



MBD1

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE THULAMELA MUNICIPALITY					
BID NUMBER:	54/2023/2024	CLOSING DATE:	04 APRIL 2024	CLOSING TIME:	11:00 AM
DESCRIPTION	SUPPLY, DELIVERY, INSTALLATION AND MAINTENANCE OF QUE-MATIC FOR 3 YEARS				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (MBD7).					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
OLD AGRIVEN BUILDING					
THOHOYANDOU					
0950					
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
TAX COMPLIANCE STATUS	TCS PIN:		OR	CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		☐ Yes ☐ No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER PART B:3]
TOTAL NUMBER OF ITEMS OFFERED			TOTAL BID PRICE	R	
SIGNATURE OF BIDDER			DATE		
CAPACITY UNDER WHICH THIS BID IS SIGNED					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			TECHNICAL INFORMATION MAY BE DIRECTED TO:		
DEPARTMENT	FINANCE		CONTACT PERSON	MR DAVHULA K	
CONTACT PERSON	MUDZILI TP		TELEPHONE NUMBER	015 962 7718	
TELEPHONE NUMBER	015 962 7629		FACSIMILE NUMBER	015 962 7731	
FACSIMILE NUMBER	015 962 4020		E-MAIL ADDRESS		
E-MAIL ADDRESS	mudzili@thulamela.gov.za				



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PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.	
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR ONLINE	
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.	
2. TAX COMPLIANCE REQUIREMENTS	
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.	
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.	
2.3 APPLICATION FOR THE TAX COMPLIANCE STATUS (TCS) CERTIFICATE OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.	
2.4 FOREIGN SUPPLIERS MUST COMPLETE THE PRE-AWARD QUESTIONNAIRE IN PART B:3.	
2.5 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.	
2.6 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.	
2.7 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.	
3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
3.1. IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
3.2. DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
3.3. DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
3.4. DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
3.5. IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.	

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.
NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

DATE:



THULAMELA MUNICIPALITY

INVITATION TO BID

SUPPLY, DELIVERY, INSTALLATION AND MAINTENANCE OF QUE-MATIC FOR 3 YEARS

Thulamela Municipality invites prospective service providers for provision of the following service:

BID NUMBER	DESCRIPTION	NON-REFUNDABLE BID PRICE	CONTACT PERSON	EVALUATION CRITERIA
NO: 54/2023/2024	Supply, delivery, installation, and maintenance of que-matic for 3 years	R3.00 per page or can be downloaded from Thulamela website (www.thulamela.gov.za) for free	Mr Davhula K. (015 962 7718) and/or Mr Mudzili T.P. (015 962 7629)	80/20 preference points system and functionality

Tender documents are obtainable from Procurement Office, Office No. 02 at Thulamela Local Municipality Head Office, during the following times: 08:00 to 15:30 (Monday to Friday) at a **non-refundable bid price of R3.00 per page** as from **29 February 2024** or can alternatively be downloaded from Thulamela website (www.thulamela.gov.za) for free. The tenderer(s) should also download SCM forms that are found in the SCM-FORMS sub folder on the website and complete as part of the Bid documents.

The service providers must submit the completed Bid documents (in black ink) and hand deliver or courier them to Thulamela Municipality. All completed Bid documents (hand delivered or couriered) must be dropped in the BID BOX before the closing date and time of the Bids closure. The onus is on the service providers to make sure the Bid documents are submitted on time and late submission won't be accepted.

Interested service providers must attend a compulsory briefing session on **14 March 2024 at 10h00**. Venue: Thulamela local Municipality Council Chamber.

Interested service providers will be expected to submit the Bid documents with the following compulsory requirements.

- ❖ Tax Compliance Status Letter or Tax Compliance Pin Number.
- ❖ Company registration documents (e.g., CK).

BID NO. 54/2022/2023: PROVISION OF INTENSIFIED CYBERSECURITY SERVICES WITH CYBERSECURITY ROADMAP AND STRATEGY FOR 3 YEARS

- ❖ Proof of registration on CSD.
- ❖ Proof of municipal rates and taxes or municipal service charges owed by the bidder AND ALL its directors, not in arrears for more than 3 months. (The proof of municipal rates and taxes or municipal service charges to be submitted must not be older than three (3) months from the closing date of the bid) Attach valid lease agreement in case of rental of office facilities and municipal clearance in respect of the areas exempted from billing by municipalities.
- ❖ List of similar projects completed in the last 5 years by the company with client's contact details, descriptions, and contract values (Attach signed appointment letters and/or purchase orders)

Bids will be assessed under the provisions of the following Acts and its Regulations: Municipal Finance Management Act, (Act 56 of 2003); PPPFA, Supply Chain Management Policy of the municipality in accordance with the specifications and in terms of **80/20 preferential points system and functionality**.

Functionality Score Table:

EVALUATION CRITERIA	POINTS ALLOCATED
Firm's similar experience and references	70
Project implementation plan	30
TOTAL	100

Functionality will be scored out of 100% and bidders who score less than 70% will be disqualified for further evaluation.

Specific Goals Categories (CSD will be used for verification)	Number of Points (80/20 system) 20 Points breakdown
1. 100% Black ownership	10
2. 100% Women ownership	5
3. Youth	3
4. Disability (Medical certificate will be used to verify the disability status of the bidder).	2

Sealed bid documents must be submitted in envelopes clearly indicating **"BID NUMBER AND DESCRIPTION"** on the outside and must reach the undersigned by depositing it into the official Bid Box at the front of the main entrance to Thohoyandou Civic Centre, Old Agriven Building, Thohoyandou, by no later than 11:00 on, 04 April 2024.

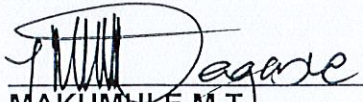
The Municipality is not bound to accept the lowest Bid and reserves the right to accept any part of a Bid. Bids must remain valid for a period of ninety (90) days after closing date of the submission thereof.

Bids may only be submitted on the bid documentation provided by the municipality.

BID NO. 54/2022/2023: PROVISION OF INTENSIFIED CYBERSECURITY SERVICES WITH CYBERSECURITY ROADMAP AND STRATEGY FOR 3 YEARS

NB:

Bids which are late, incomplete, unsigned, completed by pencil, sent by telegraph, facsimile, electronically (Fax), or E- mail and without the compulsory requirements will be disqualified.



MAKUMULE M.T.)
MUNICIPAL MANAGER

08 | 02 | 0024

DATE

Supply, Delivery, Installation and Maintenance of Que-Matic System (QMS)			
Qty	Description	Unit Price	Total Price
1	• ENTRY POINT TABLET - USB ENABLED or ALL-IN-ONE COMPUTER		
3	• TV SCREEN		
3	• SOUND BAR		
2	• MANAGEMENT SCREEN		
2	• ACCESS POINT		
15	• 10 INCH TABLET		
1	• 24 PORT SWITCH		
3	• UPS		
1	• NETWORK BOOSTER		
2	• POS PRINTER		
3	• SURGE PROTECTOR MUTLIPLUGS		
2	• ROUTERS		
2	• 6U CABINET WITH FAN		
1	• PC SERVER (i5 PC with 32 GB RAM and 1TB SSD, Windows 10 OS)		
1	• PROFESSIONAL FEES AND PROJECT MANAGEMENT		
1	• LICENSING		
1	• MAINTENANCE PER QUARTER		
	Sub-total (Excl.)		
	VAT @ 15%		
	Total		
	REQUIRED FEATURES	Applicable	Not Applicable
	• Queue Monitoring: Queue management software to provide real-time monitoring of customer queues. Allowing Municipality to track customer wait times and identify bottlenecks in service processes.	☐	☐
	• Customer Appointment Management: Municipality can use queue management systems to assign appointment times for	☐	☐

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WITH CYBERSECURITY ROADMAP AND STRATEGY FOR 3 YEARS**

	customers and ensure that all appointments are fulfilled in a timely manner.		
	• Automated Call Distribution (ACD): This feature enables Municipality to automatically distribute calls among multiple agents. This helps to ensure consistent customer service levels and maximize efficiency in the call center space.	☐	☐
	• Virtual Queuing: Virtual queuing technology allows customers to join a virtual line instead of waiting in a physical queue at the store or other location. Customers can join the queue remotely, making it easier for them to get the service they need without waiting around in person.	☐	☐
	• Reporting & Analytics: Queue management systems should provide detailed reporting and analytics on customer wait times, service time trends, and more. This helps businesses identify areas for improvement and optimize their customer experience accordingly.	☐	☐
	• Mobile Optimization: The queue management solutions should allow customers to access services from anywhere with an internet connection through mobile devices. To make it easy for customers to receive the help they need quickly and conveniently.	☐	☐
	• Automated Surveys: Queue management systems should automatically send surveys to customers following their service. This helps Municipality understand customer satisfaction levels and identify areas where they can improve their services.	☐	☐
	• Scheduling Systems: Is required to manage customer queues by allowing customers to view projected wait times and book an appointment. This allows customers to plan their visits according to the estimated wait time, reducing stress for both customers and staff.	☐	☐
	• Queue Prioritization Software: This helps prioritize incoming requests or jobs based on user-defined criteria, such as customer urgency level, resource availability, or order of arrival. This type of system can help organizations optimize utilization of resources and ensure speedy resolution of issues.	☐	☐

	• Voice Response Systems: To allow customers to perform certain tasks over the phone without speaking with an agent. It enables them to access information quickly from any location with a phone connection, reducing waiting time and freeing up agents' time for more complex tasks.	☐	☐
	• Self-Service Kiosks: Required to reduce wait time by offering customers an alternative way to get basic services without having to speak with an agent directly. The kiosk needs to be customized using interactive displays and touchscreens, providing users with step-by-step instructions on how to complete various processes such as ticket purchases or submitting queries quickly and efficiently.	☐	☐
	• Required Advantages: Are as follows, Efficiency, Automation, Increased Visibility, Improved Customer Satisfaction, Accessibility, Customization Options and ensure Cost Savings.	☐	☐
	• Data security, Adaptability and compliance: GDPR data protection, SSL Certificate, Safe and reliable and Data Sovereignty should remain in South Africa; Granular user roles (Decide in detail which permissions each user should have); Sites & Groups (Manage inspections more efficiently through sites & groups); Integrate with your systems (Connect the System via API to your existing systems).	☐	☐
	• Get detailed reports and comprehensive analysis: Customizable and automatically generated reports, share generated reports automatically, continuously synchronize data between the mobile and desktop app and All data can be analyzed at any time. Create individual checklists easily in a few minutes, expert-proofed templates and customizable to our needs.	☐	☐
	• Tools: Dashboards, Robust Audit Trail/History, API Connector, DocuSign Connector, SharePoint Connector, Data Migration, Cloud or On-Premise, Enterprise Support, Document Search, Analytics Connector, and Intellect Data IQ™	☐	☐

QMS Functionality

Functionality will be scored out of 100% and bidders who score less than 70% will not be considered for further evaluation.

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REQUIREMENT	Points Allocated
2 x Appointment and Reference letters for supply of Queue-Matic to the value of:	70%
• R1Million and more	50%
• R500k to R999K	30%
• R200k to R499K	
Project implementation plan	30%

REQUIREMENTS SCORE SHEET						
Requirement Description	Available		Attached		Attachment Reference	Marks
2x Appointment and Reference letters for supply of IT Services – R1Million+ all 2(35 per letter)	Y	N	Y	N	B	70
2 x Appointment and Reference letters for supply of IT Services -R500K -<R999K all 2(Missing letter -25)	Y	N	Y	N	B	50
2 x Appointment and Reference letters for supply of IT Services -R200K -<R499K all 2(Missing letter -10)	Y	N	Y	N	B	20
Project implementation plan	Y	N	Y	N	C	30
Total						

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The following is a statement of similar work executed by the company/ies in the last five (5) years:

Employer, Contact person and telephone number	Description of contract	Value of work inclusive of VAT (Rand) if applicable	Date Completed