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**ELUNDINI LOCAL MUNICIPALITY
TENDER NOTICE AND INVITATION TO TENDER**

The Elundini Local Municipality is Requesting for Proposals on the following goods and services:

PROJECT NAME	Contract Number
Supply and Delivery of ICT Equipment	ELM-4/018/2022-2023
Maintenance and Repairs of ICT Equipment	ELM-4/019/2022-2023

1. The municipality needs a pool of three (3) service providers to supply and delivery ICT hardware equipment to Nqanqarhu for a period of three (3) year.
2. The municipality is looking for three (3) service providers to maintain and repair servers, server room equipment, printers, desktops, switches, storage device, laptops and other peripheral devices in Nqanqarhu, Ugie and Tlokeong offices for a period of three (3) years.

Contracts will be based on the National Treasury General Condition of Contracts. The bids will be evaluated on the basis of the Preferential Procurement Policy Framework Act (Act No. 5, 2000), the Elundini Local Municipality's Supply Chain Management Policy and the regulations pertaining thereto (2017) **PRICE AND B-BBEE:** Price 80, B-BBEE 20

Stage 1 of Evaluation: Eligibility Criteria:

Failure to meet the below eligibility criteria the bidder will not move to the evaluation stage (functionality)

Eligibility Criteria: ELM-4/018/2022-2023	Eligibility Criteria: ELM-4/019/2022-2023
<p>The bidder must be a registered Partner with at least two Equipment Original Manufacturer (EOM)</p> <ul style="list-style-type: none"> • The bidder must attach partnership letter from the Equipment Original Manufacturer (EOM) or distributor 	<p>The bidder must have the following Partnership / accreditations and provide evidence</p> <ul style="list-style-type: none"> • Microsoft Partner • Fortinet Select Partner • ESET Gold Partner • Veeam Silver Partner • HP Partner • Dell Partner

Stage 2: Evaluation for the local production content for BID: ELM-4/018/2022-2023

The local content (LC) expressed as a percentage of the bid price must be calculated in accordance with the SABS approved technical specification number SATS 1286:2011 as follows:

$$LC = (1-x/y) \times 100$$

Where

X is the imported content in Rand

Y is the bid price in Rand excluding value added tax (VAT)

The designated local production with minimum local content thresholds of industries, sectors and sub-sectors for Laptop bags will be **100%**. Bidders may apply for exemption through process elucidated in page 31 of the tender document for **ELM-4/018/2022-2023**. Only bids achieve the minimum stipulated threshold for local production and content will be evaluated further to the next stage.

Stage 3 of Evaluation - Functionality		Stage 2 of Evaluation - Functionality	
ELM-4/018/2022-2023		ELM-4/019/2022-2023	
Evaluation Criteria	Maximum Points Allocated	Evaluation Criteria	Maximum Points Allocated
Company Experience	50	Company Experience	50
Accreditation	20	Team Expertise	40
Team Expertise	20	Methodology	10
Methodology	10		
Total Points	100	Total Points	100

A minimum score of 70% out of total points must be score in order to proceed to the Financial Evaluation in all of the above bids.

The scope of work, specification and detailed functionality including mandatory documents (eligibility criteria) and bid conditions will be uploaded on ELM Website. www.elundini.gov.za and will be also attached in the tender document.

Tender documents may be obtained from the Elundini Local Municipality SCM Unit upon payment of a non-refundable amount of R250 (two hundred and fifty Rand), either paid in cash or by means of electronic funds transfer (EFT) to the Elundini Local Municipality. The cash amount is to be paid at the cashier's office between the hours of 08:00 and 16:00, prior to the collection of the tender documents form the SCM unit. The tender documents will be available from **Monday, 17 October 2022.**

NB: For EFT payment deposit at ELM FNB cheque account No: 62159933772 and use this reference No. 020114350000. Proof of payment to be sent to: kwaneles@elundini.gov.za upon receiving proof payment, Elundini Municipality will email the tender document to the service providers who are unable to make collections.

The Tender Data, Detailed breakdown Quality Criteria, Detailed Scheduled with minimum threshold for Local Content, scope of work including mandatory documents (eligibility criteria) and bid conditions will be uploaded on ELM Website. www.elundini.gov.za and will be also attached in the tender document.

Technical enquires may be addressed to Ms A. Bantwini, Tel No. 045 932 8135 or email: athinib@elundini.gov.za
Queries relating to the issue of these documents may be addressed to Ms H. Mdusulwana, Tel No. 045 932 8125 or email: hlobikazi@elundini.gov.za

Completed bid documents and CD or Memory-Stick of the whole tender submission converted into PDF format and supporting documentation must to be placed in a sealed envelope endorsed with **RELEVANT PROJECT NAMES AND BID NUMBERS:** must be delivered to the **Elundini Local Municipality, at No. 1 Seller Street, Nqanqarhu, Finance Department, Cashier's reception area, and placed in the Tender Box not later than 12H00 Noon on Friday 18, November 2022** for this bids at which time the tenders will be opened in public. Failure to adhere to the above conditions shall deem a bidder non-responsive.

Telegraphic, telephonic, telex, facsimile, e-mail and late tenders will not be accepted. Tenders may only be submitted on the tender documentation that is issued. Requirements for sealing, addressing, delivery, opening and assessment of tenders are stated in the Tender Data.


JACK MDANI
MUNICIPAL MANAGER

BID CONDITIONS AND INFORMATION

1. Bidders must adhere to the bid conditions , otherwise the bid will be disqualified.

2. Agreement

The successful bidder will be expected to sign the service Level agreement within 30 days of the date of notification by the Elundini Municipality that his/her bid has been accepted.

3. Completion of Bid Documents

- a) The original bid document must be completed fully in black ink and signed by the authorised signatory to validate the proposal. All the pages must be initialled by the authorised signatory. Failure to do so may result in the invalidation of the bid.
- b) By initialling and signing the bid document you agree to the terms and conditions of this bid and you understand that the ELM is administered by ELM Supply Chain Management Policy , MFMA Act 56 of 2003 and MFMA SCM Regulations and shall act in accordance with the said legislative prescripts.
- c) Bid documents may not be retyped or altered in any way, Bidder must complete the original issued bid document and original issued returnables .
- d) Tender documents must be completed with non-erasable ink. Any tender document completed with pencil will not be acceptable and shall be disqualified.
- e) Ensure that there are no errors or omissions.
- f) Bids price submitted must include vat where applicable.
- g) Failure to comply with any of the above will result in the invalidation of the bid.

4. Alteration or Qualification of Bid

- a) No unauthorised alteration of this set of bid documents will be allowed after the closing date. Any unauthorised alteration will disqualify the proposal automatically. Any ambiguity has to be cleared with contact person for the bid before the closure date.
- b) The submission should be entirely legible. Any changes made to the original text of bid should be crossed through and signed for. DO NOT USE CORRECTION FLUID as this may invalidate your submission

5. Signatory

- (a) A copy of the recorded Resolution taken by the Board of Directors, members, partners or trustees authorising the representative to submit this bid on the bidder's behalf must be attached to the Bid Document on submission of same.
- (b) A bid shall be eligible for consideration only if it bears the signature of the bidder or of some person duly and lawfully authorised to sign it for and on behalf of the bidder.

6. Submission of Bid

- (a) The bid must be put in a sealed envelope, or envelopes when the two-envelope system is specified, clearly marked with the bid number, title as well as closing date and time and placed in the Tender Box at the Elundini Local Municipality Municipality **by not later than 12h00 on Friday, 18 November 2022.**
- (b) Faxed, e-mailed and late bids will not be accepted. Bids may be delivered by hand, by courier, or posted at the bidder's risk and must be received by the deadline specified above, irrespective of how they are sent or delivered.
- (c) Clearly mark the back of the envelope with your bidder's name and address .

7. Opening, Recording and Publications of Bids Received.

- a) Bids will be opened in public immediately after the bid closure date, or at such time as specified in the bid documents. If requested by any bidder present, names of the bidders, and if practical the total amount of each bid and of any alternative bids will be read out loud.

- b) Bids received in time recorded and entered in a register which is open for public inspection.
- c) Late bids will be registered and returned unopened unless the bidder did not clearly specify their address at the back of the envelope.

8. Tax Clearance Certificate , Tax Matters and VAT

- a) Tender offers will only be accepted if the tenderer provides written proof from SARS that the tenderer either has no Tax obligations or has made arrangements to meet outstanding Tax obligations.
- b) Upon submission of a bid/quote the bidder automatically grants confirmation that SARS may, on an ongoing basis during the contract term disclose the bidders Tax Compliance status to the municipality
- c) Prices must always be VAT inclusive where applicable.

9. Evaluation of Bids

Bids will be evaluated in terms of their responsiveness to the bid specifications and requirements as well as such additional criteria as set out in the bid document.

10. Acceptance or Rejection of a Bids

The Elundini Municipality reserves the right to withdraw any invitation to submit a bid and/or to re-advertise or to reject any bid or to accept a part of it. The Elundini Municipality does not bind itself to accepting the lowest bid.

11. Registration on Accredited Supplier Database

It is expected of all prospective service providers who are not yet registered on the Central Supplier Database to register online (www.csd.gov.za) and verify their company information Elundini Municipality Database Department. The Elundini Municipality reserves the right not to award proposals to prospective suppliers who are not registered on the CSD (Central Supplier Database).

12. BBBEE Certificate

For the proof of B-BBEE status level of contributor the bidder must submit an original or certified copy of a valid verification certificate from a verification agency accredited by SANAS and recognized as an Accredited B-BBEE Verification Agencies (www.sanas.co.za/afdirectory/bbbee_list.php) or original or certified completed AFFIDAVIT downloaded from www.thedti.gov.za/economic_empowerment/bee_codes.jsp

13. Tender offers will only be accepted if:-

- a) the financial offer is market related (See Regulation 6 (9) and section 7 (9) of the 8(9) OF Preferential Procurement Regulation 2017.
- b) the tenderer or any of its directors/shareholders is not listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector;
- c) the tenderer has not:
 - i) abused the Employer's Supply Chain Management System; or
 - ii) failed to perform on any previous contract and has been given a written notice to this effect; and
 - iii) the tenderer has completed the Compulsory Declaration and there are no conflicts of interest which may impact on the tenderer's ability to perform the contract in the best interests of the employer or potentially compromise the tender process.

14. Requirements for the Joint Venture

- a) J V agreement,
- b) original or certified copy of consolidated BBBEE certificate, and
- c) letter of signatory.

15. Site / Information Meetings

None

16. Procurement Policy

- a) Bids will be awarded in accordance with the Preferential Procurement Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act, No 5 of 2000.
- b) The latest General Conditions of Contract and any Special Conditions of Contract will apply
- c) The Elundini Local Municipality Supply Chain Management Policy will apply. This policy is obtainable from Elundini Local Municipality offices in Maclear and is available on ELM Website: www.elundini.gov.za

17. Expenses Incurred in Preparation of Bid

The Elundini Municipality shall not be liable for any expenses incurred in the preparation and submission of the bid.

18. Wrong Information Furnished

Where a contract has been awarded on the strength of the information furnished by the bidder which, after the conclusion of the relevant agreement, is proved to have been incorrect, the Elundini Municipality may, in addition to any other legal remedy it may have, recover from the contractor all costs, losses or damages incurred or sustained by the Municipality as a result of the award of the contract.

19. Validity Period

Bids shall remain valid for **90 days** after the bid closure date.

20. General and Special Conditions of Contract

The General Conditions of Contract as well as any Special Conditions of Contract that may form part of this set of bid documents will be applicable to this bid in addition to the conditions of bid.

21. Municipal Rates, Taxes and Charges

The bidder to provide their municipal account of rates and taxes of both the Bidding entity and its directors' in its Bid Document submission. Any bidder which is or whose directors are in arrear with their municipal rates and taxes due to any Municipality within South Africa for more than three months and have not made an arrangement for settlement of or same before the bid closure date will be disqualified.

If the bidder is renting the office a Lease Agreement must be attached to the bid document

OR Affidavit from SAPS stating that the bidder is not obliged to pay municipal rates with a letter from a ward councilor is submitted with the tender document.

22. Contact with Municipality after Bid Closure Date

Bidders shall not contact the Elundini Municipality on any matter relating to their bid from the time of the opening of the bid to the time the contract is awarded for additional information or amendments of bids. Any effort by the firm to influence the Elundini Municipality in the bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

23. Vetting Of The Supplier/Due diligence

- Tenderers must furnish the municipality with the details of similar services, which they have satisfactorily completed in the past to allow vetting process. Failure to do so will invalidate the bid.

Terms of Reference for Maintenance and Repairs of ICT Equipment

Project Description

The municipality is looking for three (3) service providers to maintain and repair servers, server room equipment, printers, desktops, switches, storage device, laptops and other peripheral devices in Nqanqarhu, Ugie and Tlokeong offices for a period of three (3) years.

2. BACKGROUND

ELM purchased a fleet of printers, laptops and desktops which are being utilized in all ELM offices as well as satellite offices. Some of the ICT equipment is still under warranty but cannot be repaired under the said warranty due to physical damage caused by end-users, as a result some of the equipment is being phased out whilst they have not reached their end of life cycle.

ICT equipment/ devices are electronic therefore it's natural that these devices can fail. It is ICT's responsibility to make sure that the equipment is serviced and we have a backup plan should the equipment (e.g. Servers and computers) fail as these have to be up and running 24 hours a day. To mitigate this risk it is strongly recommended as the best practice to have a second line ICT maintenance support so as to assist the municipality when maintenance is beyond their internal capacity.

Currently there is no service level agreement in place for periodic maintenance and repairs of ICT Equipment as and when required. ELM business is interrupted due to breakdowns that occur and the turn-around time to resolve problems takes too long because of the lengthy Supply Chain Management (SCM) processes that have to be followed to acquire the aforementioned services.

3. Scope of work / deliverables

- Quarterly preventative maintenance for Server room equipment (Server Hardware, UPS, Fire Detector, Biometric System)
- Repairs on request
- Supply Maintenance Kit as and when required
- Provide loan printers and laptops in critical environment where printers and laptops are broken and Users cannot wait until the devices are returned
- Produce monthly reports of all services rendered.
- Service provider to use own means of transport to courier equipment to and from Elundini Municipality.
- All equipment must be procured and repaired through ICT Section as single point of entry.
- Proof must be provided from the manufacturer that all ICT equipment replaced are new and not refurbished equipment.
- To support the server and application environment.
- To configure, manage and support the Active Directory including databases.
- To support and assist the municipality in implementing network management, security and support applications as made available through the Microsoft Volume Licensing agreement and any other applications bought.
- Managing and configuration of network security systems such as Anti-Virus, Firewall, Patch Management etc.

- Test the environment for security vulnerabilities at network and application level.
- Provide measures to prevent unauthorized access or hackers. For the duration of the contract on the activities that will be performed on an ongoing basis.
- Ensure skills transfer for the duration of the contract on the activities that will be performed on an ongoing basis.
- Ensure that ICT staff is trained to all new technology innovations.
- Configure and install new servers when needed.
- Create and configure new Virtual Machines.
- Provide an onsite and offsite support plan for the duration of the contract with clear call logging, escalation procedures and response times.
- Onsite support should be provided within 4 working hours from the time of logging the call and support will be provided to all four Elundini LM sites located in Ugie, Mount Fletcher and 2 X Maclear.
- Maintenance must include all ICT hardware repairs i.e. servers, Computers, Printers, HP plotter, projectors and network switches.
- Maintenance must include Server room protection equipment: Fire detector, UPS, Access Control, Air Conditioner, etc.
- Any other ICT related support needed.
- Service provider must provide quote for part replacement provided.

4. CLASSIFICATION OF CALLS AND PRICING.

Priority level	Business impact	Expected response time	Hourly rate (in Rands, incl vat)	Travelling cost per KM
P1	Highly critical	4 hours		
P2	High	8 hours		
P3	Medium	24 hours		

5. SPECIFICATION

ICT Equipment Descriptions

1.1 Models of Printers in the Environment

(i)	Brother MFC Models
(ii)	HP Office Jet Pro and MFP Models
(iii)	HP LaserJet Models
(iv)	HP Desk Jet Models

1.2 Models of Laptops

(i)	HP Pro Book Models
(ii)	HP Elite Series and Book Models
(iii)	Dell Latitude Models
(iv)	Dell Inspiron Models

1.3 Models of Switches

(i)	CISCO Catalyst 2960 X Series
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1.4 Models of Servers

(i)	HP ProLiant DL380 Gen 9
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1.5 Model of Storage

(i)	HP MSA Controller 10G
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1.6 Desktop Models

(i)	HP Pro Desk
(ii)	HP Elite Desk
(iii)	HP Micro Tower
(iv)	Dell Vostro

1.7 Models Scanners

5. ELM Offices and Locations

5.1 Maclear Office (Main Office)

5.2 Traffic Department (Maclear)

5.3 Ugie Office (Satellite Office)

5.4 Mount Fletcher Office (Satellite Office)

Note: All equipment supplied/purchased to Elundini Local Municipality is the property of the municipality and may not be claimed back by service provider as leased equipment upon expiration of this contract.

Stage 1 of Evaluation: Eligibility Criteria:

Failure to meet the below eligibility criteria the bidder will not move to the evaluation stage (functionality)

Eligibility Criteria: ELM-4/019/2022-2023
The bidder must have the following Partnership / accreditations and provide evidence <ul style="list-style-type: none">• Microsoft Partner• Fortinet Select Partner• ESET Gold Partner• Veeam Silver Partner• HP Partner• Dell Partner

Stage 2 of Evaluation: Technical / Fuctionality Criteria:

Points will be allocated for the Following Criteria		
Item	Evidence required	Maximum Score
1. COMPANY EXPERIENCE		50 Points
	Service Provider to attach appointment and reference Letters for Maintenance and Repairs ICT EQUIPMENT.	50
(i)	4 appointment and reference Letters with the above-mentioned requirements attached =	50 Points
(ii)	3 appointment and reference Letters with the above-mentioned requirements attached =	30 Points
(iii)	2 appointment and reference Letters with the above-mentioned requirements attached =	15 Points
(iv)	One or less appointment and reference Letters with the above-mentioned requirements attached =	0 Points
2. TEAM EXPERTISE		50 Points
	The service provider must have Project Engineer and at least Two Technicians responsible for the maintenance of ICT equipment with relevant qualifications and CV attached.	20 Points
	The Project Engineer must have 5 years' experience or more in industry that performs the work as per this bid document and must have the following qualifications: ITIL V3, MCSE Fortinet NSE 4, ESET Certified Technician and Project Management	
(i)	Project Engineer: Attach CV with the following qualifications: ITIL V3, MCSE, Fortinet NSE 4, ESET Certified Technician and Project Management =	20 Points
(ii)	Failure to meet the abovementioned qualifications =	0 Points
	At least Two Technicians with Matric, A+, N+, MCTIP and a minimum of three (3) years' experience.	20 Points
(i)	Two or more Technicians with Matric, A+, N+, MCTIP =	
(ii)	Two Technicians with Matric, A+, N+, MCTIP =	15 Points
(iii)	No Technician with Matric, A+, N+, MCTIP =	0 Points
3.METHODOLOGY		10 Points
(a)	The service provider must provide ELM with a clear methodology of how the required services will be delivered. The plan should include the following:	
	<ul style="list-style-type: none"> Clearly defined turnaround time Fault reporting procedure. 	
	Good =	
	Fair =	
	Poor =	
Total Points		100

A minimum score of 70% out of total points must be score in order to proceed to the Financial Evaluation.