

SCOPE OF SUPPLY AND SPECIFIC INSTRUCTIONS

RFP NO: 23/24/08/Point of Sale Application Replacement/MH

1. DESCRIPTION OF SERVICE

To appoint service provider that will deliver a point of sale software application for period of **five years**

2. POINT OF DELIVERY OF SERVICES

Nationally

3. PRICE BASIS

- 3.1 Bidders shall take into account that the Post Office's total requirements may not be allocated to only one bidder.
- 3.2 Where figures are referred to in numerals and in words and there is a conflict between the two, the words will prevail.
- 3.3 The successful bidder shall commit to the programme of continuous improvement, which will result in cost-efficiencies during the currency of the relationship.

4. PAYMENT

Bidders shall, as requested in clause 2 of the Proposal Questionnaire (Annexure 'G'), submit payment terms and details.

5. PROPOSAL DOCUMENTS

- 6.1 Bidders responding to this RFP are deemed to do so, on the basis that they acknowledge and accept all the Terms and Conditions of this RFP.
- 6.2 No bids submitted by Facsimile, telegram, email will be considered. It is the bidder's sole responsibility to ensure that the complete bid has been received by the Closing Date and Time. Postmarking before or on the Closing Date will not substitute for actual receipt. Giving the bid to a courier prior to the Closing Date without actual receipt by the South African Post Office by the Closing Date and Time will not excuse the late delivery of a bid.
- 6.3 Proposal documents must be completed in ink and any amendments to the proposal documents, whether erasures or by means of correction fluid (e.g. tippex), must be initialled by the bidder.
- 6.4 All documents and correspondence must be in English, failure to comply, the bid proposal will not be evaluated.
- 6.5 Proposals must be compiled in the following manner:
 - 6.5.1 one (1) original proposal (marked 'original') must be submitted and also in an electronic format (CD) /USB
 - 6.5.2 Two (2) copies of the proposal (marked 'copy') must be submitted;
 - 6.5.3 loose-leaf (not bound) proposal must be supplied, in arch lever files.

- 6.5.4 if the proposal is submitted by a consortium / JV, each company forming part of the consortium / JV must complete Annexures 'I' and 'J' individually and submit it as part of the proposal;
- 6.5.5 all Annexures, company profiles, etc., shall form part of the '**ORIGINAL**' as well as the '**COPY**' proposals.

- 6.6 All proposals must be delivered **sealed**. The following information shall appear on the outside of the sealed proposal:
- 6.6.1 Name of bidder;
 - 6.6.2 Description of proposal;
 - 6.6.3 RFP number;
 - 6.6.4 Closing date and time;
 - 6.6.5 Name of person for whose attention the proposal is intended; and
 - 6.6.6 The name and address of the Bidder must be written on the reverse side of the proposal/envelope.

6. CONSULTATION PRIOR TO SUBMISSION OF A PROPOSAL

Bidders shall consult, **in writing**, with the undernoted Post Office officials should there appear to be any discrepancy, ambiguity or uncertainty pertaining to the meaning or effect of any description, dimension, quality, quantity or any other information contained in this bid. The Post Office undertakes to provide clarification in writing to all Bidders, provided that the request is received prior to the closing date and time for clarifications.

Officials	Location	Contact Details
Lungile Nkomo (Act: Manager: Procurement) Matsepiso Hlaabye (Procurement Specialist)	South African Post Office Limited Supply Chain Management Cnr. James Drive and Moreleta Street Silverton, Pretoria.	(012) 845 2669 / 082 361 1901 Lungile.Nkomo@postoffice.co.za (012) 845 2444 / 072 414 5154 Matsepiso.hlaabye@postoffice.co.za

7. CLARIFICATIONS

- 8.1 Bidders are encouraged to submit clarification questions in writing to South African Post Office Officials mentioned above not later than **on 10 July 2023**. No further questions will be entertained after this period.
- 8.2 The SAPO will respond in writing to queries and distribute to all bidders who attended the briefing session after receipt of questions.
- 8.3 Oral communication or instruction by SAPO or its representative shall have no standing in this RFP unless and until they have been confirmed in writing.
- 8.4 SAPO accepts no responsibility for the failure of any bidder not receiving notifications or correspondence relating to this RFP.

8. VALIDITY PERIOD OF PROPOSAL

The period during which the Post Office shall have the right to accept a proposal without any right of withdrawal on the part of the bidder shall be hundred and eighty **(180)** days from the date on which proposals are due. After such period a bidder may withdraw his proposal if he has not been notified of its acceptance.

9. COST OF THE BID

Each Bidder shall bear all of its costs (of whatsoever nature) associated with the preparation or submission of its bid and of negotiating with the SAPO regarding a possible contract agreement and any other costs and expenses incurred by the Bidders in connection with or arising out of the competitive procurement process.

10. BIDDING CONDITIONS

10.1 The South African Post Office reserves the right to reject and /or disqualify any proposal:

- 10.1.1 Received without all the data and information requested.
- 10.1.2 That fails the Bid Conditions as stipulated in Addendum '2'.
- 10.1.3 That fails to comply with the specification.
- 10.1.4 That contains any information that is found to be incorrect or misleading in anyway.
- 10.1.6 Such non-compliant bids shall be rejected without further evaluation, provided that SAPO believes, in its own discretion, that the non-compliance is minor then SAPO may continue with the evaluation, or seek clarification thereon or reject the bid.

10.2 The South African Post Office reserves the right:

- 10.2.1 Not to award or cancel this RFP at any time and shall not be bound to accept the lowest or any bid.
- 10.2.2 To negotiate with one or more Preferred or Reserved Bidders identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other Bidder who has not been awarded the status of the Preferred or Reserved Bidder.
- 10.2.3 To accept part of a bid rather than the whole bid.
- 10.2.5 To split the award of the bid between two or more Bidders.
- 10.2.6 To cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the Preferred Bidders and Reserved Bidders have been notified of their status as such.
- 10.2.7 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the Services bidden for, whether before or after adjudication of the bid.
- 10.2.8 To award the contract to a Bidder whose bid was not the lowest in price.
- 10.2.9 To award the bid to a Bidder who is not the highest scoring Bidder.
- 10.2.10 To correct any mistakes at any stage of the bid that may have been in the bid documents or occurred at any stage of the bid process.

10.2.11 the bid will be evaluated as follows:

- ✓ Gate Keeping and Bid Conditions
- ✓ Compliance documents
- ✓ Preferential Point -specific goals and Commercial –Price (90) and specific goals (10) or Price (80) and specific goals (20)
- ✓ Product Demonstration

10.3 No attempts may be made, whether directly or indirectly, to canvass any member of SAPO staff before the award of the contract. Any enquiries must be referred, in writing, to the specified persons.

11. SAMPLES (If applicable)

12.1 SAPO shall not pay for samples provided and damaged / destroyed samples as a result of destruction testing.

12. CONDITIONS OF PURCHASE

The terms and conditions applicable to any order / contract that may result from this bid are stated in the Contractual Terms and Conditions (Annexure 'C').

13. DUE DILLIGENCE

SAPO reserves the right to conduct due diligence to the top three scoring bidders to verify the information or system submitted with the bidder's bid proposal.