ALFRED NZO
DISTRICT MUNICIPALITY

TERMS OF REFERENCE
REMOTE ACCESS TOOL
2024/25 FINANCIAL YEAR

Issued and Prepared by:
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TABLE OF CONTENTS

1. BACKGROUND AND OVERVIEW OF THE PROJECT 3
   1.1 INTRODUCTION 3
   1.2 OVERALL AND SPECIFIC OBJECTIVES OF THE PROJECT 3
      1.2.1 Overall objective 3
      1.2.2 Specific Objectives 3
2. SCOPE & extent of work 4
3. PROJECT TIME FRAME 5
4. KEY OUTPUTS/PROJECT MILESTONES/DELIVERABLES**Error! Bookmark not defined.**
5. STAKEHOLDERS CONSULTATION ..... **Error! Bookmark not defined.**
6. PROJECT MANAGEMENT 5
7. REPORTING MECHANISM 5
8. SUBMISSION OF BIDS 5
9. EVALUATION CRITERIA ..... **Error! Bookmark not defined.**

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.

1.2.2 Specific Objectives

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.	**Remote Access Cloud Solution - Professional Edition** Annual subscription fee for 400 computers and 8 Administrators	1		
2.	Remote Implementation of Remote Access Cloud Solution	8		
3.	Remote Admin Training of Remote Access Cloud Solution	8		
4.	Maintenance and Support for 3 Years	1		
Total exclusive of VAT				
VAT @ 15%				
Total inclusive of VAT				

3. PROJECT TIME FRAME

The project time frame will be 3 months from the date of appointment of the service provider.

4. PROJECT MANAGEMENT

The appointed service provider will take responsibility of the work. The client will deal with the contracted service provider. The project is to be coordinated and managed by an operational team led by Alfred Nzo District Municipality.

ICT ANDM officials and other key stakeholders will oversee project implementation and facilitate inter – governmental coordination. The ongoing plans and progress reports from the service provider will have to be submitted to the Project Operational Team

5. REPORTING MECHANISM

It is expected that regular progress reports will be submitted to ANDM operational team on a monthly basis. The Project Manager has the right to change the frequency of reporting as and when necessary.

6. SUBMISSION OF QOUTATION

Quotation must be emailed to tenders@andm.gov.za **referenced with Bid Number failure to do so will lead to disqualification**.

7. CAPACITY TO EXECUTE THE WORK

Evaluation criteria of the quotation

The bids will be evaluated in two stages, namely:

- Stage 1- Capacity to Execute Work

- Stage 2- Price and Specific Goal

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

ITEM	Scoring
STAGE 1 OF EVALUATION – CAPACITY TO EXECUTE THE WORK	100
• **Previous Experience**	50
• **Capacity and Expertise**	50
Total Scoring	100

Price and Preference

Bids or Quotations will be evaluated according to the 80/20 Point System in compliance with Preferential Procurement Policy Act (5/2000) and Preferential Procurement Regulations 2022.

Preferential Procurement Goals	**Proof to be Attached to Claim full Points**	**Points**
Price	N/A	80
Specific Goal		20
Bidders will score Specific Goals as follows		
Empowerment of Women	Attach ID Certified Copies of Directors Claiming Specific Goals; for Bidders to obtain full points the percentage of equity held must be 51% or more	4
Youth	Attach ID Certified Copies of Directors Claiming Specific Goals; for Bidders to obtain full points the percentage of equity held must be 51% or more	4
Rural	Attach Proof of Residence of the Business or Lease Agreement	4

Disabled	Attach a Signed Letter from Health Practitioner	4
Black Owned Companies	Attach CK and ID Certified Copies of Directors Claiming Specific Goals; for Bidders to obtain full points the percentage of equity held must be 51% or more	4
Total Scoring		**100**

Previous Company Experience **Note: The scoring in this section is not cumulative**	**Scoring** **50**
Traceable record for successful completion of three projects in supply and installation of Remote Access Solutions to the value of R50 000.00 each or more	50
Traceable record for successful completion of two projects in supply and installation of Remote Access Solutions to the value of R50 000.00 each or more	40
Traceable record for successful completion of one projects in supply and installation of Remote Access Solutions to the value of R50 000.00 or more	30
Total Scoring **Note COMPULSORY attachments for verifying work done:** **1. The ANDM Assessment Bidder Form(available on our website www.andm.gov.za) must be completed, stamped, and signed by the previous employer as a means of verifying references for each project undertaken. If 3 Projects were done, 3 Assessment bidder forms must be completed.** **2. In ADDITION to the above, a traceable record will be evaluated on the basis of:** **- An Appointment Letter or Official Purchase Order**	**50**

Capacity and Expertise to Undertake the Project **Note: The scoring in this section is preferably cumulative, unless justifiable to the Specification Committee**	
A Project Team with the following areas of expertise:	

The service provider must be registered on one of the South African Manage Engine Software Distributors or Partners (**Proof of registration must be submitted**)	30
One or more personnel must have a minimum of six (6) Months ICT Certificate.	20
Total Scoring (30+20) **NB: Attach CV and certified copies not older than 3 months for all qualifications**	**50**

For any queries regarding this tender, please contact GagelaT for project related queries; on (039) 254 5025 or;

Supply Chain Management contact for SCM related queries Mr .B.C.W. Makiwane at telephone number 039-254-5218/5134 during office hours.

Alfred Nzo district Municipality

Erf 1400 Ntsizwa Street

Mount Ayliff

4735

RECOMMENDED/ NOT RECOMMENDED

29/07/2024

MR.S QUZU **DATE**

ACTING DIRECTOR : CORPORATE SERVICE

APPROVED/NOT APPROVED

29/07/2024

MRS. U.P. MAHLASELA **DATE**

ACTING MUNICIPAL MANAGER

Comments:

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