IT&N DEPARTMENT

INVITATION TO QUOTE

An invitation is hereby issued to suitably qualified and experienced service providers to provide services as described on the table below:

Quote number	Quote description	Price and BBBEE	Closing date	Mandatory requirements
RFQ MUT 697/2026	Renewal and Extension of Warranty and Support Services for HPE Servers and Network Switches	80/20	18 November 2026 **Time:** 11:00 am	• Refer to a document

Mangosuthu University of Technology is committed to the implementation of its Procurement Policy on Broad-based Black Economic Empowerment (BBBEE).

Procurement Enquiries contact Mrs Deborah Nhlapo, email deborah@mut.ac.za (031) 907 7262

Technical Enquiries contact Mr Njabulo Xaba: email njabulox@mut.ac.za (031) 907 7568

No Briefing session.

Bid documents can be downloaded from MUT website https://www.mut.ac.za/tenders-procurement/ and must be returned to deborah@mut.ac.za

No facsimile, late or electronic bids will be accepted The University does not bind itself to accept the lowest bid and reserves the right to accept the whole or part of any bid. If you are not contacted within 180 working days after the closing date of the tender, consider your tender unsuccessful. The University does not bind itself to accept the lowest bid and reserves the right to accept the whole or part of any bid.

OFFICIAL REQUEST FOR QUOTATION (RFQ)

INSTRUCTIONS: The supplier information must be completed in full, and this document must be signed by authorized personnel. The supplier must carefully read the instructions and the terms and conditions of this document. Failure to adhere to these instructions and terms and conditions may result in rejection of the submission.

Business Unit: IT&N DEPARTMENT	**RFQ number:** 697/2026
RFQ Description:	**Renewal and Extension of Warranty and Support Services for HPE Servers and Network Switches**
Requestor: Mr Njabulo Xaba **Contact No:** 031 907 7568 **E-mail:** Njabulox@mut.ac.za	**Buyer:** Ms Deborah Nhlapo **Contact no:** (031) 907 7262 **E-mail:** deborah@mut.ac.za
Request Date:	**12 November 2026**
Compulsory Briefing/Information session	None
Closing date: 18 November 2026 **Closing Time:** 11h00	**Completed Quotation should be returned** **via e-mail:** deborah@mut.ac.za
Payment term	30 days in arrears upon receipt of a valid invoice
NB: RFQ documents should be submitted to the email address above. Clarification questions to be directed to the buyer on the above email address.	

Bidder's Name:	
Contact Number:	
Name & Surname of Authorized Person:	
E-mail:	
Vendor No:	
Company Registration Number:	

TABLE OF CONTENT

SECTION 1- BIDDER'S INFORMATION, CONDITIONS, TERMS OF REFERENCE AND BIDDERS' DISCLOSURE 3
1.1. RFQ CONDITIONS: 3
1.2. WHAT IS MUT LOOKING FOR? 4
1.3. SCOPE OF WORK: ..... **Error! Bookmark not defined.**
1.4 BIDDER'S DISCLOSURE 6
SECTION 2- EVALUATION PROCCESS 9
2.1. STAGE 1 – ELIGIBILITY AND MANDATORY RETURNABLE DOCUMENTS 9
2.1.1. NON – MANDATORY RETURNABLE DOCUMENTS (STAGE 1) 9
2.2 STAGE 2 - PRICE AND PREFERENCE EVALUATION 9
SECTION 3: MUT RFQ FORM DECLARATION AND RFQ CHECKLIST 13
MUT RFQ FORM DECLARATION 13
CHECKLIST TO BE COMPLETED BY THE BIDDER: INDICATE WITH YES/NO 15

SECTION 1- RFQ CONDITIONS AND INSTRUCTIONS, TERMS OF REFERENCE AND BIDDERS' DISCLOSURE

1.1. RFQ CONDITIONS AND INSTRUCTIONS:

1. Bidders must submit all necessary documents and complete all forms and questionnaires contained in this RFQ in full. MUT applies the two-stage process of evaluating tenders, namely functionality and Price component.
2. MUT does not permit advance payments. Bidders are required to make provision for all costs associated with the supply and delivery of the goods/services. Payment shall be made only after successful completion of the required deliverables, verification by the end-user department, and receipt of a valid tax invoice.
3. Pricing: do not show separately.
4. Bidders responding to this quotation are deemed to do so, on the basis that they acknowledge and accept all Terms of Reference of this quotation.
5. The 90-day validity period may not be extended unless otherwise stated by the MUT
6. Incomplete or late submissions will not be evaluated.
7. Return quotations to the email address provided herein before closing date and time.
8. Should the bidder not receive the letter of award or the purchase order within the validity period, the bidder must consider their quotation unsuccessful.
9. MUT reserves the right to appoint or not appoint any bidder. MUT is not bound to accept the lowest-priced quotation or any quotation received. The University may, at its sole discretion and subject to the availability of funds, award the contract in whole or in part, increase or decrease the quantities required, or omit certain items from the scope of work without incurring any liability to bidders. The contract will be awarded to the bidder whose quotation is considered to provide the best value and overall benefit to MUT.
10. Fraud and Corruption Prevention.

MUT is committed to conducting all procurement processes in a fair, transparent, competitive, and ethical manner.

Bidders/Respondents are encouraged to report any suspected fraud, corruption, bribery, collusion, solicitation of payment, conflict of interest, or any attempt to improperly influence the outcome of this procurement process.

Reports may be submitted confidentially and, where applicable, anonymously through the University's independent whistleblowing reporting channels:

Free Call: 0800 228 999
Email: mut@thehotline.co.za
Website: https://www.thehotline.co.za/report – use 0800 228 999 to report
Mobile Application: Vuvuzela Hotline App (available on Google Play Store) using reference number 0800 228 999.
SMS: 30916
Fax: 0867 261 681

No bidder or respondent shall suffer prejudice for reporting suspected unethical or unlawful conduct in good faith.

Any bidder found to have engaged in fraudulent, corrupt, collusive, coercive, or unethical practices may be disqualified from the procurement process and may be subjected to further action in accordance with applicable legislation, National Treasury prescripts, and MUT policies.

1.2. WHAT IS MUT LOOKING FOR?

BACKGROUND:

Mangosuthu University of Technology (MUT) invites quotations from suitably qualified service providers for a five-year extension of the HPE Tech Care Service at the Critical support level. The service is intended to ensure the continued availability, reliability and protection of the University's critical HPE infrastructure while extending the useful life of institutional assets and minimising unplanned hardware replacement costs.

2. General Objectives

The proposed service must achieve the following:

- Infrastructure Availability: Provide a six (6) hour Call-to-Repair (CTR) commitment for eligible hardware failures, ensuring restoration of affected equipment within the agreed timeframe.
- Rapid Incident Response: Provide a 15-minute response time for Severity 1 incidents, with direct access to relevant HPE technical specialists.
- Incident Management: Provide dedicated incident management, technical escalation and stakeholder communication during major infrastructure outages.
- Proactive Monitoring: Utilise supported HPE monitoring technologies, such as HPE InfoSight, to identify potential hardware failures and facilitate proactive intervention.
- Infrastructure Health: Provide General Technical Guidance (GTG), firmware recommendations and technical advisory services to maintain infrastructure stability and performance.

3. General and Technical Requirements

The service provider must:

- Confirm that all covered HPE equipment qualifies for the proposed Critical support service for the five-year period.
- Verify that the six-hour CTR commitment is available at MUT's Umlazi campus.
- Provide 24/7/365 technical support and maintain appropriate arrangements for on-site engineering and replacement of defective hardware.
- Ensure access to relevant HPE remote monitoring and diagnostic tools, including HPE InfoSight, HPE OneView or applicable alternatives.
- Clearly document customer responsibilities, service exclusions and conditions that may affect the agreed SLA.
- Ensure that MUT has designated support and escalation contacts available during critical incidents.

4. Security Requirements

The service provider must:

- Ensure that remote telemetry and diagnostic information are transmitted through secure encrypted channels (TLS 1.2 or higher).
- Ensure that remote monitoring complies with POPIA and MUT's information security requirements.
- Disclose the type of information collected, processed and stored through remote monitoring technologies.
- Ensure that vendor personnel comply with MUT's data centre access control and security procedures.
- Provide Defective Media Retention (DMR), allowing MUT to retain defective storage media containing institutional information while receiving replacement components.

5. Incident Management and Recovery

The service provider must:

- Provide a 15-minute response to Severity 1 incidents.
- Ensure direct escalation to relevant HPE technical specialists.
- Maintain the six-hour Call-to-Repair commitment for eligible hardware incidents.
- Provide appropriate on-site technical support and access to replacement components.
- Assign dedicated incident management support during major outages.
- Provide incident reports and root-cause analysis following major infrastructure failures.

6. Monitoring and Reporting

The service provider must provide:

- Continuous hardware health monitoring and proactive fault detection.
- Automated incident notification was supported by HPE monitoring technologies.
- Access to support dashboards or equivalent reporting facilities.
- Periodic reports on SLA performance, hardware health, recurring incidents and Mean Time to Repair (MTTR).
- Asset coverage information, firmware status and recommendations for infrastructure improvements.

7. Software and Firmware Integrity

The service provider must provide technical guidance on firmware updates, security advisories, supported software versions and recommended configurations to ensure that covered infrastructure remains aligned with HPE best practices.

1.4 BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution ofthe Republic of South Africa and further expressed in various pieces oflegislation, it is required for the bidder to make this declaration in respectof the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and /or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

2.1 Is the bidder, or any of its directors / trustees / shareholders / members /partners or any person having a controlling interest1 in the enterprise,

employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors /trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State Institution

[1] the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/shaving the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

……

……

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

……

……

3. DECLARATION

I, the undersigned,(name) in submitting the accompanying bid, do hereby make the followingstatements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium2 will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win thebid and conditions or delivery particulars of the products or services towhich this bid invitation relates.

3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior tothe date and time of the official bid opening or of the awarding of the contract.

---

[2] Joint venture or Consortium means an association of persons forthe purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of acontract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACTAGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATINGABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULDTHIS DECLARATION PROVE TO BE FALSE.

…… ..……

Signature Date

…… ……..

Position Name of bidde

SECTION 2- EVALUATION PROCCESS

Quotations will be evaluated in TWO stages as set out below:

- Stage 1: Administrative and mandatory compliance.
- Stage 2: Price and Preference Evaluation

2.1. STAGE 1 – ELIGIBILITY AND MANDATORY RETURNABLE DOCUMENTS

1. **RFQ documents completed and signed where applicable.**
2. **MUT Registration number as a Vendor or CIPC certificate**
3. **Valid SARS Tax Compliance Status Pin**
4. **Two (2) Reference Letters where the service provider was providing the same services, Letters must be on a client letterhead, date and signed by the authorized person.**
5. **Valid HPE Compute Partner Membership Certificate (Gold or Silver)**
6. **Valid HPE Hybrid Cloud Partner Membership Certificate (Gold or Silver).**

2.1.1. NON – MANDATORY RETURNABLE DOCUMENTS (STAGE 1)

1. CSD MAAA NUMBER ----------(please insert in the space provided)
2. BBBEE Certificate for Preferential points claim.

2.2 STAGE 2 - PRICE AND PREFERENCE EVALUATION

Quotations that comply with functionality requirements (Stage 2) will be evaluated on price, and preference.

PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE: **ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

THE OFFER SHALL REMAIN VALID FOR A PERIOD OF NINETY (90) CALENDAR DAYS FROM THE CLOSING DATE OF THE BID. PRICES QUOTED MUST BE IN SOUTH AFRICAN RAND (ZAR) AND SHALL BE INCLUSIVE OF ALL APPLICABLE TAXES

ITEM NO	ITEM DESCRIPTION	Quantity	UNIT -PRICE	TOTAL AMONT
1.	Serial Number: CZ2133020M Product Name: HPE DL360 Gen10 8SFF CTO Server Product number: 867959-B21	1		
2	Serial Number: CZ2133020N Product Name: HPE DL360 Gen10 8SFF CTO Server Product number: 867959-B21	1		
3.	Serial Number: CZ2133020S Product Name: HPE DL360 Gen10 8SFF CTO Server Product number: 867959-B21	1		
4	Serial Number: CZ2133020T Product Name: HPE DL360 Gen10 8SFF CTO Server Product number: 867959-B21	1		
5	Serial Number: CZ2133020V Product Name: HPE DL360 Gen10 8SFF CTO Server Product number: 867959-B21	1		
6	Serial Number: CZ2133020W Product Name: HPE DL360 Gen10 8SFF CTO Server Product number: 867959-B21	1		
7	Serial Number: CZC117WCKD Product Name: HPE SN3600B 32Gb 24/8 FC Switch Product number: Q1H70B	1		

8	Serial Number: 3TF11000BH Product Name: HPE SN2010M 18SFP28 4QSFP28 P2C Switch Product number: Q9E63A	1		
9	Serial Number: 3TF10501FG Product Name: HPE SN2010M 18SFP28 4QSFP28 P2C Switch Product number: Q9E63A	1		
10	Serial Number: 5UM125002Z Product Name: HPE NS HF40 Hybrid CTO Base Array Product number: Q8H39A	1		
		SUB-TOTAL		
		VAT@15%		
		TOTAL AMOUNT		

2.2.1 The following preference point systems are applicable to invitations to tender: - the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

2.2.2 Points for this tender shall be awarded for:

(a) PRICE and BBBEE

POINTS AWARDED FOR PRICE

THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

80/20

$$Ps = 80\left(1 - \frac{Pt - P\min}{P\min}\right)$$

Where

Ps = Points scored for price of bid under consideration

Pt = Price of bid under consideration

Pmin = Price of lowest acceptable bid

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

SECTION 3: MUT RFQ FORM DECLARATION AND RFQ CHECKLIST

MUT RFQ FORM DECLARATION

1. I/We hereby render to supply all or any of the supplies and/or to render all or any of the services described in the attached documents to MUT on the items and conditions and in accordance with the specifications stipulated in the RFQ documents (and which shall be taken as part of, and incorporated into, this RFQ), and on the terms regarding time for delivery and/or execution stipulated therein.

2. I/We agree that the offer herein shall remain binding upon me/us and open for acceptance by MUT during the validity period indicated and calculated from the closing time of the RFQ.

3. If I/we withdraw my/our RFQ within the period for which I/we have agreed that the RFQ should remain open for acceptance or fail to fulfil the contract when called upon to do so, MUT may without prejudice to its other rights, agree to the withdrawal of my/or RFQ or cancel the contract that may have been entered into between me/us and MUT and I/we will then pay to MUT any additional expense incurred by MUT having either to accept any less favourable RFQ or fresh RFQs have to be invited, the additional expenditure incurred by the invitation of fresh RFQ and by the subsequent acceptance of any less favourable RFQ, MUT shall also have the right to recover such additional expenditure by set-off against moneys which may be due or become to me/us under this or any other RFQ or contact or against any guarantee or deposit that have been furnished by me/us or on my/our behalf for the due fulfilment of this or any other RFQ or contract and pending the ascertainment of the amount of such additional expenditure to retain such moneys, guarantee or deposit as security for any loss MUT may sustain by reason of my/our default.

4. If my/our RFQ is accepted the acceptance may be communicated to me/us by letter or ordinary post or registered post and that SA Post Office Ltd shall be regarded as my/our agent. Delivery or such acceptance to SA Post Office Ltd shall be treated as delivery to me/us.

5. The law of the Republic of South Africa shall govern the contract created by the acceptance of my/our RFQ and that I/we choose domicilium citandi et executandi in the Republic (full address).

6. I/We furthermore confirm that I/we have satisfied myself/ourselves as to the correctness and validity of my/our RFQ, and that it covers all the work/item(s) in these documents and all my/our obligations under a resulting contract. I/we accept that any mistakes in the RFQ submission will be at my/our risk.

7. I/we hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me/us under this agreement as the principal(s) liable for the due fulfilment of this contract.

8. I/We agree that any action from this contract in all respects be instituted against me/us and I/we hereby undertake to satisfy fully any sentence or judgment which may be pronounced against me/us as a result of such action.

9. I/We declare that I/we have participation /no participation in the submission of any other offer for the supplies/service described in the attached documents. If in the affirmative, state name(s) or RFQ(s) involved.

10. ----------

    Are you duly authorized to sign for this the RFQ? ***YES / NO**

11. Has the Declaration of Interest been duly completed and included with the other RFQ forms?
***YES / NO**

DECLARATION:
I, the undersigned (full names): ……
Certify that the information furnished above is correct. I accept that, in addition to cancellation contract, action may be taken against me should this declaration prove to be false.
Signature: ……

Ensure that all pages are completed in full before returning this document.

Name & Surname of Authorized Person / Representative: ……. ……. **Signature of Bidder's Representative: ……**	Date:

CHECKLIST TO BE COMPLETED BY THE BIDDER: INDICATE WITH YES/NO

• Does this Offer comply with specification, state brand where applicable?	
• Does the bidder have the required experience, state period?	
• Can this order be delivered within the specified period, state delivery period?	
• Do you intend sub-contraction/Partner?	
• Pricing Schedule (Recalculate to ensure accuracy)- Indicate whether prices are firm or non-firm)	
• Bidders Disclosure (Read, Understand and Sign)	
• Declaration of Bidder's Past Supply Chain Management Practices (Read, Understand and Sign)	
• CSD Registration Number (MAAA…….) / CSD report	