



MUNICIPAL INFRASTRUCTURE SUPPORT AGENT

Letaba House, Riverside Office Park, 1303 Heuwel Avenue, Centurion, 0046
Private Bag X105, Centurion, 0046 Tel: 012-848-5300

Terms of Reference

1. PURPOSE OF THE RFQ

To appoint a qualified service provider to assess, repair, and restore cell phones to optimal working condition on an as-and-when-required basis over a 24-month period.

2. BACKGROUND

MISA maintains a fleet of mobile cell phones issued to employees as tools of trade. Due to regular operational use, devices may become damaged, require parts replacement, or experience software-related faults. A reliable repair service provider is required to ensure minimal downtime and to extend the lifespan of these assets.

3. PROJECT OBJECTIVES

To engage qualified technician or service provider to diagnose, repair, and test mobile phones according to the specified issues listed below.

4. SCOPE OF WORK

- 4.1. Diagnosing faults on mobile devices (hardware and software).
- 4.2. Performing repairs, including but not limited to:
 - 4.2.1. Screen replacements.
 - 4.2.2. Battery replacements.
 - 4.2.3. Charging port repairs.
 - 4.2.4. Speaker, microphone, and camera repairs.
 - 4.2.5. Software restoration and firmware updates.
- 4.3. Collection and delivery logistics.
- 4.4. Supply of chargers
- 4.5. Warranty expectations for repaired devices.

5. CONTRACT DURATION

The term contract will run for 24-month from the date of the last signature of the SLA, with services rendered on an ad-hoc, as-needed basis.

6. PROJECT OUTPUT AND OUTCOMES

The service provider must deliver the following for each device:

- 6.1. Diagnostic report outlining work performed
- 6.2. Warranty on parts and service (minimum 3 months preferred)
- 6.3. Data integrity assurance or documentation if data loss is unavoidable
 - 6.3.1. Proof of Original or Certified Replacement Parts Used.
 - 6.3.2. Deploy technicians onsite when required.

7. MANDATORY REQUIREMENTS FOR THE RFQ

- 7.1. The service provider must be registered with South African Mobile Devices Distributors and Repairers Association (SAMDDRA) accreditation for mobile computing devices repair level 1-5 (MCDR01-05)
 - 7.1.1. The bidder must provide a company profile demonstrating its ability to perform screen replacements, battery replacements, water/moisture damage restoration, and motherboard-level diagnostics.
- 7.2. The service provider will be required to sign a Data Confidentiality and Non-Disclosure Agreement (NDA) prior to commencement of services.
- 7.3. Provide references from at least 2 clients/customers where/whose cell phones were repaired.

8. SITE VISIT (NON-MANDATORY)

Service providers can come and inspect the devices before the closing of the RFQ

This can be arranged between 9h00-15h30

Venue: Letaba House, Riverside Office Park, 1303 Heuwel Avenue, Centurion, 0046.

Criteria for evaluating compliance with this RFQ.

The bidder **must comply with ALL the requirements by providing substantiating evidence** in the form of documentation or information, failing which it will be regarded as “NOT COMPLY and the bidder will be disqualified”.

The bidder **must complete the declaration of compliance** as per section below by marking with an “X” or tick “✓”

Evaluation Criterion	Comply	Do Not Comply	Substantiation
The service provider must be registered with South African Mobile Devices Distributors and Repairers Association (SAMDDRA) accreditation for mobile computing devices repair level 1-5 (MCDR01-05)			A letter or certificate from SAMDDRA or Listing in the SAMDDRA website.
The service provider will be required to sign a Data Confidentiality and Non-Disclosure Agreement (NDA) prior to commencement of services.			A cross "X" or tick "✓" in the Comply column.
Provide references from at least 2 clients with similar requirements.			Reference letters from a clients/customers signed by a representative of the client/customer.

9. Pricing Schedule

In pricing the RFQ, service providers should use the below table:

No	Components	Make	Model	Quantity	Unit Price	Total Price
1	CPU/SoC (System on a Chip): The phone's "brain," handling all processing tasks.	Apple	IPHONE SE	4		
2			IPHONE 11	20		
3			IPHONE 12	1		
4			IPHONE 14	1		
5			IPHONE 8	2		
6		Hisense	H60 INFINITY ZOOM	4		

7		Honor	X9B	1		
8			400 Lite	1		
9		Huawei	NOVA 10 SE	4		
10			NOVA Y70	1		
11			NOVA 9	2		
12		Oppo	A78	1		
13		Samsung	GALAXY A26	2		
14			GALAXY A35	2		
15			GALAXY A25	7		
16			GALAXY A34	12		
17			GALAXY A53	10		
18			GALAXY A54	19		
19			GALAXY A55	4		
20			GALAXY A56	4		
21			GALAXY A73	41		
22			GALAXY S20 FE	2		
23			GALAXY S21 FE	11		
24			GALAXY A33	10		
25			GALAXY TAB S6 LITE	2		
26			GALAXY TAB S9	1		
27	RAM (Random Access Memory): Temporary memory for running apps.	Apple	IPHONE SE	4		
28			IPHONE 11	20		
29			IPHONE 12	1		
30			IPHONE 14	1		
31			IPHONE 8	2		
32		Hisense	H60 INFINITY ZOOM	4		
33		Honor	X9B	1		
34			400 Lite	1		
35		Huawei	NOVA 10 SE	4		
36			NOVA Y70	1		
37			NOVA 9	2		
38		Oppo	A78	1		

39		Samsung	GALAXY A26	2		
40			GALAXY A35	2		
41			GALAXY A25	7		
42			GALAXY A34	12		
43			GALAXY A53	10		
44			GALAXY A54	19		
45			GALAXY A55	4		
46			GALAXY A56	4		
47			GALAXY A73	41		
48			GALAXY S20 FE	2		
49			GALAXY S21 FE	11		
50			GALAXY A33	10		
51			GALAXY TAB S6 LITE	2		
52			GALAXY TAB S9	1		
53	Storage (ROM): Permanent storage for apps, photos, and files (e.g., UFS).	Apple	IPHONE SE	4		
54			IPHONE 11	20		
55			IPHONE 12	1		
56			IPHONE 14	1		
57			IPHONE 8	2		
58		Hisense	H60 INFINITY ZOOM	4		
59		Honor	X9B	1		
60			400 Lite	1		
61		Huawei	NOVA 10 SE	4		
62			NOVA Y70	1		
63			NOVA 9	2		
64		Oppo	A78	1		
65		Samsung	GALAXY A26	2		
66			GALAXY A35	2		
67			GALAXY A25	7		

68			GALAXY A34	12		
69			GALAXY A53	10		
70			GALAXY A54	19		
71			GALAXY A55	4		
72			GALAXY A56	4		
73			GALAXY A73	41		
74			GALAXY S20 FE	2		
75			GALAXY S21 FE	11		
76			GALAXY A33	10		
77			GALAXY TAB S6 LITE	2		
78			GALAXY TAB S9	1		
79	<u>Motherboard/Circuit Board:</u> Connects all components and contains integrated	Apple	IPHONE SE	4		
80			IPHONE 11	20		
81			IPHONE 12	1		
82			IPHONE 14	1		
83			IPHONE 8	2		
84		Hisense	H60 INFINITY ZOOM	4		
85		Honor	X9B	1		
86			400 Lite	1		
87		Huawei	NOVA 10 SE	4		
88			NOVA Y70	1		
89			NOVA 9	2		
90		Oppo	A78	1		
91		Samsung	GALAXY A26	2		
92			GALAXY A35	2		
93			GALAXY A25	7		
94			GALAXY A34	12		
95			GALAXY A53	10		
96			GALAXY A54	19		

97			GALAXY A55	4		
98			GALAXY A56	4		
99			GALAXY A73	41		
100			GALAXY S20 FE	2		
101			GALAXY S21 FE	11		
102			GALAXY A33	10		
103			GALAXY TAB S6 LITE	2		
104			GALAXY TAB S9	1		
105	Screen / Display: LCD or OLED screen to show information.	Apple	IPHONE SE	4		
106			IPHONE 11	20		
107			IPHONE 12	1		
108			IPHONE 14	1		
109			IPHONE 8	2		
110		Hisense	H60 INFINITY ZOOM	4		
111		Honor	X9B	1		
112			400 Lite	1		
113		Huawei	NOVA 10 SE	4		
114			NOVA Y70	1		
115			NOVA 9	2		
116		Oppo	A78	1		
117		Samsung	GALAXY A26	2		
118			GALAXY A35	2		
119			GALAXY A25	7		
120			GALAXY A34	12		
121			GALAXY A53	10		
122			GALAXY A54	19		
123			GALAXY A55	4		
124			GALAXY A56	4		
125			GALAXY A73	41		

126			GALAXY S20 FE	2		
127			GALAXY S21 FE	11		
128			GALAXY A33	10		
129			GALAXY TAB S6 LITE	2		
130			GALAXY TAB S9	1		
131	Touch Digitizer: Senses touch input on the screen.	Apple	IPHONE SE	4		
132			IPHONE 11	20		
133			IPHONE 12	1		
134			IPHONE 14	1		
135			IPHONE 8	2		
136		Hisense	H60 INFINITY ZOOM	4		
137		Honor	X9B	1		
138			400 Lite	1		
139		Huawei	NOVA 10 SE	4		
140			NOVA Y70	1		
141			NOVA 9	2		
142		Oppo	A78	1		
143		Samsung	GALAXY A26	2		
144			GALAXY A35	2		
145			GALAXY A25	7		
146			GALAXY A34	12		
147			GALAXY A53	10		
148			GALAXY A54	19		
149			GALAXY A55	4		
150			GALAXY A56	4		
151			GALAXY A73	41		
152			GALAXY S20 FE	2		
153			GALAXY S21 FE	11		
154			GALAXY A33	10		

155			GALAXY TAB S6 LITE	2		
156			GALAXY TAB S9	1		
157	Input: Touchscreen (smartphones) or keypad (feature phones).	Apple	IPHONE SE	4		
158			IPHONE 11	20		
159			IPHONE 12	1		
160			IPHONE 14	1		
161			IPHONE 8	2		
162		Hisense	H60 INFINITY ZOOM	4		
163		Honor	X9B	1		
164			400 Lite	1		
165		Huawei	NOVA 10 SE	4		
166			NOVA Y70	1		
167			NOVA 9	2		
168		Oppo	A78	1		
169		Samsung	GALAXY A26	2		
170			GALAXY A35	2		
171			GALAXY A25	7		
172			GALAXY A34	12		
173			GALAXY A53	10		
174			GALAXY A54	19		
175			GALAXY A55	4		
176			GALAXY A56	4		
177			GALAXY A73	41		
178			GALAXY S20 FE	2		
179			GALAXY S21 FE	11		
180			GALAXY A33	10		
181			GALAXY TAB S6 LITE	2		
182			GALAXY TAB S9	1		
183		Apple	IPHONE SE	4		
184			IPHONE 11	20		

185	Speaker & Microphone: For audio input and output.		IPHONE 12	1		
186			IPHONE 14	1		
187			IPHONE 8	2		
188		Hisense	H60 INFINITY ZOOM	4		
189		Honor	X9B	1		
190			400 Lite	1		
191		Huawei	NOVA 10 SE	4		
192			NOVA Y70	1		
193			NOVA 9	2		
194		Oppo	A78	1		
195		Samsung	GALAXY A26	2		
196			GALAXY A35	2		
197			GALAXY A25	7		
198			GALAXY A34	12		
199			GALAXY A53	10		
200			GALAXY A54	19		
201			GALAXY A55	4		
202			GALAXY A56	4		
203			GALAXY A73	41		
204			GALAXY S20 FE	2		
205			GALAXY S21 FE	11		
206			GALAXY A33	10		
207			GALAXY TAB S6 LITE	2		
208	Battery: Typically, Lithium-ion, powering the device.	Apple	IPHONE SE	4		
209			IPHONE 11	20		
210			IPHONE 12	1		
211			IPHONE 14	1		
212			IPHONE 8	2		
213		Hisense	H60 INFINITY ZOOM	4		
214		Honor	X9B	1		
215			400 Lite	1		

216		Huawei	NOVA 10 SE	4		
217			NOVA Y70	1		
218			NOVA 9	2		
219		Oppo	A78	1		
220		Samsung	GALAXY A26	2		
221			GALAXY A35	2		
222			GALAXY A25	7		
223			GALAXY A34	12		
224			GALAXY A53	10		
225			GALAXY A54	19		
226			GALAXY A55	4		
227			GALAXY A56	4		
228			GALAXY A73	41		
229			GALAXY S20 FE	2		
230			GALAXY S21 FE	11		
231			GALAXY A33	10		
232			GALAXY TAB S6 LITE	2		
233			GALAXY TAB S9	1		
234			GALAXY TAB S9	1		
235	Antennas: For cellular, Wi-Fi, Bluetooth, and GPS	Apple	IPHONE SE	4		
236			IPHONE 11	20		
237			IPHONE 12	1		
238			IPHONE 14	1		
239			IPHONE 8	2		
240		Hisense	H60 INFINITY ZOOM	4		
241		Honor	X9B	1		
242			400 Lite	1		
243		Huawei	NOVA 10 SE	4		
244			NOVA Y70	1		
245			NOVA 9	2		
246		Oppo	A78	1		

247		Samsung	GALAXY A26	2		
248			GALAXY A35	2		
249			GALAXY A25	7		
250			GALAXY A34	12		
251			GALAXY A53	10		
252			GALAXY A54	19		
253			GALAXY A55	4		
254			GALAXY A56	4		
255			GALAXY A73	41		
256			GALAXY S20 FE	2		
257			GALAXY S21 FE	11		
258			GALAXY A33	10		
259			GALAXY TAB S6 LITE	2		
260			GALAXY TAB S9	1		
261			GALAXY TAB S9	1		
262	Modem: Manages data and voice communication with the cellular network.	Apple	IPHONE SE	4		
263			IPHONE 11	20		
264			IPHONE 12	1		
265			IPHONE 14	1		
266			IPHONE 8	2		
267		Hisense	H60 INFINITY ZOOM	4		
268		Honor	X9B	1		
269			400 Lite	1		
270		Huawei	NOVA 10 SE	4		
271			NOVA Y70	1		
272			NOVA 9	2		
273		Oppo	A78	1		
274		Samsung	GALAXY A26	2		
275			GALAXY A35	2		

276			GALAXY A25	7		
277			GALAXY A34	12		
278			GALAXY A53	10		
279			GALAXY A54	19		
280			GALAXY A55	4		
281			GALAXY A56	4		
282			GALAXY A73	41		
283			GALAXY S20 FE	2		
284			GALAXY S21 FE	11		
285			GALAXY A33	10		
286			GALAXY TAB S6 LITE	2		
287			GALAXY TAB S9	1		
288			GALAXY TAB S9	1		
289	Charging Port: For power and data transfer	Apple	IPHONE SE	4		
290			IPHONE 11	20		
291			IPHONE 12	1		
292			IPHONE 14	1		
293			IPHONE 8	2		
294		Hisense	H60 INFINITY ZOOM	4		
295		Honor	X9B	1		
296			400 Lite	1		
297		Huawei	NOVA 10 SE	4		
298			NOVA Y70	1		
299			NOVA 9	2		
300		Oppo	A78	1		
301		Samsung	GALAXY A26	2		
302			GALAXY A35	2		
303			GALAXY A25	7		
304			GALAXY A34	12		

305			GALAXY A53	10		
306			GALAXY A54	19		
307			GALAXY A55	4		
308			GALAXY A56	4		
309			GALAXY A73	41		
310			GALAXY S20 FE	2		
311			GALAXY S21 FE	11		
312			GALAXY A33	10		
313			GALAXY TAB S6 LITE	2		
314			GALAXY TAB S9	1		
315			GALAXY TAB S9	1		
316	Camera Modules: Front and rear cameras.	Apple	IPHONE SE	4		
317			IPHONE 11	20		
318			IPHONE 12	1		
319			IPHONE 14	1		
320			IPHONE 8	2		
321		Hisense	H60 INFINITY ZOOM	4		
322		Honor	X9B	1		
323			400 Lite	1		
324		Huawei	NOVA 10 SE	4		
325			NOVA Y70	1		
326			NOVA 9	2		
327		Oppo	A78	1		
328		Samsung	GALAXY A26	2		
329			GALAXY A35	2		
330			GALAXY A25	7		
331			GALAXY A34	12		
332			GALAXY A53	10		
333			GALAXY A54	19		

334			GALAXY A55	4		
335			GALAXY A56	4		
336			GALAXY A73	41		
337			GALAXY S20 FE	2		
338			GALAXY S21 FE	11		
339			GALAXY A33	10		
340			GALAXY TAB S6 LITE	2		
341			GALAXY TAB S9	1		
342			GALAXY TAB S9	1		
343	Sensors: Accelerometer, gyroscope, proximity sensor, etc.	Apple	IPHONE SE	4		
344			IPHONE 11	20		
345			IPHONE 12	1		
346			IPHONE 14	1		
347			IPHONE 8	2		
348		Hisense	H60 INFINITY ZOOM	4		
349		Honor	X9B	1		
350			400 Lite	1		
351		Huawei	NOVA 10 SE	4		
352			NOVA Y70	1		
353			NOVA 9	2		
354		Oppo	A78	1		
355		Samsung	GALAXY A26	2		
356			GALAXY A35	2		
357			GALAXY A25	7		
358			GALAXY A34	12		
359			GALAXY A53	10		
360			GALAXY A54	19		
361			GALAXY A55	4		
362			GALAXY A56	4		

363			GALAXY A73	41		
364			GALAXY S20 FE	2		
365			GALAXY S21 FE	11		
366			GALAXY A33	10		
367			GALAXY TAB S6 LITE	2		
368			GALAXY TAB S9	1		
369			GALAXY TAB S9	1		
370	SIM Card Slot: Holds the SIM for network identification.	Apple	IPHONE SE	4		
371			IPHONE 11	20		
372			IPHONE 12	1		
373			IPHONE 14	1		
374			IPHONE 8	2		
375		Hisense	H60 INFINITY ZOOM	4		
376		Honor	X9B	1		
377			400 Lite	1		
378		Huawei	NOVA 10 SE	4		
379			NOVA Y70	1		
380			NOVA 9	2		
381		Oppo	A78	1		
382		Samsung	GALAXY A26	2		
383			GALAXY A35	2		
384			GALAXY A25	7		
385			GALAXY A34	12		
386			GALAXY A53	10		
387			GALAXY A54	19		
388			GALAXY A55	4		
389			GALAXY A56	4		
390			GALAXY A73	41		
391			GALAXY S20 FE	2		

392			GALAXY S21 FE	11		
393			GALAXY A33	10		
394			GALAXY TAB S6 LITE	2		
395			GALAXY TAB S9	1		
396			GALAXY TAB S9	1		
397	Casing: Plastic, metal, or glass housing	Apple	IPHONE SE	4		
398			IPHONE 11	20		
399			IPHONE 12	1		
400			IPHONE 14	1		
401			IPHONE 8	2		
402		Hisense	H60 INFINITY ZOOM	4		
403		Honor	X9B	1		
404			400 Lite	1		
405		Huawei	NOVA 10 SE	4		
406			NOVA Y70	1		
407			NOVA 9	2		
408		Oppo	A78	1		
409		Samsung	GALAXY A26	2		
410			GALAXY A35	2		
411			GALAXY A25	7		
412			GALAXY A34	12		
413			GALAXY A53	10		
414			GALAXY A54	19		
415			GALAXY A55	4		
416			GALAXY A56	4		
417			GALAXY A73	41		
418			GALAXY S20 FE	2		
419			GALAXY S21 FE	11		
420			GALAXY A33	10		

421			GALAXY TAB S6 LITE	2		
422			GALAXY TAB S9	1		
423			GALAXY TAB S9	1		
424	Call-out or collection/delivery costs					
425	Unforeseen components replacement repair cost (50 % of all items quoted above)					
Sub-Total Excluding VAT						
Total Excluding VAT						
VAT (15%)						
Total Including VAT						

10. MISA'S RIGHTS

- 10.1. MISA reserves the right to cancel this solicitation in whole or in part, at its sole discretion, at any time before the Agreement is fully executed,
- 10.2. This Request for Quotation does not commit MISA to award an Agreement, to pay any costs incurred by bidders in the preparation of their quotations submitted in response to this Bid, or to procure or contract for services,
- 10.3. MISA reserves the right to conduct vetting and verify the validity of all certificates,
- 10.4. MISA will reject any quotation as non-responsive that does not provide evidence of the specified mandatory requirements. MISA may or may not request additional information and clarification during the evaluation and selection process from any or all bidders regarding their quotations,
- 10.5. Municipal Infrastructure Support Agent (MISA) reserves the right to request the company's latest audited financial statement to ascertain financial stability of the bidder prior to the award of the bid,
- 10.6. MISA reserves the right to verify the authenticity of all documents requested.

11. PAYMENTS

- 11.1. MISA does not pay any amount in advance. Only original signed invoices must be submitted for payments. The appointed service will be paid within 30 days after receipt of valid invoice, when the services have been fully rendered to the satisfaction of MISA, and this done by means of electronic transfer directly into the bidder's bank account.
- 11.2.

12. COMMUNICATION WITH MISA OFFICIALS

- 12.1. Bidders and their representatives may not communicate with MISA officials except in writing and if the communication is made public. Bidders and their representatives must communicate in the manner set forth in this RFQ. There shall be no communication with MISA officials except as may be reasonably necessary to carry out the procedures specified in this RFQ. Nothing herein prohibits bidders and their representatives from making oral statements or presentations in public to one or more MISA officials during a public meeting.

13. CONFIDENTIALITY

- 13.1. All responses to this RFP become property of MISA and will be kept confidential until a recommendation for award of a contract has been announced. Thereafter, submittals are subject to public inspection and disclosure in accordance with the provisions of applicable legislation.

14. QUESTIONS AND REQUESTS FOR CLARIFICATIONS

- 14.1. Bidders must carefully examine the bid documents and in the event of doubt of anything contained in the documents.