

## **SECTION 2.1 SPECIFICATIONS**

### **2.1.1 Specifications**

The Hessequa Municipality requires:

	Comply YES/NO	Page to Reference
2.1.1.1 A comprehensive solution for the design as well as cost-effective printing and distribution (including via email) of the Municipality's monthly service accounts, inclusive of an enclosed double-sided A4 newsletter.		
2.1.1.2 The printing and distribution (including via email) of a monthly average between 12 500 and 18 500 municipal service accounts and enclosed newsletter.		
2.1.1.3 Printing to be finalised and accounts and newsletters to be mailed (including via email) by not later than the 4th day of each month.		
2.1.1.4 Duration period of the proposed contract will be from date of appointment for a three year period .		

The information requested from bidders in this tender has been identified by the Municipality as necessary so that the commitment, capability, suitability and capacity of the bidders can be evaluated.

**Bidders will comply with the following requirements:**

### **2.1.2 The solution must ensure that sufficient control measures are in place to:**

	Comply YES/NO	Page to Reference
A Reduce human intervention in the generation, printing and distributing of statements.		
B Ensure data integrity of supplied client account details.		
C Ensure that quality processes are in place to prevent mistakes from impacting on clients and the confidentiality of information.		

### **2.1.3 The solution must improve Hessequa Municipality's customer service through:**

	Comply YES/NO	Page to Reference
A Flexible generation, storage, retrieval, e-mail and printing of statements;		
B Different options to distribute statements and other correspondence in media of choice		
C Utilisation of Hessequa Municipality's customised stationery which provides a logical		

		Comply YES/NO	Page to Reference
	layout of client account information;		
D	Optimal utilisation of Hessequa Municipality's customised stationery, i.e. print more information per page than current solution;		
E	Prompt change of form overlays and layouts; and		
F	High quality of printing		
G	Ensuring the security of data files containing the Municipality's accounting information and guarding against any form of abuse or illegal usage of the said data files.		
H	The vendor must have the ability to accept data files electronically.		
I	All printed documents must be done on high quality laser.		

**2.1.4 The system must be able to process and format data streams from any of these systems and formats including, but not limited to:**

		Comply YES/NO	Page to Reference
A	CSV		
B	XML		
C	ASCII		
D	DBF		
E	Tab delimited		
F	Pipe Delimited		
G	Comma delimited		
H	Flat text Files		
I	MDB		
J	CR/LF		
K	EBCIDIC		
L	PDF		

### **2.1.5 Commercial and financial requirements**

#### **A. Identity and financial integrity**

Bidders are required to provide the following information:

<b><u>Schedule</u></b>	<b><u>Refer to Page</u></b>
a) Name and contact details.	
b) Form of entity (e.g. company, individual, corporation, trust etc).	
c) Proof and details of registration.	
d) Audited annual financial statements for each entity forming part of the bid. This must be presented for the most recent financial year.	
e) Details of membership with trade associations and professional bodies.	
f) Nature of current business.	
g) Number of years in business.	
h) Summary of South African human and other resources and capacity.	
i) Where the bidder represents a bidder Consortium, the tender must contain a signed memorandum of understanding: <ul style="list-style-type: none"> <li>(a) Regulating the composition of the bidder and the relationships between its members.</li> <li>(b) Identify the leading member of the bidder consortium and should include evidence of the lead member's authority to act on behalf of all other members in respect of this project and specifically this tender.</li> </ul>	

**Failure to adhere to the beforementioned may result in your tender being declared non-responsive.**

DECLARATION,

I, THE UNDERSIGNED (NAME) .....  
 CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE MUNICIPALITY  
 MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

AUTHORISED SIGNATURE: .....

NAME: .....

CAPACITY: .....DATE: .....