

**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

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Alfred Nzo Development Agency SOC Ltd  
Reg Nr: 2008/000823200

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## **TERMS OF REFERENCE FOR PROVISION OF CELLPHONE CONTRACTS FOR ALFRED NZO DEVELOPMENT AGENCY OFFICIALS FOR A PERIOD OF TWO YEARS**

**Issued and Prepared by:**

**Alfred Nzo Development Agency**

**Umzimvubu Goats Complex**

**Hospital Road**

**Mount Ayliff**

**4735**

**Acting Chief Executive Officer: Ms N. Maloi**

**Contact Person: Ms N. Gixane**

**Tel: 039 492 0011**

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Umzimvubu Goats  
Complex  
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## Contents

1. INTRODUCTION .....	3
2. PURPOSE .....	3
3. BACKGROUND.....	3
4. SCOPE OF WORK.....	4
5. KEY DELIVERABLES.....	6
6. KEY COMPETENCIES.....	6
7. PROJECT MANAGEMENT .....	6
8. TIMEFRAME .....	6
9. PROJECT BUDGET .....	7
11. EVALUATION CRITERIA.....	8

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## PROJECT NAME

### PROPOSALS FOR CELLPHONE CONTRACT OF ALFRED NZO DEVELOPMENT AGENCY OFFICIALS FOR A PERIOD OF TWO YEARS

#### 1. INTRODUCTION

The ANDA would like to invite qualified and experienced Service Provider for the supply of cell phones and Data cards in a more effective and economical way to ANDA and not limited to the specification below.

#### 2. PURPOSE

The purpose of this solution is to provide an effective communication tool to ANDA officials as per ANDA approved cell phone policy in enabling them to make and receive business calls in enhancing service delivery. The service providers are required to submit a proposal that will include both cell phones and the Data cards/Wi-fi Routers.

#### 3. BACKGROUND

The Alfred Nzo Development Agency (ANDA) is a municipal entity of Alfred Nzo District Municipality established in terms of the Municipal Systems Act (MSA) No. 32 of 2000 and regulated in terms of the Municipal Finance Management Act (MFMA) 56 of 2003. ANDA is registered in terms of the Companies Act No 71 of 2008.

ANDA is governed by a plethora of legislation and regulations that intends to support and strengthen its role in transforming society and the developmental state. The Agency is established as a special purpose vehicle for the objective of driving and facilitating economic development and investment throughout the Alfred Nzo District. The principal mandate of the agency is to act as the operational arm of the Municipality for the purposes of implementing economic, social and environmental policies and projects within the area of jurisdiction of the Municipality or such areas as the Municipal Entity may specify from time to time. It acts to promote development of economic potential on a regional basis by building on opportunities, which recognize the unique competitive strengths of the region's economy.

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The Alfred Nzo Development Agency has one site which is the main office in Mt Ayliff.

#### 4. SCOPE OF WORK

- The contract for the cell phones will be over a period of **24 months (two years) at 0% escalation (renewable)**;
- All cell phone charges including subscription per month need to be specified in your monthly statements.
- The split billing option should be included in your total package to avoid extra costs / exceeded call limits;
- Service Providers must detail all their packages on the proposal.
- The ANDA cell phone policy will be implemented on selection of packages.
- Supply a flexible product that will ensure that ANDA does not exceed the allocated voice cell phone package and data bundles allowance at the same time enabling the individuals to top up at their own expense once the allocated voice cell phone package and data bundles allowance has been depleted.
- Capped data cards with no calls or SMS's allowed
- Allocated voice cell phone package and data bundles allowance that are not used must be able to be carried over to the next month.
- Service provider must demonstrate insurance contracts for the devices with terms and conditions.
- Detailed turnaround time in terms of repairing handsets.
- Allow for porting of numbers (Retaining of the existing mobile cell phone numbers)
- All other options that may grant solutions to communication.
- The ANDA will require itemised billing for each line under the contract to be able to audit lines when the need arises.
- A monthly summary of all invoices and itemized billing per user to be provided to ANDA.

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- The ANDA require the Service Provider to detail their network availability across the ANDA areas and across South Africa.
- The ANDA requires the Service Provider to have the capability of providing face to face or on-site support to attend and resolve complex faults when required.
- The Service Provider is required to specify in detail its face-to-face customer or onsite support strategy. Support, Monitoring and Reporting.
- A detailed company profile with key personnel (including but not limited to shareholders, management, registered offices, or physical address of premises where business is conducted (including nearing branches for accessibility), key personnel positions and responsibilities should be clearly defined.
- The bidder must state if they will put "fair usage policy" on any of the packages being offered.
- The bidder must attach their fair usage policy.
- Provide APN (Access Point Names) for specific users and data lines including setup for business continuity and easy access to the Agency systems when outside ANDA network.
- Provide BULK SMS solution for the Agency to enhance communication.
- Roaming calls to all lines.
- Allow conference calls minimum 3 calls.
- A detailed work-plan indicating how the bidder will deliver on the outputs as stated in the terms of reference.
- Clear outline on upgrade of phones during the duration of the contract.
- Attachment of catalogues with features of the handsets in all packages/call charges/off peak and peak rates/SMS charges/voicemail charges etc.
- Stipulate clearly the warranty period and insurance indemnity.

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## 5. KEY DELIVERABLES

- Signing of a contract with the ANDA.
- Cell phone handset
- Cell phone charger
- Provide spare SIM cards.
- And all the other cell phone accessories
- Data cards
- Tablets, iPads and similar smart devices
- Capped data cards
- Wi-Fi routers
- Insurance
- APN (Access Point Names)
- Minutes & Data
- BULK SMS's

## 6. KEY COMPETENCIES

- Soundtrack record on provision of the cell phone service;
- Ability to repair and provide loan phones when handsets are having a technical problem.
- A dedicated person/caller line to report technical problems with the handsets.
- Compulsory: The service provider must provide its own ICASA License.

## 7. PROJECT MANAGEMENT

The service provider will work very close with the Alfred Nzo Development Agency.

## 8. TIMEFRAME

- The Service Provider to provide timeframes for the supply of handsets immediately after the award.

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- Provide a proper work plan on turnaround time when problems are encountered with the handsets.
- The Service Provider should also provide us with information around office location with return trip not exceeding 500KM.

## 9. PROJECT BUDGET

Service providers must present a proposal driven by cost saving methods and prices which are commensurate to the specified scope of work.

## 10. COMPLIANCE REQUIREMENTS

Note to Prospective Bidders: Compulsory submissions

- All bids submitted should remain valid for 90 days after the bid closing date.
- Valid SARS number confirmation certificate to be included.
- Municipal clearance certificate certifying that no municipal rates and service charges are owed by the bidder and any of its directors to Alfred Nzo District Municipality or to any other municipality where the bidder's business operations are located, are in arrears for more than three months/Lease Agreement/Proof of Residence.
- Copies of ID documents and all submitted certificates must be certified with a certification that is not older than 3 months.
- The bid will be evaluated according to the preferential procurement model in the Preferential Procurement Policy Framework Act. The bidders' attention is drawn to Form MBD6.1.
- Company profile with traceable references.
- Joint Venture agreement should be in JV agreement format.
- The Alfred Nzo Development Agency is not bound to accept the lowest or any bidder
- Bids received after the published closing date will not be considered and will not be opened.

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Bidders are required to submit the CV of the Project Manager who will deal with the account of ANDA.

- All prospective service providers of goods and services and infrastructure procurement are to be registered on the Central Database to do business with all organs of state in the Republic of South Africa (Attach CSD Report).
- It must be noted that in respect of a consortium each member of the consortium must submit the same requirements as outlined in this section.

Failure to supply all required and supplementary information will result in the tender being deemed non-responsive and therefore, the tender will not be considered for award.

## 11. EVALUATION CRITERIA

### PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT (PPPFA) POINTS WILL BE AWARDED AS FOLLOWS

The proposal/quotations will be evaluated in two stages, namely:

CRITERIA	WEIGHT
<b>STAGE 1 OF EVALUATION - FUNCTIONALITY</b>	
Capacity to execute the work	100
• Previous Experience	40
• Capacity and expertise	60
<b>STAGE 2 OF EVALUATION: PRICE AND PREFERENTIAL POINTS</b>	100
<b>STAGE 2 OF EVALUATION-PRICE &amp; PREFERENTIAL POINTS</b>	
Price	80
GOAL 3	20
TOTAL	100

<b>PREVIOUS COMPANY EXPERIENCE</b>	<b>WEIGHING</b>
------------------------------------	-----------------



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Pretoria No. 2008/00056/20

Traceable records for successful completion of 3 projects.	30
Traceable records for successful completion of 2 projects.	20
Traceable records for successful completion of 1 project.	10
Maximum weighting	30
Note Compulsory attachments for verifying work done: 1. A traceable record will be evaluated based on: 1.1. A reference letter/letters specifying the contract amount for each project completed (1 reference letter per project completed)	
<b>CAPACITY AND EXPERTISE TO UNDERTAKE THE PROJECT</b>	<b>WEIGHTING</b>
<b>A Project Team with the following areas of expertise</b>	<b>30</b>
Project team comprising of at least two skilled officials to successfully complete the project.  Account Manager – 4 points for each year as an Account Manager up to a maximum of 5 years' experience.  Customer Care/Support- 2 points for each year in a Customer Care / Support role up to a maximum of 5 years' experience.  In order to claim points the bidder should attach a detailed CV's, ID copy and certificates with certified original stamp. <b><i>N.B Scoring in this section is cumulative</i></b>	<b>30</b>
Valid ICASA License (Electronic Communications Services)	<b>30</b>
<b>Total Maximum Weighting</b>	<b>60</b>

**PREFERENTIAL POINTS ALLOCATION**

<b>SPECIFIC GOAL 3: COMBINATION OF ANY GOALS</b>	<b>Attachments to claim maximum points</b>	<b>Criteria Points</b>
Business owned more than 50% by Priority population group (Black/Indian etc)	CIPC certificate, Certified ID, detailed CSD	5
Business owned more than 50% by	CIPC certificate, Certified ID,	5

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Registration No: 2009/00063720

Woman	detailed CSD	
Business owned more than 50% by Youth	CIPC certificate, Certified ID; detailed CSD	10
TOTAL WEIGHT		20

### Technical or Functionality Suitability

A Bidder's Technical or Functional Response should meet a minimum of 70 out of 100 points to proceed to the Price Evaluation.

The following mandatory compliance requirement must be met:

- 1) The bids shall be evaluated in two stages. Stage 1 shall deal with functionality only. Stage 2 will be evaluation for price and Specific Goals.

Bidders should take note of the above technical (quality) evaluation criteria.

All the necessary documentation must be submitted for the Evaluation Panel to make an informed evaluation. Evaluation of the Technical (Quality) Requirements will be based on the information provided by the bidder.

**[i] Experience** - The experience annexure must be completed. Only list projects of a similar nature undertaken focusing on managed services and their value.

**[ii] Expertise** – The qualifications and capacity of the company/team to undertake the work must be provided for evaluation purposes.

The ANDA reserves the right to verify the information supplied or to ask for additional information to satisfy itself about the documents of the bidder.

For any queries regarding this tender, please contact Ms Nosisa Gixane- Finance Manager at telephone number **0394920011** or Email: [gixanen@anda.org.za](mailto:gixanen@anda.org.za) OR Ms Motheba Makhatha-Procurement Practitioner at **0710759437 / 0394920011** or Email: [makhatham@anda.org.za](mailto:makhatham@anda.org.za).

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**Alfred Nzo Development Agency**

**Umzimvubu Goats Complex**

**Hospital Road**

**Mount Ayliff**

**4735**

**APPROVED/NOT APPROVED**

A handwritten signature in black ink, appearing to read "F. Nketshisa", is written over a horizontal line.

**MS. F. NKETSHISA**

**BSC CHAIRPERSON**

**Comments by Chairperson:**

  

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**AUTHORISED BY**

A handwritten signature in black ink, appearing to read "N. Maloi", is written over a horizontal line.

**MS. N. MALOI**

**ACTING CHIEF EXECUTIVE OFFICER**