



enterprise ilembe
ECONOMIC DEVELOPMENT AGENCY

TERMS OF REFERENCE

APPOINTMENT OF A PANEL OF SERVICE PROVIDERS SPECIALIZING IN THE INFORMATION AND COMMUNICATIONS TECHNOLOGY SECTOR

Closing Date: 27 February 2018
Closing Time: 11H00

For all ICT-related/ technical queries, please contact:

Mr Gugu Tywabi– 032 437 9340

For copies of the terms of reference and SCM queries, please contact:

Ms Philly Ntuli – 066 406 2387/ 066 406 3567
E-mail: philile.ntuli@ilembe.gov.za

Service Provider Terms of Reference

It is the intention of Enterprise iLembe to enter into a formal contract with a single service provider or consortium to provide the services described herein. These Terms of Reference and the service providers' proposal will form the basis of the contract.

Section 1: Details

| | |
|----------------------------|------------------------------------------------------------------------------------------------------------------------|
| Province: | KwaZulu-Natal |
| Municipality: | iLembe District Municipality and the local municipalities comprising of Kwa-Dukuza, Mandeni, Maphumulo & Ndwedwe |
| Contracting Agency: | Enterprise iLembe Economic Development Agency T/A Enterprise iLembe |
| Project Name: | Appointment of a Panel of Service Providers Specializing in the Information and Communications Technology (ICT) Sector |

Enterprise iLembe is an economic development agency wholly-owned by the iLembe District Municipality mandated to pursue and facilitate investment, economic development and empowerment in iLembe. The objective of Enterprise iLembe is to improve the competitiveness of the iLembe Region by creating an environment that will enable local business to compete successfully on the international level.

Section 2: Project Brief

Enterprise iLembe hereby invites eligible service providers to submit proposals for inclusion on a panel of service providers who specialize in the Information and Communications Technology (ICT) sector.

It must be noted that this is a panel appointment on an adhoc basis (as and when the need arises) for a duration of three years from the date of appointment. Once the appointment of the panel has been made, Enterprise iLembe will request quotations from the panel members as and when ICT-related good and/or services are required.

Section 3: Project Description

3.1 Description of services required on an adhoc basis (as and when the need arises):

- Planning, design, procurement, implementation, management and maintenance of the agency's information and communication technology (ICT) network infrastructure and **network monitoring tool**;

- Planning, design, procurement, implementation, management and maintenance of the agency's information and communication technology (ICT) of **wireless connectivity**
- Planning, design, procurement, implementation, management and maintenance of the agency's information and communication technology (ICT) of **biometric access control**
- Planning, design, development, implementation and maintenance of an **Enterprise Resource Planning (ERP) system** integrated (but not limited) with the agency's Financial Management System, Project Management System, Human Resource Management amongst others as well as integration with the iLembe District ICT systems/ processes where applicable.
- Planning, design, development, implementation and maintenance of a **Telephone Management System** for Enterprise iLembe
- Planning, design, development, implementation and maintenance of an **integrated Call/ Fault Logging System** for Enterprise iLembe
- Configuration, procurement, implementation, management and maintenance of the agency's **application servers, file servers and print servers**
- Planning, design, development, management and maintenance of daily, weekly and monthly back-end processing procedures including "housekeeping" and system backups for all servers, DRP and BCP; (**Veeam Backup and Replication for VMWare**)
- Procurement of ICT equipment and software (according to standards in force from time to time) on behalf of the agency;
- Installation, commissioning and repair and upgrade (where applicable) of ICT infrastructure equipment;
- Planning, design, development, implementation and maintenance of corporate application system (and certain departmental systems);
- Planning, design, development, and maintenance of interfaces between in-house developed systems and package solutions;
- Bulk data capture for certain application system;
- Maintaining and monitoring access rights to the agency's ICT facilities and enforcing adherence to the Information Security Management Policy (ISMP).
- Development and review of ICT policies, plans, standards and procedures, frameworks etc.
- Planning, design and development of integration and business process automation.

3.2 Time frame

- The appointment to the ICT panel will be for a duration of three years.

Section 4: Requirements Related to the Tender

Submission of Proposals

Failure to submit required registration and compliance documentation as per the list below, as well as any other required documents may result in your proposal being disqualified.

Proposals must be submitted in a sealed envelope clearly marked “**PROPOSAL FOR: Appointment Of Panel of ICT Service Providers**” and must be hand delivered and deposited into the tender Box located at **Sangweni Tourism Centre, Cnr. Link Road & Ballito Drive, Ballito** and addressed to;

The Chief Executive Officer

Enterprise ilembe,

Sangweni Tourism Centre,

Cnr Link Road & Ballito Drive;

The closing date for submission of proposals is **11H00 on 27 February 2018.**

NB: All proposals must be hand-submitted to the tender box. Incomplete, faxed, emailed and late applications/submissions **WILL NOT** be considered. Bidders arriving at the Enterprise iLembe offices outside of business hours as well as bidders using a courier service to deliver their proposals are responsible for ensuring that such documents are physically deposited into the tender box before the closing date and time.

PROPOSALS RECEIVED AFTER 11H00 ON 27 FEBRUARY 2018 WILL NOT BE ACCEPTED AND THEREFORE NOT CONSIDERED.

Enterprise iLembe does not bind itself to accepting the lowest or any of the bids received and reserves the right to accept the whole or part of the bid/proposal.

Section 5: Adjudication Criteria

The Entity supports the Proudly SA Campaign to the extent that, all things being equal, preference is given to procuring local assets, goods and services from:

- Firstly – suppliers and businesses within the iLembe District;
- Secondly – suppliers and businesses within the Province of KwaZulu-Natal;
- Thirdly – suppliers and businesses within the Republic.

Procurement Policy

Bids will be evaluated in terms of the Procurement Policy of Enterprise iLembe and shall be applied as follows:-

All proposals received shall firstly be evaluated on functionality and thereafter only those who qualify for the next stage of evaluation will be evaluated in terms of the PPPFA No.5 of 2000 read together with the 2017 PPPFA Regulations and the B-BBEE Regulations.

Any bid that fails to achieve a minimum of 60 points on the functionality evaluation shall not be evaluated further and will be deemed to be non-responsive.

| Competency | Point Allocation | Maximum Points |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------|
| Experience of Service Providers with similar projects (service providers to include a brief summary of previous projects undertaken up to a maximum of the past 11 years – this must include traceable references) | 0 years – | 0 |
| | 1-5 years – | 20 |
| | 6-9 years – | 30 |
| | Above 10 years – | 50 |
| Qualifications of proposed team members (certified copies of qualifications relevant to ICT and Telecommunications must be attached) | No qualification- | 0 |
| | National Certificate- | 20 |
| | Degree/ Diploma- | 40 |
| | Post Grad Qualification- | 50 |

In order to be awarded points for the **experience competency** listed above, service providers **must** submit details of past experience relevant to this project with traceable references in the format below (compulsory):

| Client Name | Nature of Work Undertaken | Start Date | Date of Completion | Client Contact Person | Tel No. |
|-------------|---------------------------|------------|--------------------|-----------------------|---------|
| | | | | | |
| | | | | | |

.Only bidders who achieve a total of 60 points for functionality in terms of the above will then be evaluated in terms of the 80/20 points scoring system. Bidders wishing to claim preferential points must attach B-BBEE certificate.

The 80/20 preference point scoring system will be applied with points allocated as follows:-

- 80 points for the price;
- 20 points for B-BBEE status level

The 20 preference points will be allocated based on B - BBEE status level of contribution and shall be allocated as per the table below:-

| Status Level of Contributor | Preference Points on scorecard (80/20 System) |
|-----------------------------|-----------------------------------------------|
| 1 | 20 |
| 2 | 18 |
| 3 | 14 |
| 4 | 12 |
| 5 | 8 |
| 6 | 6 |
| 7 | 4 |
| 8 | 2 |
| Non-contributor | 0 |

REQUIRED ANNEXURES

Annexure A: Compulsory Information Sheet (see below)

Annexure B: Detailed Proposal

Annexure C: Registration details & Compliance

- Company registration documents
- All interested bidders must be registered on the Central Supplier Database for Government. Proof of registration must be attached to the proposal (along with the Supplier Number as well as the unique registration reference number). **Please visit <https://secure.csd.gov.za/> to register on the Central Supplier Database. It is compulsory for service providers to be registered on the Central Suppliers Database and to submit proof thereof in their proposals**
- All bidders must submit a Valid Tax Clearance Certificate (**Compulsory**). In line with the latest circular from SARS (South African Revenue Services), bidders can now submit a **UNIQUE PIN** to enable the municipality to verify the bidder's tax compliance status via E-filing.
- MBD 2, 4 and 6.1 Forms (**Compulsory**). **Please note that the MBD 6.1 Forms have been revised. Please ensure that the 2017 MBD 6.1 Forms are submitted.**
- Power of Attorney/ Signing authority where applicable
- If the bidder is required by law to prepare annual financial statements for auditing, their audited annual financial statements for the past three years or since establishment if established during the past three years
- A certificate signed by the bidder certifying that the bidder has no undisputed commitments for municipal services for which payment is overdue for more than 30 days.
- Particulars of any contracts awarded to the bidder by an organ of state during the past five

years, including particulars of any material non-compliance or dispute concerning the execution of such contract.

- Proof of B-BBEE status level of contributor – i.e. B-BBEE Status level certificate issued by an authorized body or person OR A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice OR any other requirement as prescribed in terms of the B-BBEE Act. (Please attach the approved B-BBEE accreditation certificate or supporting Affidavit, if available to claim points)

Points to note regarding the B-BBEE Status Level:

- Bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.
- A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

ANNEXURE A – MANDATORY INFORMATION

Name of Company: _____

Contact Person/s: _____

Contact Number/s: _____

E-mail Address: _____

Postal Address: _____

| Details | Response/Annexure |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| Experience of Service Providers with similar projects (Service providers to include a brief summary of previous projects undertaken up to a maximum of the past 11 years – this must include traceable references) | |
| Qualifications of proposed team members (certified copies of qualifications relevant to ICT and Telecommunications to be attached) | |
| Proof of registration on the Central Suppliers Database (CSD) for Government | |
| B-BBEE Certificate | |
| Tax Clearance Certificate | |
| In which region is the business located? | |

Above information certified correct:

Signature: _____

Name: _____

Date: _____

NB: By signing this annexure, the bidder accepts the clauses contained within these Terms of Reference.