



REQUEST FOR QUOTATION (RFQ)

Request Details

RFQ Number Request Specifications	RFQ No: DLCA/22/2025 SCM is hereby requesting a Company to assist DLCA with a quotation of SMME support and maintenance of live enrolment units (LEUs) as outlined to the DLCA offices as per the requirements
Delivery address	459B Tsitsa Street, Erasmuskloof Pretoria 0048
Billing address	459B Tsitsa Street, Erasmuskloof Pretoria 0048

Closing details

Closing date of quote	05 September 2025 at 16H00
Quotes to be e-mail to:	Quotations@dlca.gov.za

Quotation Return Instructions

- 1 Please ensure that the quote is addressed to DLCA in a PDF format.
- 2 Prices quoted should include all costs including delivery costs and VAT.
- 3 Please ensure that the invoice/delivery note is submitted to DLCA on the day of delivery of goods or services, for payment thereafter.
- 4 **Please scan and e-mail your quotation together with a CSD Report and a B-BBEE RATING CERTIFICATE for evaluation purpose**
- 5 **For any enquiries please contact:
Tyron Mkhari - 012 347 2522**



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Requirement list

Quantity	Item description
1500	<p>DLCA is looking for a service provider to assist with SMME support and maintenance of live enrolment units (LEUs)</p> <p>The LEUs are currently installed at the driving licence testing centres nationwide.</p> <p>The SMME should indicate the Province they will be able to service and pricing should be as follows</p> <ul style="list-style-type: none">a) Support and maintenance per hour (Labour) = Rb) Travelling rate per hour = Rc) Rate per KM = R <p>See attached list of Provinces and service description</p>
TOTAL	

Conditions

- DLCA does not bind itself into accepting the lowest quote nor making an appointment from presentations, proposals/quotations received.
- DLCA reserves the right, at its sole discretion, to cancel this request for proposals, presentations and quotations or not to make any appointment at all and also reserves the right to appoint more than 1 service provider.
- DLCA reserves the right to negotiate the quoted amount with the winning bidder.
- The DLCA reserve the right not to award the tender.
- Should this transaction exceed R30k including all applicable taxes, the 80/20 point system will be applied as follows (80 price; 20 Preference points).
- Preferential procurement principles will be applied according to the stated policies of the department.
- Any conditions imposed by the Service Provider that is restrictive or contrary to any part of these Terms of Reference will automatically disqualify the Service Provider.
- The Service provider will be held liable for any damage or loss suffered by the entity, because of the Service Provider's own or his/her employees' negligence or intent, which originated at the site.
- The Service Provider will have to pay damages or replace any stolen item damaged or stolen due to the negligence or intent of the Service Provider's own employees.



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- The Service Provider must, at his/her own expenses, take out sufficient insurance against any claims, cost, loss and/or damage ensuing from his/her obligations and shall ensure that such insurance remains operative for the duration of this agreement.
- A copy of such insurance bid must be handed to the DLCA Representative on commencement of the service. Evidence that such insurance premiums have indeed been paid, or is being sought must be furnished on request.
- Any shortcomings in this specification must be identified by the service provider prior to the awarding of the bid and raised with the DLCA for rectification and agreement.
- Any shortcomings identified by the service provider after the bid has been awarded and that would have had an impact on the bid price will be for the account of the service provider

Compiled by

Date. 03/09/2025



transport

Department:
Transport
REPUBLIC OF SOUTH AFRICA



SUPPORT AND MAINTAINANCE OF THE LIVE ENROLMENT CAPTURE UNITS DEPLOYED AT THE DRIVING LICENCE TESTING CENTRES THROUGHOUT THE COUNTRY

1. PROJECT REQUIREMENTS (FUNCTIONAL RESPONSE)

- a. The service providers should be able to provide a service during business hours.
- b. The service providers should have their own competent and qualified technicians to deliver the service.
- c. The service providers should have previous knowledge and experience regarding the installation of LCUs and LEUs hardware equipment or similar equipment.
- d. The service providers should have at least three to five years' experience in the IT technical support or related areas.
- e. **Incident Management Processes and Procedures:** The service providers should provide a description of how the logged calls/ incident will be handled.
- f. **Contingency Plan:** The service providers should ensure that the enrolment units are functioning optimally (95% uptime) under all circumstances.
- g. **Expected Turnaround time:** The service providers should ensure that all logged calls/installation request are attended as per the DLCA request.

Prioritization of calls

Problem Priority	Status	Impact
Priority 1	Mission critical	Serious business impact
Priority 2	Extremely urgent	Significant business impact
Priority 3	Urgent	Medium business impact

Status and description

Status	Description
Mission Critical	An activity, device, service or system failure or disruption that will cause a total failure in the live capture operations within the DLTC's "76 – 100% failure within the site
Extremely urgent	An activity, device, service or system failure or disruption that will cause a total failure in the live capture operations within the DLTC's "50 – 75% failure within the site
Urgent	An activity, device, service or system failure or disruption that will cause a total failure in the live capture operations within the DLTC's "5 – 49% failure within the site

Incident Resolution Time

Measurement	Mission Critical	Extremely Urgent	Urgent
Hours	Monday – Friday 07:30 – 17:00	Monday – Friday 07:30 – 17:00	Monday – Friday 07:30 – 17:00
	6 hours	9 hours	12 hours

2. SERVICE OFFERING

The service providers are expected to provide the following services but not limited to:

- a. Support and maintenance of the units
- b. Deployment & Installation of the units.
- c. Provide software updates i.e. Update Image Handling Number (IHN).
- d. Fixing system bugs.

Bid to be considered for:

Province	Yes (Please Tick)	NO (Please Tick)
Gauteng		
Limpopo		
North West		
Western Cape		
Eastern Cape		
Kwazulu-Natal		
Northern Cape		
Free State		
Mpumalanga		

Name of Bidder.....

Signature of Bidder.....

NB: Bidders must have office/s in any of the province and regional offices that they bid for. Failure to have office in that province will invalidate a bid for that province.

Pricing:

Description	R
Deployment and installation per unit (Labour)	
KM per hour	
Total	

NB: A detailed response must be submitted as per the project requirements.