

Physical Address
Umzimvubu Goats
Complex
Hospital Road
4735

Private Bag X 511
Mount Ayliff
South Africa
4735

Tel Number
+27 394 920 011
Fax Number
+27 866 833 718



Better District, Better Life and Growth for all.

www.ando.org.za

Alfred Nzo Development Agency SOC Ltd
Reg nr: 2006/009093/30

TERMS OF REFERENCE
MAINTENANCE OF PRINTING MACHINE
2023/2024 FINANCIAL YEAR

Issued and Prepared by:
Alfred Nzo Development Agency
Umzimvubu Goats Complex
Hospital Road
Mount Ayliff
4735

Acting Chief Executive Officer– Mr Xolo
Contact Person: Ms Boti
Tel: 039 492 0011

S. N.X

TABLE OF CONTENTS

| | |
|--|---|
| 1. BACKGROUND AND OVERVIEW OF THE PROJECT..... | 2 |
| 1.1 INTRODUCTION..... | 2 |
| 1.2 OVERALL AND SPECIFIC OBJECTIVES OF THE PROJECT | 2 |
| 2. SCOPE & EXTENT OF WORK..... | 2 |
| 3. PROJECT TIME FRAME..... | 4 |
| 4. KEY OUTPUTS/PROJECT MILESTONESS/DELIVERABLES | 4 |
| 5. REPORTING MECHANISM..... | 4 |
| 7. EVALUATION CRITERIA..... | 4 |

1. BACKGROUND AND OVERVIEW OF THE PROJECT

1.1 INTRODUCTION

Alfred Nzo Development Agency is hereby inviting suitably qualified and accredited service providers or individuals to submit their proposals for Maintenance of ANDA Printing Machine.

1.2 OVERALL AND SPECIFIC OBJECTIVES OF THE PROJECT

1.2.1 Overall objective

The aim of this project is to acquire qualified service provider to maintain the printing machine for a period of three (3) years.

1.2.2. Specific Objectives

The specific objectives of the project require the undertaking of the following:-

- To monitor ANDA printing services related to fax, scan, copy and printing as per the Printer qualities.

2. SCOPE & EXTENT OF WORK

Alfred Nzo Development Agency invites bids from service providers to provide maintenance of multifunction network printer. The service provider must provide the following services regarding the optimization of Alfred Nzo Development Agency printer maintenance and support the printing device:

- Supply and installation of printing consumables (such as replenishing toner, staples etc. excluding paper)
- Installation and removal of devices
- The provision of monthly reporting regarding colour and mono printing and monitoring and reducing unnecessary paper usage and printing costs.
- The appointed service provider must ensure that the printers are able to produce and assist with system generated reports (meter readings, errors, repairs/maintenance linked to designated employee).

- The appointed service provider must provide first-hand kit/tools to designated personnel.
- The appointed service provider must submit details of a liaison personnel
- Transferring of skill to ANDA designated personnel

The service provider must have the capacity and resources to provide maintenance of the following Printer Machine features:

- Multifunction network Printer/ Scanner/ Photocopier / Fax
- Security feature: Password linked to users
- The users access the device linked with their printing codes
- Quick search icon to utilize the device
- P Counter Printing Management solution
- Also capable of doing monochrome and printing
- USB port and secured wireless connectivity
- Automated document feeder
- Network printing, scan to mail/network and colour scanning
- Security relevant chronological records such as audit trail and other reports
- It also has a staple option.

Bidders are requested to provide the following information as part of their financial proposal:-

- Indicate the technical assistance response time and hours of service
- Availability of loan (lease) replacement machine in case of severe machine damage
- Telephone support
- Maintenance (including consumables)

Printers is currently stationed at Alfred Nzo Development (ANDA) main office.

- It should be noted that it is the responsibility of the service provider to ensure that upon submission of proposals, a valid entity registration document, Tax Clearance Certificate/pin is included.

3. PROJECT TIME FRAME

The project time frame will be three (3) years from the date of appointment of the service provider.

4. KEY OUTPUTS/PROJECT MILESTONESS/DELIVERABLES

- Printer Machine full maintenance
- Signing of a Service Level Agreement (SLA) and a contract with the Alfred Nzo Development Agency.

5. REPORTING MECHANISM

It is expected that regular progress reports will be submitted to ANDA along with monthly invoicing. The Project Manager has the right to change the frequency of reporting as and when necessary.

6. SUBMISSION OF BIDS

Proposals must be placed in a sealed envelope and clearly marked: "Maintenance of Printing Machine" and placed in the tender box in the Alfred Nzo Development Agency not later than 12H00 on the _____. Bidders are requested to ensure that their proposals include; Company Registration, a Tax Clearance Certificate/pin.

7. EVALUATION CRITERIA

Evaluation criteria of the tenders;

The bids will be evaluated in two stages, namely:

- Stage 1- Capacity to execute work
- Stage 2- Price and Preferential Points (Goal 3)

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

| ITEM | Weight |
|--|------------|
| STAGE 1 OF EVALUATION – CAPACITY TO EXECUTE WORK | 100 |
| • Previous Experience | 50 |
| • Capacity and Expertise | 50 |
| STAGE 2 OF EVALUATION – PRICE & PREFERENTIAL POINTS | 100 |
| Goal 3 | 20 |
| Price | 80 |

| Previous Company Experience | Weighting |
|---|-----------|
| Traceable record for successful completion of a minimum of 05 or more Printer Maintenance projects | 50 |
| Traceable record for successful completion of a minimum of 04 Printer Maintenance project. | 40 |
| Traceable record for successful completion of a minimum of 03 Printer Maintenance projects | 30 |
| Traceable record for successful completion of a minimum of 02 Printer maintenance projects | 20 |
| Traceable record for successful completion of a minimum of 01 Printing Maintenance project. | 10 |
| Maximum Weighting | 50 |
| <p>Note COMPULSORY attachments for verifying work done:</p> <p>2. A traceable record will be evaluated on the basis of a completion certificate or reference letter, which must be on the letterhead of the referring institution, for each project completed.</p> | |

| Capacity and Expertise to Undertake the Project | Weighting |
|---|-------------|
| | [50] |

| | | |
|---|--------------------------------|-----------|
| A Project Team with the following areas of expertise: | | |
| Team member with a minimum of NQF Level 6 Qualification in Information Technology. | | 30 |
| or Team member with NQF Level 5 in Computer Science | | 20 |
| Note: The scoring in this section is not cumulative. | | |
| Team member with at least one year Technical Support in Printing Solution Equipment installation course certificate | | 20 |
| | Maximum Weighting | 50 |
| NB: Attach certified copies not older than 3 months for all certificates, qualifications and Curriculum Vitae - CV | | |
| | Total Maximum Weighting | 50 |

| SPECIFIC GOAL 3: COMBINATION OF ANY GOALS | Attachment to claim maximum points | Criteria Points |
|--|---|----------------------------|
| Priority population groups | Attach CK and Certified IDs of directors, percentage of equity held must be 51% or more | 10 |
| Women | Certified IDs of directors, percentage of equity held must be 51% or more | 5 |
| Youth | Certified IDs of directors, percentage of equity held must be 51% or more | 5 |
| TOTAL WEIGHT | Attachment to claim maximum points | 20 |

For any queries regarding this tender, please contact Mr Deyi for project related queries; on deyis@and.org.za or (039) 492 0011/060 340 6171 or;

Ms Makhatha for SCM related queries on makhatham@anda.org.za; or telephone number (039) 492 0011/071 075 9437 during office hours.

Alfred Nzo Development Agency

Umzimvubu Goats Complex

Hospital Road

4735

APPROVED/NOT APPROVED



MR S. TSHONGA

BSC CHAIRPERSON

Comments by Chairperson:

AUTHORISED BY:



MR N.R. XOLO

ACTING CHIEF EXECUTIVE OFFICER