

TERMS OF REFERENCE



THE PRESIDENCY REPUBLIC OF SOUTH AFRICA SUPPLY CHAIN MANAGEMENT

Appointment of a Service Provider to Provide Apple Device Support and Maintenance in The Presidency for the Period of 3 years.

1. THE PURPOSE

The purpose of the terms of reference is to request of a service provider to provide Apple device support and Maintenance, in the presidency for the period of 3 years.

2. BACKGROUND

The Presidency has the number of Apple Devices used by the staff and the principals. Currently in the presidency we have the following devices that using:

- MacBook
- iPad
- iPhone

3. SCOPE OF WORK

Apple Devices, including MacBook's, iPhone's, iPads and Mac Infrastructure maintenance support.

The service provider is expected to deliver the following services

3.1 Install, configure OS in MAC Update, Upgrade and application, and drivers.

3.2 Troubleshoot Startup and System Issues

3.3 Join the devices to the domain and troubleshoot and resolve errors associated with it. Manage User Accounts

3.4 Activate applications, e.g., office and troubleshoot and resolve errors associated with it.

3.5 Configure outlook and troubleshoot and resolve errors associated with it.

- 3.6 Map network drivers and Manage Basic and advanced Network Settings and Troubleshoot Network Issues
- 3.7 Adding and Managing Printers and scanners on mac OS and Troubleshoot Peripherals
- 3.8 Internet connection using LAN and hotspot.
- 3.9 Advise Best practice regarding Security on macs.
- 3.10 Check and install updates.
- 3.11 Integration onto a windows environment (so that we can back up on to external servers which we cannot do now)
- 3.12 Best practices as to maintenance and upkeep of machines (e.g., Purging of RAM)
- 3.13 Assist with the configuration of the iPhone and iPad if needed.
- 3.14 Provide on-field training (Transfer skills) to the internal IT staff with regards to MAC, iPhone, and iPad.
- 3.15 Service providers should also be able to assist the internal IT staff via the phone.

4. EXPERIENCE AND CAPABILITY REQUIREMENTS

- 4.1 The company needs to have proven experience and capacity in providing apple and maintenance support Services. The service provider must have delivered Apple devices maintenance and support for a minimum of 2 (two) years.
- 4.2 The Technician must have minimum of 2 (two) years' experience in providing apple devices support and maintenance. The service provider must provide CVs of the Technicians

5. SPECIAL CONDITIONS OF PROJECT/CONTRACT

- 5.1 The successful bidder will be required to sign a standard contract with The Presidency that will outline the terms and conditions of the contract.
- 5.2 The bidder will commence with the services upon signing of the service level agreement by all parties involved.
- 5.3 In the event of changes in the project team, the service provider must provide the detailed CVs, for the new project team members. The new project team members will be subjected to the security clearance process prior to confirmation of involvement in the project.
- 5.4 The Presidency undertakes to pay out in full within thirty days (30) after, all valid claims for services rendered to its satisfaction upon presentation of substantiated claim/invoice, according to the payment schedule agreed upon in the contract.

5.6 The presidency may request clarification or additional information regarding any aspect of the proposal that were submitted. Companies must respond to requests by the presidency for additional information within Three working days after the request has been made. Failure to comply may invalidate the potential service provider.

6. SECURITY REQUIREMENTS

The Presidency will subject the successful bidder including their staff assigned to the project to a security screening exercise. In the event that the outcome of the security screening exercise is negative, the successful bidder(s) will be disqualified

7. DURATION OF CONTRACT

- The duration of the contract will be 3 years, this includes maintenance and support of Apple devices.

8. MONITORING AND EVALUATION OF THE CONTRACT

- All work is to be carried out in accordance with the time schedule as agreed with the Project Manager, within the agreed deliverables and terms and conditions of the signed contract.
- The performance of the successful bidder regarding the above shall be monitored over the period of the contract and repeated non-conformances may lead to re-evaluation of the contract.
- The Presidency shall monitor, evaluate, and report the terms and conditions of the Service Level Agreement with the successful bidder.

9. LEGISLATIONS APPLICABLE TO THE BID

9.1 Bids will be subject to the Supply Chain Management conditions as follows:

- The Preferential Procurement Policy Framework Act, Act No. 05 of 2000
- Preferential Procurement Regulations, 2022
- Public Finance Management Act
- The Presidency Supply Chain Management Policy
- The Presidency IT Policy
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10. EVALUATION PROCESS

- A three (3) phase approach will be followed during the evaluation process. All proposals received will be evaluated in accordance with the **80/20-point** system as prescribed in the Preferential Procurement Regulation, 2022.

10.1 PHASE 1: Mandatory Requirements and Disqualification Administration Requirements

a) MANDATORY REQUIREMENT

Only bidders who attend the compulsory briefing session will be considered for administration evaluation. The bidder must attend the compulsory briefing **session. A**

signed briefing session Certificate will be issued on the day of briefing session. The bidder must submit a signed briefing session Certificate together with the quotation

Only bidders who have met mandatory requirements will be considered for disqualification administration requirements.

b) Disqualification Administration Requirements

- ✚ Quotation *validity* period must be 90 days if not possible indicate the period on the quotation. Quote that depends or affect by Rate of Exchange will be processed using the current Rate of Exchange on the award.
- ✚ Quotes must be submitted as per the prescribed closing dates.
- ✚ Supplier must be registered on Central Supplier Database(CSD)
- ✚ Bid/quotations submitted after closing date will not be considered.

Only bidder who have met disqualification administration requirements will be considered for phase 2.

10.2 PHASE 2: FUNCTIONAL/TECHNICAL EVALUATION

10.2.1 Only proposals that have met the criteria for disqualification administrative will qualify for this phase.

Desk-top Evaluation.

- Company and Technician's experience

CRITERIA	SUB-CRITERIA	POINTS	WEIGHT
Company Experience	The company should demonstrate relevant experience in providing support and Maintenance in Apple devices. The company must attach original The Presidency returnable project form (Annexure A) signed, dated with contacted person and contact number.	0-1-year experience = 0 Points 2 years' experience = 30 points 3 or more years of experience = 40 points	40
Technician Experience	The Technician must demonstrate experience and skill in supporting and maintaining Apple devices. (CV must be attached)	0-1 year experience = 0 points 2 years' experience = 30 points 3 -4 years' experience = 40 points 5- more experience = 60 points	60
TOTAL			100

Only bidders who meet the minimum threshold of 60 points or more out of 100 points will qualify for phase 3

10.3 PHASE 3 – PRICE AND SPECIFIC GOALS

10.3.1 The bid will be awarded to the bidder who scored the highest points in terms of Price and specific goals

DESCRIPTION	POINTS
PRICE	80
SPECIFIC GOALS	20
TOTAL PONTs FOR PRICE AND SPECIFIC GOALS	100

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Means of verification
Women ownership		10	CSD report
Youth ownership		7	CSD report
People with Disabilities		3	CSD report

NB: Formula for calculating number of points: Ownership percentage X number of points allocated /100

11. COMPULSORY BRIEFING SESSION

Date: 18/11/2025

Time: 10:00-12:00

The briefing session will be conducted via Microsoft Teams

[Join the meeting now](#)

Meeting ID: 312 362 203 531 04

Passcode: bq3Pf3Wk

12. Bid Enquiries:

Mary-Jane Letwaba

Quotesenquiries@presidency.gov.za

"ANNEXURE A"



**THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA**

RETURNABLE PROJECT REFERENCE FORM

Project Description:	Appointment of service provider to provide Apple device support and Maintenance in The Presidency for the period of 3 years.
Ref No:	

Note: This returnable document must be completed by the referee to whom services of similar nature, scope, complexity and value was completed successfully by the bidder.

I (Name, Surname & Designation Preferably contract Manager)

From

.....
.....(Company Name)

Declare that the company was the recipient (client) of the following professional services (project) successfully executed by

.....
.....(Name of bidder)

Project Description:

.....
.....

Project Location:

.....
.....

Commencement Date (DD/MM/YYYY) :.....Completion Date(DD/MM/YYYY):.....

Contract Value:

.....
.....

.....
Signature (Company Head or Delegated officer)

.....
Name of Signatory

Contact Numbers:.....

Date :.....



“ANNEXURE B”

**THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA**

Pricing schedule

**Appointment of service provider to provide Apple device support and Maintenance in
The Presidency for the period of 3 years.**

Onsite Professional services (Maintenance and Support) 300 hours for the period of 3 years.
Payment will be done based on the number of hours utilised per month.

Services description	QTY	Price per hour	Price year 1 (Excl. VAT)	Price year 2 (Excl. VAT)	Price year 3 (Excl. VAT)
Maintenance and Support	1 hour	R	R	R	R
TOTAL QUOTATION PRICE (EXCL VAT)		R	R	R	R
VAT (@15%)		R	R	R	R
TOTAL QUOTATION PRICE (INCL VAT)		R	R	R	R

NB: Hours not utilized in year 1, will be carried over to year 2 and hours not utilizes in year 2 will be carried to year 3.

All prices must be VAT inclusive

Name of Bidder :.....

SIGNATURE OF BIDDER :.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE