



ITEM TITLE	T UJ 06/2023: GHOST LICENSE RENEWAL AND SUPPORT SERVICES FOR A PERIOD OF THREE (3) YEARS.
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## Background

The purpose of this tender is to renew the University of Johannesburg's (UJ) Ghost Solution Suite licenses. This license is renewed every three years, the duration for this tender will be from January 2023 to December 2026. The software license tender will provide services for UJ Students.

Symantec Ghost Solution Suite software enables us to capture images and ensure optimal deployment of these images and software packages in our labs. As part of the service offering to students, the current contract for the Ghost Solution Suite licenses needs to be renewed.

## Mandatory Requirements from Supplier

Requirements	Comments / Reference to Proposal
➤ The supplier must be a Broadcom accredited license distributor.	
➤ License queries and quotes must have a turnaround time of 3 days.	
➤ The supplier must provide contact details (name, email, phone numbers) of all relevant people that will assist with quotes, queries, and escalations.	
➤ In case of escalations, the process needs to be provided in written format as well as the expected timelines for escalations to be resolved.	
➤ The renewal will be paid for annually (i.e. year 1, year 2 and year 3 respectively).	
➤ The supplier should be able to cater for additional licenses should there be a need to increase the number of licenses.	
➤ No sub-contracting of services and licensing will be permitted without prior	

discussion and legal sign-off. This must be declared.	
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Suppliers are required to provide a comprehensive quote on the Ghost Solution Suite licenses. The quote must be valid for 30 days.

#### **Ghost Solution Suite Licence Requirements**

<b>Software</b>	<b>Number of licenses</b>
Ghost Solution Suite, Subscription Licence with Support	6 730

**Pricing Table to be completed, in addition to the detailed costing provided by the bidder**

	<b>Cost for Year 1</b>	<b>Cost for Year 2</b>	<b>Cost for Year 3</b>	<b>Total Cost for 3 Years</b>
<b>Sub Total</b>				
<b>VAT</b>				
<b>Total</b>				