



T UJ 30/2025: SUPPORT AND MAINTENANCE SERVICES FOR THE UJ RADIO LINK SYSTEM TO OFF CAMPUS SITES FOR A PERIOD OF THREE YEARS

1. Overview	3
2. Basic requirements	3
3. Support requirements	4
4. Equipment List and Sites	5
5. Maintenance Pricing:.....	8
6. Additional notes	8
7. Check Sheet	9
8. Technical Adjudication	9

1. Overview

The University of Johannesburg (UJ) has several campuses and offices in and around Gauteng. These are interconnected using different connectivity services, including point-to-point fiber and wireless radio services. UJ's Information and Communications Systems (ICS) department is responsible for providing reliable IT services to the university and therefore is looking at partnering with a qualified and experienced service provider to provide maintenance and repair Service Level Agreement (SLA) for its wireless radio links for a period of 36 months, renewable by another two years depending on service provider's performance.

2. Basic requirements

The successful service provider must be able to meet the following requirements

- 2.1 Support services strictly onsite. No telephonic or remote support.
- 2.2 Support staff must be based at the service provider's nearest offices. The University is not able to provide permanent office space on the premises.
- 2.3 Should the service provider require remote view or monitoring, such must be done at service provider's own costs, and it will be sole discretion of the university to allow remote connection to the university's network.

2.4 The service provider must be a certified installer and reseller of the following products. Proof of Ubiquiti certification must be provided. This is a mandatory requirement.

- 2.5 The SLA cost must be a fixed monthly fee unless where mentioned otherwise. The fee must be inclusive of any costs to restore the service including but not limited to replacement parts, travel and labor costs. Any additional fees and exclusions must be specified in the responses.
- 2.6 Weekends and Holidays must be included as part of monthly fees
- 2.7 As part of the repair, the service provider must be able to provide all necessary accessories and cabling fixes included in the fixed monthly cost.
- 2.8 The service provider's personnel resources must be qualified and certified with ubiquiti radios. Proof of valid certification of key resources must be included in the response.
- 2.9 Service providers must provide reference for similar work done and be able to provide site visits should it be required.
- 2.10 The University of Johannesburg is constantly growing and changing. As a result, new radio links will continually be installed or others decommissioned during the course of the SLA contract. The successful service provider must be able to amend the contract to accommodate radio equipment even if procured from a different service provider and also removal of equipment which are decommissioned. Procedure for the additions and removal must be included.

3. Support requirements

The successful service provider must be able to adhere to the following support requirements.

- a. Support of radio equipment, mounting and related cabling to and from the radios. These must include any other accessories required.

- b. **Service Hours**

Sunday days to Saturdays include public holidays from 8 am to 5 pm to be included in the proposal. After hours, it includes weekdays from 5pm until 7am the following day.

- c. **Service Response**

Represent the time required to respond and for the failed or faulty radio links to be repaired or replaced. The following response times must be adhered to, unless delays caused by UJ

- Time to respond = 1 hour
- Time onsite = 3 hours
- Maximum time to repair existing radio = 6 hours
- Maximum time to install new replacement radio = 8 hours

- d. **Replacement Stock**

The service provider is required to keep replacement stock (Radios, cabling and related accessories) to ensure fast replacement if required.

- e. **Afterhours**

After hours refer to work outside required service times as in section 3.2 above. In certain cases, the service provider must be able to provide service outside specified service hours if safe to do so. Additional required costs for this must be clearly specified in the response if any.

- d. **Maintenance**

The service provider must be able to perform preventative maintenance on all radio links within 2 months of signing the SLA contract. The preventative maintenance must be performed twice a year for the duration of the SLA contract. The preventative maintenance must include and not limited to the following.

- i. Equipment and installation inspection.
- ii. Cleaning of the equipment where required.
- iii. Radio re-alignment where required
- iv. Testing of equipment, interference and any performance issues.
- v. Completion of a maintenance report.
- vi. Firmware updates will be required (when there is new version available)

- e. **Equipment Standards, Replacements and Warrantees**

- i. The Information and Communications Department (ICS) has decided on standardizing on Ubiquiti devices. Should the radio equipment be replaced, it

- must be replaced with equivalent or better Ubiquiti device. ii. If the equipment to be replaced is out of warranty and not repairable, the service provider must provide a detailed written report explaining why the equipment can't be fixed. Quote for approval and procured separately at UJ's costs. In this case labor and travel costs must be part of the maintenance SLA. In such cases, UJ will be responsible for the equipment costs only.
- ii. Any equipment cover exclusions must be specified.

f. Service Management

- The successful service provider must schedule and attend monthly service review meetings.
- The successful service provider must provide monthly service reports by the 10th of every month to UJ.
- The successful service provider must appoint a dedicated service manager as a central point of contact.
- Call logging and escalation procedures must be included as part of the response including weekends and afterhours contacts.

Equipment List and Sites

Below is the list of equipment to be quoted. The service provider is, therefore, required to perform an audit to confirm the list as part of the quoting process.

APK Campus

Master Location	Slave Location	Current Model	New model (to be priced)
A-Ring Roof	9 Auckland station	AirFibre 5XHD	
UJ Rugby	Gloucester Residence	AirFibre 5	AirFibre 5XHD
A-Ring Roof	UJ Rugby Roof	AirFibre 5	AirFibre 5XHD
C1 Lab Roof	20 Chislehurst Drive	AirFibre 5	AirFibre 5XHD
C1 Lab Roof	21 Chislehurst Drive	AirFibre 5	AirFibre 5XHD
C1 Lab Roof	16 Ditton Road	AirFibre 5	AirFibre 5XHD
A-Ring Roof	33 Twickenham ave	AirFibre 5	AirFibre 5XHD
A-Ring Roof	48 Windsor ave	AirFibre 5X	AirFibre 5XHD
Moshate Roof	3 Akademie	AirFibre 5	AirFibre 5XHD
Magnolia Roof	West Sports	AirFibre 5X	AirFibre 5XHD
A-Ring Roof	Sophia Town Roof	AirFibre 5XHD	
C1 Lab Roof	12 Chiselhurst Plumpudding	AirFibre 5	AirFibre 5XHD
A-Ring Roof	St. Swithins Ave	AirFibre 5X	AirFibre 5XHD

A-Ring Roof	5 Plantation Road	LigoPTP RapidFire	5-23	AirFibre 5XHD
A-Ring Roof	Kingsway CCTV Pole	Nanobeam Gen2	5AC	
Sophia Town Roof	Sophia Town Guardhouse	Powerbeam M5 400		
UJ Rugby	Tennis Court	AirFibre 5XHD		

APB Campus

Master Location	Slave Location	Current Model	New model (to be priced)
APB-DC (Relocated)	Mayine Link A	AirFibre 5	AirFibre 5XHD
APB-DC	Mayine Link B	AirFibre 5	AirFibre 5XHD
Kilimanjaro Residence	AW Muller Office	AirFibre 5	AirFibre 5XHD
Kilimanjaro Residence	Workshop	Powerbeam M5 400	
House 6	Rear Gate	Powerbeam M5 400	
APB - DC	41 Staney	AirFibre 5	AirFibre 5XHD

DFC Campus

Master Location	Slave Location	Current Model	New model (to be priced)
DFC-John Orr	Takalani Residence	AirFibre 5	AirFibre 5XHD
DFC-John Orr	Akanani Residence	AirFibre 5	AirFibre 5XHD
DFC-John Orr	Kopano Residence	AirFibre 5	AirFibre 5XHD
DFC-John Orr	Lesedi Residence	AirFibre 5	AirFibre 5XHD
DFC-John Orr	Robin Crest Residence	AirFibre 5	AirFibre 5XHD
DFC-John Orr	Buxton Building	AirFibre 5	AirFibre 5XHD
Phumulani Residence	Habitat	AirFibre 5	AirFibre 5XHD

SWC Campus

Master Location	Slave Location	Current Model	
SWC Sport Centre	SWC Sports Pavilion	AirFibre 5XHD	
SWC Sport Centre	SWC Sports Medical	AirFibre 5XHD	

APB

Master Location	Slave Location	Current Model	
Kilimanjaro Roof	JanBom Gate	Powerbeam M5 400	
	Jan Hoffmeyer PTZ	Powerbeam M5 400	
Workshop 1	Kilimanjaro Walkway	Powerbeam M5 400	
Workshop 2	Swimming Pool	Powerbeam M5 400	
Protection Service Building	Rag Farm Parking	Powerbeam M5 400	
	Day house parking Pole with 1 camera	Powerbeam M5 400	

UJ island

Master Location	Slave Location	Current Model	
UJ Island Cabinet A	Cabinet B	Nanostation M5	

Military Academy

Master Location	Slave Location	Current Model	
Military Auditorium	Block J	Nanostation 5AC Loco	

Total Radio devices to be in maintenance (existing):

Model	Qty
AirFibre 5XHD	10
Nanobeam 5AC Gen2	2
Powerbeam M5 400	18
Nanostation M5	2
Nanostation 5AC Loco	2

4. Maintenance Pricing:

Pricing Sheet

Maintenance Services	Months	Per Month	Sub Total
Year 1	12		
Year 2	12		
Year 3	12		
Sub Total for 3 Years			
VAT			
Total including VAT			

Supply and Installation of new devices (to be included in the maintenance costing):

Description	Quantity	Unit Price	Total
AirFiber 5XHD	46		
Replacement of existing devices (installation)	46		
Sub Total			
VAT			
Total including VAT			

5. Additional notes

- The response must strictly adhere to the above requirements. Deviations must be clearly mentioned and explained. However, it will be at the sole discretion of UJ to accept or reject such deviations
- The service provider must attend a compulsory site briefing.
- Draft SLA contract to be included with the response proposal. The draft SLA must be in accordance with the attached UJ SLA template.
- Call logging and escalation procedures must be included in the response.
- Indicate any previous or current work done at the University of Johannesburg.

6. Check Sheet

Addition to all the above requirements, the following checklist must be completed to assist with the evaluations. This can be re-typed as part of the proposal.

Requirement	Status	Comment
36 months draft Contract included		
Certified reseller (Ubiquiti) proof attached		
SLA Fixed Monthly Costs (Exclusions Explained)		
Certified and qualified personnel must be valid		
References provided		
Procedure for SLA alterations included (addition and removal of equipment) as in section 2.10		
Can adhere to service hours, response and restore times		
Can provide maintenance as per section 3		
Can adhere to service management requirement as in section 3		
Call logging and escalation procedures included		
Can provide service outside agreed service hours as in section 3		
Can hold enough support equipment stock as in section 3		
Pricing for New Devices included		

7. Technical Adjudication

This Tender will be evaluated in 3 stages:

Stage 1 Compliance Checking – Done by Tender office

Stage 2 Functionality\Technical Evaluation

Stage 3 - Financial and B-BBEE

7.1 Stage 2 Functionality

Mandatory Requirement: Valid Ubiquity Certification

Requirement	Maximum points obtainable
<p>Project Methodology for the Radio Link maintenance and Installation – 20 points (Bidders must submit a project methodology that speaks to the UJ project) Clear project schedule, including milestones, deliverables, and timelines</p> <ul style="list-style-type: none">• 10 points – Excellent: A comprehensive and realistic timeline is presented, clearly outlining all project phases, milestones, deliverables, and critical deadlines. Dependencies and contingency plans are addressed.• 10 points – Satisfactory: A general timeline is provided, with some detail on key activities and deliverables, but lacks clarity in sequencing or realistic time allocations.• 0 points – Unsatisfactory: Timeline is vague, overly optimistic, lacks deliverables or key milestones, or is missing altogether <p>Approach and Methodology – 20 points</p> <p>Suitability, specificity, and rigour of the approach and methodology in achieving project objectives, including project management processes and resource planning.</p> <ul style="list-style-type: none">• 10 points – Excellent: A well-developed, tailored methodology that aligns directly with the project's objectives. Clearly outlines project management structures, resource planning, risk mitigation, and implementation strategies.• 10 points – Satisfactory: Methodology is generally adequate but lacks specificity or adaptation to the project context. Some elements of project management are addressed, but with limited depth.• 0 points – Unsatisfactory: Methodology is vague, generic, or not aligned with the objectives. Key components are missing or inadequately addressed.	40
<p>Bidder's relevant experience for the assignment (The bidder must attach a signed reference letter with a letterhead from the clients where similar services were provided to qualify for the indicated points)</p> <p>NB: The reference letter must bear the letterhead of the organization where similar services were provided. UJ reserves the right to contact these organizations, without prior notice to the bidder.</p> <ul style="list-style-type: none">• Bidder with three or less reference letters without similar services = 0 points.• Bidder with four reference letters of contracts of similar services = 15 points.• Bidder with five or more reference letters of contracts of similar services = 15 points.• NB Reference letters must be dated and must not be older than 5 years.	30

Experience of bidder's two resources that will be assigned to the SLA: (The bidder must attach proof of qualifications/certifications of the two resources assigned to this SLA to qualify for points. NB: Proof of qualifications/certifications for the two resources will be used for allocation of points as follows: <ul style="list-style-type: none"> • Two or more resources with Ubiquity Certification = 30 points • One resources with Ubiquity Certification = 10 points 	30
Total Points awarded	100

Ubiquiti Certified Reseller – Valid Proof must be submitted

A minimum of 70 points is required by any tenderer before further evaluation. All tenderers who achieve 70 points or more will be evaluated equally in terms of stage 3.

8.2 Stage 3 - Financial and B-BBEE

Price (80 points)
BBBEE (20 points)