QSE which is at least 51% owned by youth. (Up to 35 years of age)	4	• ID Copy • CIPC (Company registration) • CSD report (the ownership status of the 2 documents must correspond in order to be awarded points)
Disability: An EME or QSE which is at least 51% owned by people with disability	2	• ID Copy • CIPC (Company registration) • CSD report (the ownership status of the 2 documents must correspond in order to be awarded points) • Medical certificate • SASSA registration or confirmation of disability from a relevant authority.
Locality: Located in the OR Tambo District municipality, Alfred Nzo District Municipality, and the Joe Gqabi District Municipality	2	• Municipal rates account OR • Letter from councilor confirming residence or Lease Agreement
Non – submissions	0	• No points will be claimed if the bidders failed to submit the required documents

SIGNATURE



Published on: 18 August 2026

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Siteto Campus
Mhlanga Village
Bizana
Tel: 039 940 2142 ext.400

Maluti Campus
Mli Road
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PROVISION OF ICT HELPDESK SYSTEM AND LICENSING FOR A PERIOD OF TWELVE MONTHS

FUNCTIONALITY		REQUIRED EVIDENCE	POINTS ALLOCATION
1.Experience			
(a) Number of clients (contactable references) for similar projects that the bidder has successfully undertaken in the past five years.			
5 or more clients with reference letters	50	A minimum of at least three reference letters from satisfied previous clients that have been serviced in the past five years should be provided; the submission must be on the relevant client's letterhead and signed. Each reference letter should be accompanied by a signed appointment letter/ SLA/ purchase order. Contact details of clients should be also provided NB: 0 points will be claimed where submitted clients/ references cannot be contacted and reference letter is not accompanied by signed appointment letter/ SLA or purchase order.	50
4 clients with reference letters	40		
3 clients with reference letters	30		
0 - 2 clients with reference letters	0		
2. Expertise			
(a) Project leader's experience, and relevant qualifications			
7 or more years' experience and qualifications	30	Attach CV and certified qualifications that are not later than six (06) months of the Project Leader (including a certified copy of an Identity Document), showing at least three years' experience in leading similar projects. The Project Leader must have a minimum of NQF L6 or Higher in Information Technology (Software Development/ Business Application). NB: 0 points will be claimed where the above is not attached and submitted	30
5 to 6 years' experience and qualifications	20		
3 to 4 years' experience and qualifications	10		
0 to 2 years' experience and qualification	0		
3. Methodology / Project Implementation Plan			
Methodology and approach are fully adequate to meet the requirements of the given task.	20	Appropriateness of the tools used by the organization and how they will satisfy the requirements of the assignment. Setting out the plans to manage works which should include the process for the taking and handling back of work areas for each	20

PROVISION OF ICT HELPDESK SYSTEM AND LICENSING FOR A PERIOD OF TWELVE MONTHS

FUNCTIONALITY		REQUIRED EVIDENCE	POINTS ALLOCATION
Methodology and approach cover minimum requirement.	10	shift. The Service provider has to demonstrate knowledge of activities outlined in the project.	
Inadequate methodology and approach to meet the College needs.	0		
TOTAL			100



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HELPDESK SERVICE

1. Background

Ingwe TVET College intends to appoint a qualified service provider to supply, implement, configure, and support an enterprise-grade ICT Helpdesk and Service Management Solution. The solution will centralize and streamline ICT support services, ICT asset management, supplier management, and multi-channel communication while providing comprehensive reporting and enhanced security.

2. Scope of Work

The College requires an ICT Helpdesk and Service Management Solution that will provide the following functionality:

- ICT Helpdesk and Service Request Management
- ICT Asset Management
- Supplier and Contract Management
- Multi-Channel User Support
- Knowledge Base and Self-Service Portal
- Reporting and Analytics
- User and Security Management
- Internal Systems Integration

3. System Functionality

- Centralized ICT Helpdesk for all ICT incidents and service requests.
- Complete ticket lifecycle management, including:
 - Ticket creation
 - Assignment
 - Prioritisation
 - Categorisation
 - Escalation
 - Resolution
 - Closure
- Web-based user portal for logging and tracking support requests.

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- Dedicated technician dashboard for managing workloads.
- Configurable ticket categories, priorities, and statuses.
- Internal comments and automated notifications.
- Service Level Agreement (SLA) monitoring and reporting.

The solution shall provide:

- Linking suppliers to ICT assets.
- Linking suppliers to maintenance records.
- Supplier performance monitoring.
- Notifications for expiring contracts.
- Supplier reporting, system integration with internal systems

Security

- Role-Based Access Control (RBAC)
- Password Policies
- Audit Logs
- Multi-Factor Authentication (MFA)
- LDAP Integration
- Active Directory Integration
- User Synchronisation

The successful service provider shall:

- Develop a comprehensive Project Implementation Plan.
- Install and configure the ICT Helpdesk and Service Management System.
- Configure user accounts, access levels, and security settings.
- Configure ICT asset and supplier management modules.
- Configure communication integrations.
- Conduct system testing and User Acceptance Testing (UAT).
- Train ICT administrators, technicians, and end users.
- Provide user manuals and system documentation.
- Provide technical support during implementation and Go-Live.

Prepared By

N.S. Magwala

