

## Guidelines on Specification for Procuring Services

|                      |                                                                                                                                                                                        |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Project Name:</b> | <b>APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, DELIVERY, INSTALLATION, DEPLOYMENT &amp; PRINTING SERVICES (INCLUDING PRINT MANAGEMENT SOFTWARE) FOR A PERIOD OF THREE (03) YEARS</b> |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### GUIDELINE FOR TERMS OF REFERENCE

This tender is for the procurement of Supply, Delivery, Installation, Deployment & Printing Services (including print management software) for a period of Three (03) Years.

#### **A. BACKGROUND**

The Moqhaka Local Municipality requires the Supply, Delivery, Installation, Deployment & Printing Services (including print management software) for a period of 3.

#### **B. SCOPE OF WORK / TERMS OF REFERENCE**

##### **1.1 Printing Services (Lease)**

See the attached specification sheet

##### **1.2 Printing Services (Maintenance Agreement)**

See the attached BOQ (pricing sheet)

##### **1.3 Print Management**

Service provider is expected to provide Moqhaka Local Municipality with print management software according to the following specifications:

- User sync
- Print Deploy
- Scanning and Capture
- Reporting
- Secure printing

#### **C. PERFORMANCE MANAGEMENT**

In terms of Section 116 (2) of the MFMA, the municipality is required by Law to monitor the performance of service providers every month in line with the performance areas as stipulated in the Service Level Agreement (SLA). The monitoring of the appointed service provider will be done every month.

#### **D. PREFERENTIAL POINTS SYSTEM**

*Indicate whether the tender will be evaluated in terms of 80/20 below 50 million and 90/10 above 50 million.*

##### **80/20**

A maximum of 20 points (80/20 preference points system), will be allocated for specific goals. See the attached table that sets out the specific goals for this tender.

**(a) the promotion of SMMEs located in the local area: 15 Points**

**(b) the promotion of enterprises owned by youth: 5 points**

## E. DURATION OF THE CONTRACT

*State how long the contract will take*

3 Years

## F. APPLICABLE FUNCTIONAL OR TECHNICAL EVALUATION CRITERIA

*See examples of Functional Evaluation Criteria below in Annexure A*

The bidder must be authorized to provide the required services. The following must be provided as part of the bid submission;

1. Monthly pricing for the lease of multi-functional printers.
2. Monthly pricing for maintenance of machines (Copy charge).
3. Implementation and maintenance plan.
4. Proposal on print management software.
5. Print management software.
6. The bidder must provide proof of technical certifications and accreditation from Original Equipment Manufacturers (OEM).

### Pre-Qualification Scoring Sheet (The bidder must complete this table and attach proof)

| ITEM | DESCRIPTION                                           | YES | NO |
|------|-------------------------------------------------------|-----|----|
| 1.   | Is the bidder accredited by the OEM for quoted items? |     |    |

## ANNEXURE "A"

### Technical or Functional Evaluation Criteria and Functional Evaluation Report Guideline

Only those tenderers who score the **minimum of 75 points** concerning the following criteria are eligible for further evaluation.

| Criteria                                                                                                         | Weight | Points     | Documents to be submitted as proof to score points                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------|--------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Demonstrate the company experience in similar projects.</b>                                                   |        |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • 5 or more Letters                                                                                              | 5      | <b>40</b>  | Reference Letters to demonstrate the company experience (Signed reference letters on the recommending client's letterhead including appointment letter/company's letterhead), where the bidder has rendered similar services of the scope of Moqhaka Local Municipality                                                                                                                                                                                                                                                                                                                                                                    |
| • 4 Letters                                                                                                      | 4      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • 3 Letters                                                                                                      | 3      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • 2 Letters                                                                                                      | 2      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • 1 Letter                                                                                                       | 1      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • No Reference letter                                                                                            | 0      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Project Methodology and Service Management Plan</b>                                                           |        |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • Project Plan is clear and aligned                                                                              | 5      | <b>30</b>  | <p>The Project Plan is clear and aligned to the deliverables and has a detailed work breakdown structure (WBS), project schedule, milestones, project risks, and mitigation plan, and the scope of work.</p> <p>Project plan is NOT clear but aligned to the deliverables, has a detailed work breakdown structure (WBS), project schedule, milestones, project risks, and mitigation plan, and by the scope of work.</p> <p>Project plan is NOT clear and NOT aligned to the deliverables, has a detailed work breakdown structure (WBS), project schedule, milestones, project risks, and mitigation plan, and by the scope of work.</p> |
| • The project plan is NOT clear <b>but</b> aligned                                                               | 3      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • The project plan is NOT clear and NOT aligned                                                                  | 0      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Bidder to provide a minimum of three (03) Curriculum Vitae (CV) of Key Personnel with similar experience.</b> |        |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • 5> years' experience                                                                                           | 5      | <b>10</b>  | Submission of detailed CV listing all previous work done with duration of projects and certified copies of IT qualifications/certificates.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| • 4 years' experience                                                                                            | 4      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • 3 years' experience                                                                                            | 3      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • 2 years' experience                                                                                            | 2      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • 1 year experience                                                                                              | 1      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • No experience                                                                                                  | 0      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Time of response to calls logged:</b>                                                                         |        |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • Within 24 Hours                                                                                                | 5      | <b>10</b>  | <p>Bidder to submit a commitment letter stating when the technician will be onsite after a call has been logged. (Breakdown of hours or days)</p> <p>Bidder to submit confirmation of technician availability within Moqhaka Local Municipality demarcation area and the confirmation must be signed and on the company's letterhead.</p>                                                                                                                                                                                                                                                                                                  |
| • Within 48 Hours                                                                                                | 3      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • Within 72 Hours                                                                                                | 1      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • No Commitment                                                                                                  | 0      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Delivery time of toners, from the point of order:</b>                                                         |        |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • Within 24 Hours                                                                                                | 5      | <b>10</b>  | Bidder to submit a signed letter of commitment on the company's letterhead stating the time frame for deliveries                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| • Within 48 Hours                                                                                                | 3      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • Within 72 Hours                                                                                                | 1      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| • Nothing attached                                                                                               | 0      |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>MAXIMUM POSSIBLE SCORE</b>                                                                                    |        | <b>100</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## Pricing

| Printer Type                 | Click Charge (B/W) | Click Charge (Colour) |
|------------------------------|--------------------|-----------------------|
| Type 1 - Desk                | R                  | R                     |
| Type 1 - MFP                 | R                  | R                     |
| Type 2 - MFP                 | R                  | R                     |
| Type 3 - MFP                 | R                  | R                     |
| Type 4 - MFP                 | R                  | R                     |
| High Volume Printer - Mono   | R                  | R                     |
| High Volume Printer - Colour | R                  | R                     |
| Plotter                      | R                  | R                     |

| Micro Link (failover)        | Monthly Lease Amount (Excluding Vat) |
|------------------------------|--------------------------------------|
| Type 1 - Desk                | R                                    |
| Type 1 - MFP                 | R                                    |
| Type 2 - MFP                 | R                                    |
| Type 3 - MFP                 | R                                    |
| Type 4 - MFP                 | R                                    |
| High Volume Printer - Mono   | R                                    |
| High Volume Printer - Colour | R                                    |
| Plotter                      | R                                    |