

TERMS OF REFERENCE



THE PRESIDENCY REPUBLIC OF SOUTH AFRICA SUPPLY CHAIN MANAGEMENT

REF NUMBER: SCMS 13/05/04R

Appointment of 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 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: DISQUALIFICATION ADMINISTRATION REQUIREMENTS

10.1.1 Only bidders who submitted quote according to the below will be considered for phase 2.

- ✚ 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.

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	<p>The company should demonstrate relevant experience in providing support and Maintenance in Apple devices.</p> <p>The company must attach original The Presidency returnable project form (Annexure A) signed, dated with contacted person and contact number.</p>	<p>0–1-year experience = 0 Points 2 years' experience = 30 points 3 or more years of experience = 40 points</p>	40
Technician Experience	The Technician must demonstrate experience and skill in supporting and maintaining Apple devices. (CV must be attached)	<p>0 - 1 year experience = 0 points 2 years' experience = 30 points 3 -4 years' experience = 40 points 5- more experience = 60 points</p>	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: 22/07/2025

Time: 10:00-12:00

The briefing session will be conducted via Microsoft Teams.

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 313 798 790 089

Passcode: Ub9742MU

Bid Enquiries:

1. Quotesenquiries@presidency.gov.za

Technical Enquiries:

Tshego@presidency.gov.za



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:	SCMS 13/05/04R

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

REF: SCMS 13/05/04R

**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 :.....

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 of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of 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/s having 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 following statements 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 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 the bid and conditions or delivery particulars of the products or services to which 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 to the date and time of the official bid opening or of the awarding of the contract.
- 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 PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder