



on the Go for Growth

RE -ADVERT

BID NUMBER: WDM/2018/19-03

BID: SUPPLY & CONFIGURATION OF VOIP SERVICES

ADVERT DATE: 25 AND 27 OCTOBER 2020

CLOSING DATE: 04 DECEMBER 2020 AT 11H00AM

NAME OF TENDERER: _____

CONTACT PERSON: _____

TENDERED AMOUNT: _____

TENDERED AMOUNTS IN WORDS: _____

CELL NUMBER: _____

FAX NUMBER: _____

OFFICE NUMBER: _____

EMAIL ADDRESS: _____

POSTAL ADDRESS: _____

PHYSICAL ADDRESS: _____

A. INTRODUCTION

1. Invitation to submit proposals:

Waterberg District Municipality (WDM) invites service providers to submit proposals for the Supply & Configuration Of Voip Services as described in the Specification document. Proposals received will be the basis for the contract negotiations and ultimately appointment of the suitable service provider. It is therefore important that service providers familiarise themselves with the municipality's processes and WDM supply chain management policy and to take them into account in preparing their proposal.

2. Service Providers must note that the costs of preparing the proposal and of negotiating the contract are not reimbursable and Waterberg District Municipality is not bound to accept any of the proposals submitted.
3. At any time before submission of the proposals, Waterberg District Municipality may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, modify these Specifications by amendments. The amendment will be sent in writing by facsimile or electronic mail to all registered consultants and will be binding on them. Waterberg District Municipality may at its discretion extend the deadline for the submission of proposals.

B. FINANCIAL PROPOSAL

In preparing the financial proposal, service providers are expected to take into account the requirements and the conditions of these Specifications. The financial proposal should list all costs associated with the project and relevant taxes. The proposal must be fixed cost and remain valid for **90 days** after the closing date of the tender submissions. The rate of exchange of this bid is not subject to any foreign currency and the prize must be firm.

C. NEGOTIATIONS

Negotiations to reach agreement on all points and sign a contract will be held at a time and place to be determined by the Waterberg District Municipality. Negotiations will include a discussion of the technical proposal, the proposed work plan and any suggestions made by the appointed service provider to improve the Terms of Reference. The agreed work plan, service level agreement and final Terms of Reference will then be incorporated into the "Description of Services" and form part of the contract.

WDM reserves the right to increase or reduce the scope of work depending on the availability of financial resources.

D. SUBMISSION, RECEIPTING AND OPENING OF TENDER PROPOSAL

The proposal tender document shall be placed in a sealed envelope clearly marked “project name, project number and the closing date”. The envelope shall be deposited in the tender box at the municipality's offices situated at:

HARRY GWALA STREET, MODIMOLLE

Note that any proposal received after the closing date and time for submission, will not be considered.

Enquiries regarding the bid may be directed to:

Technical Enquiries regarding the bid may be directed to:

Ms Prudence Nekhalale

Contact details: Tel: 014 718 3300/24

Email: pnekhalale@waterberg.gov.za

AND

Administrative Enquiries to Supply Chain Unit: -George Matlou

Telephone number: - 014 718 3352

Email : gmatlou@waterberg.gov.za

The proposal will be opened immediately after the closing time for submission. No bid outside the box will be accepted. At the proposal opening all service providers proposal will be read aloud and the proposal amount shall be made public and recorded.

WDM will take ownership of the outcomes and deliverables, thereby reserving the right to reproduce information from, copy and / or distribute such outcomes and deliverables without the prior consent of and / or reference to the service provider.

WATERBERG DISTRICT MUNICIPALITY

TERMS OF REFERENCE FOR: SUPPLY & CONFIGURATION OF VOIP SERVICES

It is the intention of the Waterberg District Municipality to enter into a service agreement with a service provider that will carry out the services described hereunder. These Terms of Reference and the service provider's proposal will form the basis of the contract.

SECTION 1: DETAILS

Province	Limpopo
Municipality	Waterberg District Municipality
Project Name	Supply & Configuration Of Voip Services PABX System
Location	Modimolle, Mokopane & Lephalale

SECTION 2: SUMMARY OF BRIEF

Proposals are requested from service providers who have the necessary experience in the supply & configuration of VoIP services.

SECTION 3: PROJECT DESCRIPTION

INTRODUCTION / BACKGROUND

Waterberg district municipality make use of VoIP services to enable free calls between the district offices and its 5 local municipalities. It is also used to save cost on external calls.

PURPOSE / OBJECTIVES OF THE PROJECT

The purpose of the project is to provide VoIP services for WDM Head Office, Modimolle disaster Center, Lephalale Fire Station & Mokopane EHP Office.

SCOPE OF WORK

The following is required of the service provider on completion of the project:

SCOPE OF WORK

MOKOPANE OFFICE:

- 1 x VoIP services
- 1 x Porting of existing numbers
- 1 x Configuration of PBX
- 1 x per second billing
- 9 x extensions
- 1 x Executive extension
- 9 x normal user handsets
- 1 x Executive handset
- Call stats and reporting
- Line Speed: Microwave , 4mbps

WATERBERG DISTRICT HEAD OFFICE:

- 1 x VoIP services
- 1 x Porting of existing numbers
- 1 x Configuration of PBX
- 1 x per second billing
- 106 x extensions
- 1 x Executive extension (reception)
- 96 x normal user handsets
- 9 x Executive handsets
- Call Stats and reporting
- Router rental
- 2KVA UPS
- Line Speed : Microwave , 10 mbps

LEPHALALE FIRE STATION:

- 1 x 1Mb Voice Diginet Line
- 1 x VoIP services
- 1 x Porting of existing numbers
- 1 x Configuration of PBX
- 1 x per second billing
- 5 x extensions
- 1 x Executive extension
- 5 x normal user handsets
- 1 x Executive handset
- Call stats and reporting
- Line Speed: (Install LTE router)

SECTION 4: PROJECT OUTCOMES/ OUTPUTS/ DELIVERABLES

The following is required of the service provider on completion of the project:

VoIP Services for WDM Head Office, Modimolle disaster centre, Lephalale Fire Station & Mokopane EHP Office

- ✓ Supply and configuration of VoIP Lines and PABX System
- ✓ Maintain and support the VOIP solution for WDM
- ✓ Supply, deliver & configure telephony equipment for WDM users at the 4 sites including Modimolle disaster centre.
- ✓ The service provider is to ensure adequate licensing and related software
- ✓ Duration of the contract is for 24 Months
- ✓ Provide support and training to users, as well as ensure that The WDM's IT team can conduct first line support
- ✓ Provide project management and technical resources for a successful cutover to the proposed solution. This is to be done within one month of issuing the purchase order
- ✓ Conduct LAN assessment and provide recommendations if necessary
- ✓ Provide a proposed Service Level Agreement (SLA), to be in line with the scope of work. The defined SLA is to include a matrix indicating the following (but not limited):
 - Escalations
 - Turnaround times for responses
 - A formal incident management process
- ✓ Schedule and attend a monthly SLA meeting
- ✓ Provide Call reporting information and billing for all departments and users within 48 hours after request from the municipality
- ✓ A centralized management console for all users
- ✓ Call routing capabilities
- ✓ IVR configuration and setup changes
- ✓ Conduct failover testing, twice yearly to indicate that the solution is redundant. This is to happen without impacting services to WDM
- ✓ Provide detailed documentation including architecture diagrams of the solution. These are to be kept up to date and reviewed twice yearly.

COMPLIANT STATEMENT

It is compulsory that these technical specifications above must be responded to point by point in compliance statement. Any deviations shall be clearly indicated together with reasons explaining the cause of the deviation.

SECTION 5: PROJECT PLAN/WORKS PROGRAM

The Service Provider will supply VoIP services for 36 Months.

Maintenance and Support / SLAs

- Supplier should provide service solution 24 hours per day, 365 days per year for critical issues.
- Supplier should provide service solution 24 hours a day, 5 days a week for major and minor issues
- You must have structured and hierarchical support system in place
- Please describe the available support and escalation structure and interfaces between Supplier and Customer.
- to support a ticketing system through which support and technical issues can be addressed and followed up.

SECTION 6: PROJECT COSTS / PRICING SCHEDULE AND PAYMENT MILESTONE

Service providers are expected to provide an estimate of disbursements in their proposal and indicate payment at specific milestones successfully completed. The project cost must be inclusive of **all chargeable costs to the municipality**. The municipality will not pay any amount outside the projected/quoted amount, should the service provider under price.

The payment milestone will be agreed with the appointed Service Provider. The successful service provider will be remunerated in accordance with previously agreed upon milestones being achieved and in in line with the Service Level Agreement (SLA), within 30 days period after presentation of an approved invoice.

The proposal must be fixed cost and remain valid for **90 days** after the closing date of the tender submissions. The rate of exchange of this bid is not subject to any foreign currency and the prize must be firm.

The following table to be completed and included in the quote:

SERVICE PROVIDER	Amount Year 1	Amount Year 2	Amount Year 3
Vodacom (rate per minute)			
MTN (rate per minute)			
Cell C (rate per minute)			
8ta (rate per minute)			
National (rate per minute)			
Local (rate per minute)			
VoIP numbers (rate per minute)			
Once off costs		-	-
Sites costing as per the scope of work			
Recurring costs			
SUB TOTAL EXCL VAT	R	R	R
VAT	R	R	R
TOTAL INCLUSIVE OF VAT	R	R	R
GRAND TOTAL YEAR 1 + YEAR 2 + YEAR 3			R

NB! The above Grand total for three years should be added to the tender price

SECTION 7: SKILLS ,EXPERTISE AND QUALIFICATION REQUIREMENTS

The successful service provider must have the necessary knowledge and experience in relation to food and water sampling equipment.

The municipality has the right to request a presentation or submission of samples if deemed necessary after closing of the tender.

COMPANY EXPERIENCE (COMPULSORY)

EXPERIENCE OR REFERENCE LIST OF SIMILAR WORK SUCCESSFULLY COMPLETED

INSTITUTION NAME	PROJECT NAME /DESCRIPTION	VALUE OF PROJECT	PROJECT START & COMPLETION DATE	CONTACT PERSON & NUMBER	SUPPORTING DOCUMENT (appointment letter/order/etc)

Note:-Complete the table above on company experience.

NB! It is compulsory that service providers attach proof of similar project executed from institutions e.g. Appointment letter/ Official purchase order / letter from the institution indicating that the work was indeed executed successfully.

The Municipality has the right to score the service providers zero if the evidence is not attached / the referees indicated above are not traceable and they are unable to submit or recall the project as indicated above.

COMPANY EXPERIENCE

PARTICULARS OF CONSULTANCY SERVICES PROVIDED TO AN ORGAN OF STATE IN THE LAST FIVE YEARS

INSTITUTION NAME	PROJECT NAME /DESCRIPTION	VALUE OF PROJECT	PROJECT START & COMPLETION DATE	CONTACT PERSON & NUMBER

ANY SIMILAR CONSULTANCY SERVICES PROVIDED TO AN ORGAN OF STATE IN THE LAST FIVE YEARS

INSTITUTION NAME	PROJECT NAME /DESCRIPTION	VALUE OF PROJECT	PROJECT START & COMPLETION DATE	CONTACT PERSON & NUMBER

COMPULSORY TABLE TO BE COMPLETED BY SERVICE PROVIDERS

Name	Position occupied in Enterprise	ID Number	Date RSA Citizenship obtained	* HDI Status			% of business / enterprise owned
				No franchise prior to elections	Women	Disabled	

SECTION 8: DELIVERY TIMEFRAME

The project is expected to be completed in **36 months** from the date of the acceptance of the appointment letter. The service provider will be required to commence with the assignment immediately upon appointment and must supply the municipality with a detailed revised work schedule with time frames.

SECTION 9: REPORTING

The successful bidder will be expected to submit a detailed report to WDM on a monthly basis (1 copy to Project Manager and another copy to Supply Chain Management Unit). The monthly reports must be submitted not later than the 07th of every **month** after the awarding of the Bid by the Client/WDM.

The service provider must report on monthly basis to WDM on progress made. During the monthly feedback meetings team and a project manager must be present in all meetings.

SECTION 10: PROJECT TEAM

Project team must be available for the whole implementation of the project.

SECTION 11:- EVALUATION CRITERIA

Proposal will be evaluated on the basis of the PPPFA 80/20 point system as follows:

FUNCTIONALITY	100
PRICE	80
BBBEE	20

Functionality Assessment

FUNCTIONAL AREAS	SCORE
Company Experience	100
Total	100

FUNCTIONALITY BREAKDOWN

Company Experience (Supply & Configuration of VoIP Services)

COMPLETED AND ONGOING PROJECTS	SCORE
5 or more relevant projects	100
4 relevant projects	90
3 relevant projects	80
2 relevant project	70
Less than 2 relevant project	0

N.B! The minimum cut-off point for functionality is **70 points** out of **100 points** and any bidder scoring less than **70 points** will not be considered for further evaluation.

Service Providers that qualified pre-evaluation in terms of the functionality cut-off points of 70 points will then be evaluated in terms of price with 80 points. (Note points for functionality and price will not be combined).

Proposal will be evaluated on the basis of PPPFA 80/20 point system. The 80/20 point system will be as follows:

Price Assessment	80
TOTAL	80

The formulae to be utilized in calculating points scored for price are as follows:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for comparative price of bid or offer under consideration

P_t = Comparative price of bid or offer under consideration

$P_{\min}$ = Comparative price of lowest acceptable bid or offer.

Points scored must be rounded off to the nearest 2 decimal places

Points for B-BBEE status level of contributor

Preferential Elements = 20

Final Proposal will be evaluated on the basis of PPPFA 80/20 point system. The 80/20 point system will be as follows:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

The points scored for price must be added to the points scored for B-BBEE status level of contribution to obtain the bidder's total points scored out of 100.

The B-BBEE Status Level Verification Certificates submitted must be issued by the following agencies:

Bidders other than EME's and QSE's

- (a) Verification agencies accredited by SANAS; or
- (b) Registered auditors approved by IRBA.

Bidders who are EME's and QSE's

Must submit sworn affidavits or Certificate issued by Companies and Intellectual Property Commission (CIPC) confirming their annual turnover of R10 000 000.00 or less and level of black ownership to claims points. **Attached hereto as follows:**

Annexure A- Sworn Affidavit – B-BBEE Exempt Micro Enterprise.

Annexure B - Sworn Affidavit – B-BBEE Qualifying Small Enterprise.

A bid will not be disqualified from the bidding process if the bidder did not submit a certificate substantiating the B-BBEE status level of contribution or is a non-compliant contributor. Such a bidder will score zero (0) out of a maximum of 20 points for B-BBEE.

N.B! A trust, consortium or joint venture must submit a consolidated B-BBEE Status Level Verification Certificate for every separate bid.

1.3 Calculation of total points scored for price and B-BBEE status level of contribution

1.3.1 The points scored for price must be added to the points scored for B-BBEE status level of contribution to obtain the bidder's total points scored out of 100.

2 EVALUATION OF BIDS THAT SCORED EQUAL POINTS

2.1 In the event that two or more bids have scored equal total points, the successful bid must be the one that scored the highest points for B-BBEE.

2.2 If two or more bids have equal points, including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.

2.3 In the event that two or more bids are equal in all respects, the award must be decided by the drawing of lots.

SELECTION CRITERIA

The following criteria in conjunction with accepted procurement criteria will be applied during the evaluation of the proposals to the Waterberg Municipality:

- A demonstrated understanding of the requirements of the brief;
- The strength of the company's ability to complete the job successfully.
- The strength of the creative material in meeting the objectives;
- Relevant and related experience of the team of people who will work on the project;
- The ability to deliver within the time frame set;
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SERVICE LEVEL AGREEMENT

Once your Company has been selected, you will need to sign a contract which outlines the agreed duties of each party, as well as the required deliverables, remuneration, mutual delegations and terms and conditions of the appointment. The contract will be for the duration of the project including the liability period. The following considerations should be noted when contractual negotiations begin:

- Intellectual property
- Privacy of information
- Terms and conditions

REQUIRED BIDDER PROFILE:

A company profile should be submitted, while interested parties should also indicate in their proposals their expertise and capacity to undertake the project in question. Previous experience reference list with recent contacts telephone numbers must be attached.

PAYMENT:

Payment will be done against a fixed term contract according to Supply Chain Policy of Waterberg District Municipality, which must be inclusive of travelling and accommodation. All payments shall be made on the presentation of quality controlled; accepted, agreed deliverables and as per quotation. No variable cost not quantified will be allowed, all cost must be quantified unless the tender is of nature that cannot be quantified and it is stated as such in the financial proposal.

REFERENCES:

The proposal should include a client reference list with contact details and a brief description of projects successfully completed with clear indication of project awarded amounts, time frame and description of the relevant project.

Similar references of other district and local municipalities or provincial governments will be an added recommendation and/or advantage.

BID PROPOSAL:

The submission of bid proposals will close on as per the advert.

Note that all bid proposals are to be deposited into the bid box at Waterberg District Municipality, Harry Gwala Street, Modimolle, 0510.

No fax or email will be considered for the submission of the proposals.

ENQUIRIES:

General Enquiries regarding this request for proposals should be directed either by Telephone, or preferable/ advisable by E-mail to Mr. G Matlou available in Supply Chain Management Unit and contacts are as follows:

- E-mail address: gmatlou@waterberg.gov.za
- Tel. Number: (014) 718-3300/52

THE FOLLOWING BIDDING CONDITIONS WILL APPLY:

- Price(s) quoted must be valid for at least ninety (90) days from the closing date of the tender;
- Price(s) quoted must be firm and inclusive of VAT (if VAT registered) and detailed price schedule must be attached;
- Municipal accounts for the physical address of the business and residential addresses of each of its shareholders. The municipal accounts submitted may not be older than 2 months from the closing date of tender.
 - If the proof submitted is not in the name of the company or shareholder, written explanations and evidence must be attached indicating how the proof submitted relates to the said business or shareholder;
 - In cases where the address of the business or shareholder is not through ownership but through a lease agreement, a copy of municipal account for the owner of the building must be attached as well as a copy of the lease agreement with the said business or shareholder;
 - Evidence of the Physical addresses of business and shareholders must be attached if not evident from the municipal account;
- This should provide clear evidence that the municipal accounts of the business' address and the residential addresses of every individual shareholder are not in arrears for more than 90 days;
- Copy of Valid Tax Clearance Status PIN (Bids received with a non-compliant tax status may be disqualified with failure to update the Tax Status within 7 days).
- Tender proposal will be evaluated on PPPFA 80/20 points system;
- Exclusion of other items will cause a disqualification, all quotes must be prepared according to the scope of work;
- No pricing options will be allowed, only one price must be submitted by the tendering service provider;
- Contactable Reference list of previous **completed and ongoing** projects must be attached. Contactable reference list must comprise of the following information: - **project name, scope / description of appointment, company tendered for, tendered amount, appointment date, contactable references with telephone numbers and completion date.**
 - The most relevant and recent projects should be summarized on the tender document template and additional projects and explanations may be included as a separate attachment to the tender document;
 - A letter or other evidence (appointment letter/ purchase order) from the reference institution indicating that the project was successfully completed should be submitted as evidence. If not submitted, WDM reserve the right to not consider the project during evaluation of experience;
 - The scope description should be an exact, but very short description of the specific goods or services provided, not vague or in general. E.g. not just "maintenance" / "repairs" / "work", but what type of "___ maintenance" / "___ repairs" / "___ work".
- Form must be signed in black ink (no pencil is allowed or other colour);
- All MBD Forms must be completed and signed in black ink;
- In case of a Joint Venture, Association or Consortium a formal contract agreement must be signed by both parties and be attached;
- Any alterations on the proposals or the tender document must be initialed.
- Certified Copy of BBBEE certificate /sworn affidavit (If applicable)
- Proof of registration of Central Supplier Database

Note: Failure to comply with any of the above-mentioned conditions will be an automatic disqualification.

The shortlisted companies and the directors or shareholders will be subjected to clearance or verification tests that the institution might deem necessary. Also note that the reference list attached might be contacted for verification process on the municipality's discretion.

RECOMMENDED:-

ALL INTERESTED SERVICE PROVIDERS ARE ADVISED TO **NUMBER** THEIR PROPOSALS NEATLY, ATTACH ALL NECESSARY DOCUMENTS, INCLUDE A **CONTENT PAGE** OF THE PROPOSAL AND **BIND** THEM INCLUDING THE MUNICIPALITY TENDER DOCUMENT.

CHECKLIST ON MINIMUM REQUIREMENTS

No.	MINIMUM REQUIREMENTS	TICK	COMMENT IF NOT ATTACHED
COMPULSORY			
1.	Copy of Valid Tax Clearance Status PIN		
2.	All MBD Forms must be completed and signed		
3.	Municipal account of the company and shareholders which is not in arrears for more than 90 days (see detailed explanation under "Conditions").		
4.	Detailed price schedule as per the full scope of work (compliance to specification)		
5.	Any alterations must be initialed		
6.	Form must be signed in black ink		
7.	Price(s) quoted is valid for at least ninety (90) days from the closing date of tender		
8.	Initial each page of NT Conditions of Contract		
9.	Proof of registration of Central Supplier Database		
IF APPLICABLE			
1.	In case of a Joint Venture, Association or Consortium a formal contract agreement must be signed.		
2.	Proof of shareholders disability		
3.	Registration with recognized Council Body		
ZERO SCORE IF NOT SUBMITTED			
1.	Curriculum Vitae (CV's) of the Team members with certified copies of qualifications, ID's, years of relevant experience on similar projects and projects names.		
2.	Contactable Reference, List of previous completed and ongoing projects (see detailed explanation under "Conditions").		
3.	Company Profile (Indicating Shareholding, core business, experience, etc.)		

4.	Certified Valid BBBEE Certificate or Certified sworn affidavit with the status level verification for EME's or QSE. Refer to paragraph 1.2 of the specifications.		
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Note: Failure to comply with any of the conditions will be an automatic disqualification

The bidder certify that the information furnished is true and correct in all respect.

Service provider / representative

Signature