



**ALFRED NZO**  
DISTRICT MUNICIPALITY

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**TERMS OF REFERENCE**  
**REMOTE ACCESS TOOL**  
**2021/2022 FINANCIAL YEAR**

**Issued and Prepared by:**  
**Alfred Nzo District Municipality**  
**ERF 1400 Ntsizwa Street**  
**P/Bag x 511**  
**Mount Ayliff**  
**4735**

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## **1. BACKGROUND AND OVERVIEW OF THE PROJECT**

### **1.1 INTRODUCTION**

Remote Access Tool is a software used to remotely access or control a computer/laptop running any platform operating systems. This tool can be used legitimately by support technicians for accessing the users/employees computers as if they're sitting in front of it. Remote support enables technicians to support multiple systems simultaneously, chat with multiple users/employees at once, and work with other representatives in the same session to fix problems faster.

### **1.2 OVERALL AND SPECIFIC OBJECTIVES OF THE PROJECT**

#### **1.2.1 Overall objective**

Remote access enables users to connect to resources in other locations. Remote desktop access tools take this further, allowing users to control the host computer from any location via the internet.

Remote access software allows you to stay productive 24/7. You can address municipal emergencies and demands even outside of your municipal premises.

Remote access software enables you to maximize your efficiency. Not only does it help you enhance your municipal productivity, but it also cuts overhead costs. In the end, it allows you to attain long-term goals and success.

Remote access software allows your service to be available 24/7. As long as you and your clients/employees have a stable internet connection, you can provide your service to them from anywhere at any time.

Alfred Nzo District Municipality seeks the services of an accredited service provider for Supply and installation of Remote Access Tool Software to ensure that all our remote sites, desktops, and laptops are being accessed remotely by system administrators when there is a need to support employees remotely.

## 2. SCOPE & EXTENT OF WORK

Bids are invited from suitably qualified professional service providers to prepare and submit proposals for Supply and installation of Remote Access Tool Software as per the specification below.

| Number                        | Description  | Quantity | Unit Price | Amount |
|-------------------------------|--|----------|------------|--------|
| 1.                            | <b>Remote Access Cloud Solution - Professional Edition</b><br>Annual subscription fee for 400 computers and 5 Administrators | 1        |            |        |
| 2.                            | Annual Maintenance and Support for 3 Years   | 3        |            |        |
| 3.                            | Remote Implementation of Remote Access Cloud Solution  | 6        |            |        |
| 4.                            | Remote Admin Training of Remote Access Cloud Solution  | 6        |            |        |
| <b>Total exclusive of VAT</b> |  |          |            |        |
| <b>VAT @ 15%</b>              |  |          |            |        |
| <b>Total inclusive of VAT</b> |  |          |            |        |

## 3. PROJECT TIME FRAME

The project time frame will be 2 weeks from the date of appointment of the service provider.

## 4. PROJECT MANAGEMENT

In cases where the appointed service provider appoints the services of other consultants or sub-contractors, the appointed service provider will take responsibility of the work of the sub-contractors. The client will deal with the contracted service provider and not with sub-contracted consultants. The project is to be coordinated and managed by an operational team led by Alfred Nzo District Municipality.

## 5. SUBMISSION OF QUOTATIONS

Quotations must be placed in a sealed envelope and clearly marked: **“Project proposal – Remote Access Tool”** and placed in the bid box in the Alfred Nzo District Municipality not later than 10H00 on the \_\_\_\_\_.

## 6. EVALUATION CRITERIA

Evaluation criteria of the Bids;

**The bids will be evaluated in two stages, namely:**

- Stage 1- Functionality
- Stage 2- Price and BBBEE Points

Only Bidders who score 70% or more on stage 1 would be evaluated further and therefore eligible for the award.

| ITEM   | Weight     |
|--|------------|
| <b>STAGE 1 OF EVALUATION – FUNCTIONALITY</b>                   | <b>100</b> |
| • Previous Experience  | 60         |
| • Capacity and Expertise                                       | 40         |
| <b>STAGE 2 OF EVALUATION – PRICE &amp; PREFERENTIAL POINTS</b> | <b>100</b> |
| <b>BBBEE POINTS</b>  | <b>20</b>  |
| <b>Price</b>   | <b>80</b>  |

| Previous Company Experience   | Scoring   |
|---|-----------|
| <b>Note: The scoring in this section is not cumulative</b>  |           |
| Traceable records for successful supply and installation of three or more Remote Access Solutions to the value of R20 000.00. | 60        |
| Traceable records for successful supply and installation of two Remote Access Solutions to the value of R20 000.00.           | 50        |
| Traceable records for successful supply and installation of one Remote Access Solution to the value of R20 000.00.            | 40        |
| <b>Maximum Weighting</b>  | <b>60</b> |

|   |  |
|---|--|
| <p><b>Note COMPULSORY attachments for verifying work done:</b></p> <ol style="list-style-type: none"> <li>1. The ANDM Assessment Bidder Form must be completed, stamped and signed by previous employer as a means of verifying references for each project undertaken. If 3 Projects were done, 3 Assessment bidder forms must be completed.</li> <li>2. In ADDITION to the above, a traceable record will be evaluated on the basis of: <ul style="list-style-type: none"> <li>- An Appointment Letter or Official Purchase Order.</li> </ul> </li> </ol> |  |
|---|--|

|   |                                       |
|---|---------------------------------------|
| <p><b>Capacity and Expertise to Undertake the Project</b></p> <p><b>Note: The scoring in this section is preferably cumulative, unless justifiable to the Specification Committee</b></p> | <p><b>Scoring</b><br/><b>[40]</b></p> |
| <p><b>A Project Team with the following areas of expertise:</b></p>   | <p><b>[40]</b></p>                    |
| <p>The service provider must be registered on one of the South African Manage Engine Software Distributors or Partners (<b>Proof of registration must be submitted</b>)</p>               | <p>25</p>                             |
| <p>One or more personnel must have a minimum of NQF level 4 ICT Qualification.</p>  | <p>15</p>                             |
| <p><b>Total Scoring</b></p>   | <p><b>(25 +15) 40</b></p>             |

For any queries regarding this tender, please contact **Mr. L Bekiswa** for project related queries; on (039) 254 5191

Supply Chain Management contact for SCM related queries at telephone number 039-254-5134 during office hours.

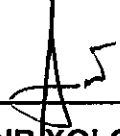
**Alfred Nzo district Municipality**

**Erf 1400 Ntsizwa Street**

**Mount Ayliff**

**4735**

Yours in municipal administration,



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**MR. NR XOLO**

**SENIOR MANAGER: CORPORATE SERVICES**

**APPROVED/NOT APPROVED**



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**MR. L MDUTYANA**

**BSC CHAIRPERSON**

**Comments by Chairperson:**

*Approved by the BSC*

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