



25 July 2025

Our ref:

**T UJ 29/2025: Contact Centre Disaster Recovery Project**

Dear Sirs / Madams

You are hereby invited by the University of Johannesburg, to participate in the tender process for the Contact Centre Disaster Recovery Project, as set out in the Specification / Annexure A document.

Your proposal must be in accordance with the Instructions for Tenderers and the Specification document.

Changes to the UJ standard terms and conditions should be indicated in the acceptance form provided. However, proposed changes, that in the view of UJ, changes the scope of work, shall not be allowed or accepted.

It is the responsibility of all Service Providers to register on the UJ Supplier Portal and to ensure that their tender is submitted not later than the appointed date and time. All tenders must be submitted via the Oracle Applications Cloud portal, which can be accessed on the UJ website:

UJ Tender Web Submission Link: <https://www.uj.ac.za/Pages/tender.aspx>

Tender Number and Description: **T UJ 29/2025: Contact Centre Disaster Recovery Project**


Tender Briefing: **4 August 2025 at 14:30 pm (MS Teams)**

**Interested service providers must please send an email request to [craftie@uj.ac.za](mailto:craftie@uj.ac.za), to be invited to the tender briefing.**

Tender Closing Date: **19 August 2025 at 12:00pm (Oracle applications cloud portal)**

Please acknowledge receipt of this Invitation to tender and confirming your intention to submit a proposal as requested quoting the tender ref to the email address below.

**Note:** Bidders are requested to register on the Oracle iCloud Application portal before attending the briefing session to enable access to the tender documents.

 The registration link is on the UJ website – Supply Chain Management – Tenders – How to respond to UJ Tenders as a new Bidder/Supplier – Then follow the instructions.

- ✚ The website has a User Training Manuals for ease of reference. This will assist you during the registration process.
- ✚ Bidders who are already registered or who are on the UJ data base, must ensure that your company documents are updated and valid to avoid being blocked on the system and not being able to access the tender pack.

Any questions or comments must be forwarded to [craffie@uj.ac.za](mailto:craffie@uj.ac.za) using ref T UJ 29/2025 on the subject line.

#### Very Important:

- The **Tender document** must be read, signed, initialed on each page, completed, and returned with all supporting documentation.
- The **Annexure A** document must be completed in its entirety.
- Please ensure that all **mandatory documentation** which is specified in the **Tender document** as well as in the **specification** documents are submitted with your proposals.
- All documents **MUST** be submitted electronically, using the link provided.
- No email submissions and no late submissions will be accepted.
- All communication REGARDING THIS TENDER, must be sent to the Tender Office [craffie@uj.ac.za](mailto:craffie@uj.ac.za).

#### Documents provided:

Invitation letter to External Stakeholders interested in participating in the tender process with all relevant dates.

1. Annexure A / Specification
2. Mandatory Tender Document
3. UJ Supply Agreement
4. Form of Tender

**Please ensure that you submit all the mandatory compliance documents below,**

1. a copy of the certificate of incorporation or summary of proof of registration with National Treasury's CSD with an active status
2. a valid SARS Tax Compliance Status (certificate/pin);

3. a valid B-BBEE Contribution Level Certificate/sworn affidavit
4. a Participant who is required by the Companies Act to have its financial statement audited, must submit its signed audited financial statements for the last 3 years;
5. a Participant who is not required by the Companies Act to have its financial statements audited, shall submit independently reviewed statements, and insofar as permitted by the Companies Act, reviewed signed statements together with a financial accountability supplement **for the last 3 years**
6. any additional information required under Annexure A, including but not limited to copies of a letter of good standing in terms of COIDA, quality assurance certificates, SABS certificates and ISO certificates (where applicable).
7. All requirements stipulated in the Annexure A document.
8. Mandatory Tender Document – ***initial and sign***

The tender will be evaluated in 3 stages,

1. Stage 1 – Compliance evaluation
2. Stage 2 – Functional / Technical evaluation
3. Stage 3 - Financial and B-BBEE evaluation

Yours faithfully

**CRaffie**