



**APPOINTMENT OF SERVICE PROVIDERS TO RENDER
IT SUPPORT SERVICES TO RTMC SITES IN PROVINCES
FOR A PERIOD OF 3 YEARS**

RTMC BID NO:16/2017/18

SECTION: 1

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

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1. **Proprietary Information**

Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, which is provided to the bidder, to be proprietary to RTMC. It shall be kept confidential by the bidder and its officers, employees, agents and representatives. The bidder shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of RTMC.

2. **Enquiries**

- 2.1 All communication and attempts to solicit information of any kind relative to this bid should be channelled to the email below, however such enquiries will be entertained until within ten (10) days of publication on tender bulletin and National Treasury tender portal

Name	RTMC
Email Address	Bidadmin@rtmc.co.za

- 2.2 All the documentation submitted in response to this bid must be in English.
- 2.3 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. **Validity Period**

Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

4. **Supplier Performance Management**

- 4.1 Supplier Performance Management is viewed by the RTMC as critical a component in ensuring value for money acquisition and good supplier relations between the RTMC and all its suppliers.
- 4.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will serve as a tool to measure, monitor and assess the supplier 's performance level and ensure effective delivery of service, quality and value-add to the RTMC business.

5. **Instructions on submission of Bids**

5.1 Bids should be submitted in **Five (5) copies** (1 original and 4 copies) and one all bound in a sealed envelope endorsed, **RTMC BID 16/2017/18: Appointment of SERVICE PROVIDERS TO RENDER IT SUPPORT SERVICES TO RTMC SITES IN PROVINCES FOR A PERIOD OF 3 YEARS**

5.2 The sealed envelope must be placed in the bid box at the Main Reception area of the RTMC **Eco Origin, Block F, 349 Witch-Hazel Street, Erf 3090, Highveld, Centurion Ext 79, 0157** by no later than **11:00 am on 06 March 2018**.

5.3 **Mandatory Tender Briefing Requirement are as follows: -**

5.3.1. To participate on this bid as a potential bidder, bidders would be required to register online by completing all the fields reflected.

5.3.2. Once successfully registered a reference number which is system generated will be allocated, this will enable the bidder to be eligible to participate on the bid and access the system.

5.3.3. Questions and queries related to the bid should be forwarded to the following email address Bidadmin@rtmc.co.za, however responses will be posted on the system **(bidders are advised to indicate/quote specific section(s) of the document when raising queries or questions)**

5.3.4. The registration process will be open from the 12th of February 2018 – 20th of February 2018. It is during the registration process where bidders will be allowed to raise any questions and queries. Responses will be posted on the system. To register go to www.rtmc.co.za . Click on "Account". Click on "Create an account". You will receive a registration reference number via email from the RTMC.

5.3.5. Only registered bidders will be able to access the bid FAQ's (Frequently Asked Questions) by logging-in to the system.

5.3.6. Only bids from bidders who have successfully registered on the system will be considered, as a result reference number must be quoted on the space provided below

5.3.7. **Reference Number:**

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5.3.8. Once registered bidders are encouraged to visit the system on a regular basis since RTMC will use this platform to communicate crucial information regarding this bid.

NB: Failure to comply will invalidate the bid

- 5.4 A valid tax clearance certificate must be included in the bid response or proof of application endorsed by SARS in this regard.
- 5.5 The bidder's company name, closing date and the return address must also be endorsed on the envelope.
- 5.6 All bids submitted must be signed by a person or persons duly authorised thereto.
- 5.7 If a courier service company is used for delivery of the bid document, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before closing time.
- 5.8 Bid received by telegram, telex, email, facsimile or similar medium will not be considered.
- 5.9 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **Late bids will not be considered.**
- 5.10 Amended bids may be sent in an envelope marked "**Amendment to Bid**" and should be placed in the bid box before the closing time.
- 5.11 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by RTMC regarding anything arising from the fact that pages are missing or duplicated.

6. Undertakings by the Bidder

- 6.1 The bidder accepts that all costs incurred in preparation, presentation and any demonstration in relation to this bid shall be for the account of the bidder.
- 6.2 The bidder hereby offers to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid document (and which shall be taken as part of, and incorporated into, this proposal at the prices inserted therein).
- 6.3 The bidder shall prepare for a possible presentation should RTMC require such and the bidder shall be notified thereof no later than four (4) days before the actual presentation date. Such

presentation may include demonstration of products and/or services as called for by the RTMC in relation to this bid.

- 6.4 The successful bidder hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.
- 6.5 The bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk.

7. RTMC's Rights

- 7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or in whole. RTMC normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is technically acceptable and/or financially advantageous to the RTMC.
- 7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.
- 7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or at any client sites if so required.
- 7.4 The RTMC reserves a right to amend any bid conditions, validity period, specifications, or extend the closing date of bid prior to the initially stated closing date. Bidders will be advised in writing of such amendments in good time.
- 7.5 The RTMC reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.

8. Supplier Development and Promotion of Emerging Black Owned Service Provider

- 8.1** The RTMC promotes enterprise development in this regard, successful bidders are encouraged to mentor IT SERVICE PROVIDERS and/or Youth owned businesses. The implications of such arrangement will be subject to negotiations between the RTMC and the successful bidder.
- 8.2** It is also the objective of the RTMC to promote transformation of the South African economy and as such, bidders are encouraged to partner with a black owned entity (being 50%+1 black owned and controlled). Such partnership may include the formation of a Joint Venture and/ or subcontracting agreement etc., where a portion of the work under this bid would be undertaken by black owned entities.
- 8.3** To give effect to this requirement, bidders are required to submit a partnership/ subcontracting proposal detailing the portion of work to be outsourced, level of involvement of the black owned partner and where relevant, submit a consolidated B-BBEE scorecard in-line with the provisions of the PPPFA Regulations which will be considered as part of the B-BBEE scoring.

9. Bidders Details and Contact Person

DETAILS OF BIDDERS			
Name of your Company (in block letters)			
Signature(s) of the Bidder or assignee(s)		Date	
Name of person signing (in block letters)			
Capacity			
Are you duly authorized to sign this Bid?			
Company Registration Number			
VAT Registration Number			
Postal address (in block letters)			
Physical address (in block letters)			
Domicile citandi et executandi in the RSA (full street address) (in block letters)			

DETAILS OF THE CONTACT PERSON	
Name of Contact Person	
Telephone Number	
Fax Number	
Cell phone Number	
E-Mail Address	

10. RESPONSE FORMAT

Bidders shall submit their responses in accordance with the response format specified below (each schedule must be clearly marked):

10.1 Cover Page:

10.1.1 The cover page must clearly indicate the bid reference number, bid description and the bidder's name

10.1.2 **Annexure 1** Invitation to Bid (SBD 1 - duly completed and signed)

10.2 Schedule 1:

10.2.1 Executive summary of the bidder's Company/Joint Venture/Partnership/Close Corporation. (Agreements/ supporting documentation must be attached, and any amendments post award should be approved by RTMC)

10.2.2 **Annexure 2** of this bid document (Duly completed and Signed)

10.3 Schedule 2:

10.3.1 Original and Valid Tax clearance certificate(s); please refer to annexure below:

Annexure 3 Tax Clearance Certificate Requirements

10.3.2 Certified copies of your CIPC company registration documents listing all members with percentages, in case of a CC. Or latest certified copies of all share certificates in case of a company;

10.3.3 B-BBEE Certificate verified by a SANAS accredited verification agency or a letter from the supplier's auditor. In case where a Joint Venture/Consortium is formed a combined B-BBEE Certificate must be provided.

- 10.3.4 **Annexure 4** Declaration of Interest (SDB 4)
- 10.3.5 **Annexure 5** Declaration of Bidders Past SCM Practices (SBD 8)
- 10.3.6 **Annexure 6** Certificate of Independent Bid Determination (SBD 9)
- 10.3.7 **Annexure 7** Joint Venture/Consortium Agreement (In case of Consortium or Joint Venture)

Note: Where bidders form a Consortium or a Joint Venture, bidders must submit all documents as listed under Schedule 2 above for each party to the Consortium or Joint Venture.

10.4 Schedule 3:

- 10.4.1 Responses to **Section Two** of this document, in line with the format indicated in this bid document.

10.5 Schedule 4:

- 10.5.1 A detailed pricing schedule breakdown for the bid including any supporting schedules on price determination. **The price schedule must be submitted on a separate sealed envelope.**
- 10.5.2 **Annexure 7** Price Schedule Summary (SBD 3.3)
- 10.5.3 **Annexure 8** Preferential Point Claim (SBD 6.1) and B-BBEE Certificate

11. SPECIAL INSTRUCTIONS TO BIDDERS

- 11.1** Bidders shall provide full and accurate answers to the questions posed in this document.
- 11.2** Bidders **must** substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/technical requirements. All documents as indicated must be supplied as part of the bid response.
- 11.3** Bidder/s are not allowed to bid for more than one Province nor Region. (Supporting documents must be consistent with the Province/Region chosen i.e. Municipal accounts/ Lease agreements).

See Annexure A and B Demarcation/ Geographical spread of sites per Province.

- 11.4 Sub-Contracting:** In the event an award is made to a bidder who is not classified as SMME in terms of the National Small Business Act 102 of 1996, that bidder must sub-contract at least 25% of the contract to any of the following designated groups i.e. Companies owned by Youth (African) or Women or people with Disabilities irrespective of their B BBEE level contribution.

(Sub-contracting, partnership or JV agreement etc must be attached confirming commitment to the stated condition.

11.5 The bidder who fails to meet the provisions of 11.4 shall be disqualified (none SMME)

11.6 Over and above the appointed service providers RTMC reserves the right to set up a backup / standby panel of bidders per region from the bidders who have submitted their bids and met the evaluation criteria. These service providers will be engaged on an ad-hoc and rotational basis, in the event the appointed service provider cannot deliver based on urgent or emergency request(s), lack of capacity, poor performance, termination of contract or cannot handle the required quantities etc... The backup / standby service providers will be subjected to the terms and conditions of the bid.

12. EVALUATION CRITERIA

The bid will be evaluated on a three-stage process. Stage 1 will be on Mandatory requirements, Stage 2 will be on Functionality and Stage 3 will be on 90/10 Price and B-BBEE.

(a) Stage 1 – Mandatory

Bidders who fail to meet the mandatory requirements will be disqualified from further evaluation.

(b) Stage 2 – Evaluation criteria

Only bidders that meet the minimum of seventy (80) points will qualify for Stage 3.

(c) Stage 3 - Price and B-BBEE

NB: This will be on 90/10

12.1 STAGE 1 – MANDATORY REQUIREMENTS

MANDATORY REQUIREMENT	Submitted / not submitted / Completed
<p>REGISTRATION ON NATIONAL TREASURY CENTRALISED SUPPLIERS DATABASE (CSD)</p> <p>Bidders must be registered on CSD</p> <p>For registration in CSD; service providers are advised to visit the following website https://secure.csd.gov.za/</p> <p>OR</p> <p>For more information or assistance contact:</p> <p>Contact Person: Tumelo Ntlaba</p> <p>Tel: 012 315 5509</p> <p>Email: tumelo.ntlaba@treasury.gov.za</p> <p>Requirement:</p> <p>CSD registration/CSD Number/CSD Report</p>	
<p>COMPANY PROFILE AND PROOF OF PHYSICAL ADDRESS</p> <p>Requirement:</p> <p>Bidder to attach company profile, ID copies of all personnel to be deployed on the project and company proof of physical address i.e. proof of lease / municipal account</p>	
<p>Sub-Contracting/Outsourcing</p> <p>In the event any work is to be sub-contracted, bidders will be required to outsource / sub-contract such work to companies or businesses fully owned by any of the following designated groups:</p> <ul style="list-style-type: none"> Youth (African) <p>or</p>	

<ul style="list-style-type: none"> • Women (African) or • People with disability <p>Requirement:</p> <ul style="list-style-type: none"> • Certified ID Copies • Company Profiles and Registration of the above • Subcontracting Agreements and Affidavit confirming the above • Bidders must indicate which element of the contract will be sub-contracted <p>If the successful bidder is a none SMME</p>	
<p>Pre-qualification requirement (See paragraph 11.4 of the Special conditions)</p> <p>In the event an award is made to a bidder who is not classified as SMME in terms of the National Small Business Act 102 of 1996, that bidder must sub-contract at least 25% of the contract to any of the following designated groups i.e. Companies owned by Youth (African) or Women or people with Disabilities irrespective of their B BBEE level contribution.</p> <p>Requirement</p> <p>Sub-contracting, partnership or JV agreement etc must be attached confirming commitment to the stated condition to qualify.</p>	
<p>SBD FORMS</p> <p>Requirements:</p> <p>All Standard bidding forms must be fully completed.</p>	
<p>SPECIFICATIONS (See Point Number 6. of Section 2 of the tender document, i.e. SPECIFICATIONS / TECHNICAL REQUIREMENT)</p> <p>Requirement:</p>	

<p>Bidder must ensure that the section outlined is duly completed and failing which will lead to invalidation of the bid.</p>	
<p>Acceptance and acknowledgement of terms and conditions table</p> <p>Requirement:</p> <p>Bidders must complete and sign all acceptance and acknowledgement tables in section 2 as a conformation that they agree to terms and conditions</p>	
<p>Disclosure – (Legal and Criminal)</p> <p>Requirement:</p> <p>Bidders are expected to disclose if at all they are involved in any litigation and / or criminal cases pending or completed. (provide details of the nature and extend of the matter).</p>	

12.2 FUNCTIONAL EVALUATION CRITERIA

Stage two will be based on functional requirements.

REQUIREMENTS	MAXIMUM POINTS/SCORE
A. Bidders Relevant experience in similar work, Bidders capability to source, supply and deliver IT /Electrical material, Financial capacity to execute services	
A1. Bidders Relevant experience in similar work Bidders to submit letters of reference(s) from current and past clients in relation to similar work done. (IT Support Services as outlined in scope of work i.e. Section 2 of the Document) Reference letters should be on letterhead/s of institutions where such services were rendered and an indication of quality of service/s delivered must be outlined. (Reference letters should be signed by Head of SCM/CFO/Any Authorised Person with contact details, letter must not be older than 2 years) Successful submission of reference letters <ul style="list-style-type: none">• 1 to 3 letters= 10 points• 4 and above letters= 20 points	20
A2 Bidders capability to source, supply and deliver IT and Electrical material The bidder must provide proof/ letter from reputable suppliers confirming that they have been sourcing IT equipment and related material (i.e. data cables and electrical) from suppliers/wholesalers/distributor and/or original equipment manufacturers. Successful submission of proof must confirm sourcing, average order size and period) <ul style="list-style-type: none">• 1 to 2 supporting letters less than 1 year = 5 points• 3 to 5 supporting letters more than 1 year = 10 points	10
A 3 Access to resources and Tools of Trade	10

REQUIREMENTS	MAXIMUM POINTS/SCORE
<p>The Bidder is expected to demonstrate the ability to execute the contract by displaying availability or ability to access / obtain the basic resources/tools of trade and infrastructure required to render the services and sustain the contract</p> <ul style="list-style-type: none"> ✓ Office space with Storage facility = 4 points i.e. lease agreement/municipal account/ rental account ✓ Vehicle/s = 3 points i.e. Ownership or registration documents or leasing & rental agreement ✓ Telecommunication (Telephone/Cell phone/Computers/Photo Copier Machines etc.) = 3 points i.e. Billing account /invoices/ proof of ownership (Asset register with Affidavit attached/ confirming ownership <p>NB: Bidder to submit supporting documents confirming the existence or the intention to secure the above services to comply with the Bid requirement as stated in the scope of work.</p>	
<p>A4 Financial capacity</p> <p>Bidders must demonstrate financial capacity to provide or deliver the service and items required.</p> <p>Bidders must provide the following as proof of Financial Capacity:</p> <ul style="list-style-type: none"> • A bank statement not older than 3 months showing at least a positive balance not less than R60 000. <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> • Letter of commitment (specific to this bid) from a reputable financial service provider or any third party indicating commitment to fund the bidder should they be successful. <p>The purpose of this requirement is to assess financial capability to deliver this type of service.</p>	<p>10</p>

REQUIREMENTS	MAXIMUM POINTS/SCORE
B. Logistics and delivery plan	50
<p>B.1 Delivery plan / Standard Operating Procedure</p> <p>Bidders must provide a detailed delivery plan of how they will deliver the required items/service on time to the required destinations/delivery point. The delivery plan must amongst others include the following;</p> <p>1.1. Logistical support:</p> <p>The bidder must reflect ability to carry out the contract by outlining key variables that must be in place to ensure uninterrupted and continuous provisioning of service.</p> <ul style="list-style-type: none"> • Business Continuity/Contingency Plan (Bidder to outline or put a mechanism in place on how to amongst other things deal with the following should they occur; <ul style="list-style-type: none"> ✓ Break-ins/burglary at bidder's office or storage = 2 Points ✓ Vehicle accident = 2 Points ✓ Resignations of skilled resources = 2 Points ✓ Late payment of invoices by Customers = 2 Points ✓ Urgent and emergency requests from RTMC = 2 Points <p>NB Bidder to give a brief description of practical intervention next to each variable listed above.</p> <p>1.2. Qualifications of Technical staff</p> <p>Bidders will be expected to utilise or employ technicians with relevant skills, expertise and qualifications</p> <p>1. IT Technician(s) = 10 Points</p> <p>Requirements:</p> <ul style="list-style-type: none"> • A+ and N+ 	<p>10</p> <p>30</p>

REQUIREMENTS	MAXIMUM POINTS/SCORE
<p>OR</p> <ul style="list-style-type: none"> • IT Diploma/Degree <p>OR</p> <ul style="list-style-type: none"> • Any Cisco Certification <p>2. Data Cabling Technician(s) / Installer(s) / Cabling Specialist(s)</p> <p>Requirements (Any of the above resources must have at least one of the following certification) = 10 points</p> <ul style="list-style-type: none"> • Krone Certification • Molex Certification • Fibre Optic Certification <p>3. Electrician(s) = 10 Points</p> <p>Requirements</p> <ul style="list-style-type: none"> • Wireman license certification or proof of registration with Electrical Conformance Board (ECB) <p>1.3. Customer Care and Inventory Control</p> <ul style="list-style-type: none"> • Bidder is expected give an indication as to how they will handle queries, manage relationships with site representatives etc. by developing the following tools: <ul style="list-style-type: none"> ✓ Customer Satisfaction survey questionnaire = 2 Points ✓ Complaints Register = 2 Points ✓ Audit inventory template = 3 Points ✓ Daily Stock taking/ Stock control sheet = 3 points <p>NB: To qualify for the above points a complete template of each stated tool must be attached.</p> <ul style="list-style-type: none"> ✓ Bidder to supply complete templates for the above <p>NB: The Bidder must note that any response on the above will form part of the performance monitoring mechanism which will be included on</p>	<p>10</p>

REQUIREMENTS	MAXIMUM POINTS/SCORE
the service level agreement, therefore responses provided must be realistic and measurable.	
TOTAL	100

NB: BIDDERS ARE EXPECTED TO SCORE EIGHTY (80) POINTS IN ORDER TO QUALIFY FOR STAGE 3 OF THE PRICING AND B BBE

Functionality will be evaluated at the following scales:

Scale 0-5 as follows: Poor = 0 Average = 2 Good=3 Very Good= 4 Excellent = 5

VALUE	DESCRIPTION
5- Excellent	Meets and exceeds the functionality requirements
4- Very Good	Above average compliance to the requirements
3- Good	Satisfactory and should be adequate for stated element
2- Average	Compliance to the requirements
0- Non-Compliant	Does not comply to the requirements

12.2. STAGE THREE – PRICE AND B-BBEE (PREFERENCE POINTS EVALUATION)

NB: Stage 3 - This stage will be evaluated on an 90/10 Preference Point System (i.e. 90 points on Price and 10 points on B-BBEE).

CRITERIA	MAXIMUM POINTS
Price	90
B-BBEE Rating	10
Grand Total	100

SECTION: 2

SPECIFICATION / TECHNICAL REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATION

1. PURPOSE

The purpose of this bid is to appoint suitably qualified and capable Service Providers to render IT support services to RTMC sites in Provinces for a period of 3 years.

2. SUMMARY

Part of RTMC mandate is to ensure the effective and efficient service delivery to the citizenry of the Republic of South Africa by providing National Traffic Information system (NaTIS) services such as license renewals, vehicle registrations, driver and learners licence.

The above listed services are rendered across the country at Provincial and Municipal Licensing Departments, Post Offices, Vehicle Testing Stations (VTS) and Driver License Testing Centre (DLTC).

To ensure uninterrupted and availability of the National Traffic Information System (NaTIS) RTMC requires service providers to install, maintain and repair infrastructures at each site i.e. data cabling, electrical power points, computer hardware etc

3. BACKGROUND

As at April 2017 RTMC took control of the day to day management and operations of NaTIS services which are currently being provided in all 9 provinces. The stated services include license renewals, vehicle registrations, driver and learners licence.

To this end Provincial, Municipal Licensing Departments, Post Offices, Vehicle Testing Stations (VTS) and Driver License Testing centre (DLTC) are used as centres/sites where the above function/service are carried out for access by the public.

3.1 National Footprint

The table below depicts National footprint and geographical spread of sites across the country namely;

Table: Number of sites per province

Province Name	Number of Sites per Province
Eastern Cape	269
Free State	136
Kwa-Zulu Natal	248
Limpopo	216
Mpumalanga	168
Northern Cape	148
North West	111
Western Cape	274
Total	1570

NB: For more information see Annexures A and B

- **New sites are deployed from time to time and others are decommissioned.**

3.2. Existing Delivery Model

In terms of the current arrangement RTMC has outsourced both the IT and Electrical support function to service providers in each province except for Gauteng province.

As outlined the services are divided into two workstreams namely, IT which comprises of installation of equipment, data cabling and support thereof and other workstream being electrical, to this end both functions are performed separately and independently from each other by different service providers.

3.3 The Proposed Model/Approach

The objective of the new/proposed approach will still be biased towards IT Services and will be for a period of 36 months. Both workstreams (IT and Electrical) will be integrated whereby 80% of the scope will be IT related and the remainder being on electrical.

Therefore, the expectation will be that IT companies will source and subcontract service providers who will perform electrical support, however standards and requirements will

be set for such services which the main contractor will be expected to ensure that whoever is subcontracted comply with the minimum requirements.

The appointed service providers will not render any service whatsoever until such time that the sites/centre submits a request to RTMC Helpdesk for processing, it is only after the necessary RTMC internal processes and procedures are concluded that the directive is communicated to the service provider.

In conclusion appointed service providers will be expected to undergo training programme which will include induction and accreditation to be certified and declared competent on handling and installation of cabling infrastructure used by RTMC, i.e. Molex, Krone and Fibre Optic

4. Overview of Business Process and Scope of work

4.1. Figure 1: Process

RTMC Business Process



4.1.2. Step 1: Request

Site/Service Centre representatives sent a request to Provincial Call Centre/Helpdesk based on its delegated function assess the request/query and if it's able to resolve the matter then the request will be closed. If it cannot resolve or the matter is outside its delegation it will escalate to National Helpdesk (RTMC Midrand) which will assess the request and assign the request to the relevant unit.

Upon assessment by the relevant unit contact will be made with the service provider through email for task directive. Depending on the nature of the task the service provider will be expected to contact the site representative telephonically informing them of their visit to the site to allow the site representative to make the necessary arrangements.

Upon arrival at the site service provider will be expected to verify the diagnosis made and either resolve the request/query or escalate the matter.

4.1.3 Step 2 First Level Intervention (Support)

Helpdesk shall forward a request to the service provider to attend to the identified problem at the NaTIS site. The following may be claimed by the service provider:

- Time spent on site while resolving a call
- Total Kilometers travelled will be standardized per site and the rate applied will be in line with the rate issued by the department of transport monthly.
- Claims for accommodation must be in line with the allowed rates as set out in the national treasury cost containment instruction note and will only be paid if there was a request from service provider and a pre-approval from RTMC

All equipment replacements(spares) will be provided by RTMC i.e. PC, Printer, Scanner, Routers, sim cards, switches etc.

Sundries such keyboard, mouse and power cables etc. will be provided at the beginning of the project however in exceptional cases the service provider will be requested to replenish stock at own costs and be compensated at a later stage. The stated exercise will be subject to prior RTMC approval upon submission of acceptable supporting documents.

Any misrepresentation relating to the above will result in penalties being imposed against the service provider which includes possible suspension or termination of services.

Faulty Data point

In all instances service provider will be required to purchase material to repair the data point and submit the claim in accordance with the prescribed pricelist.

Equipment Repairs

RTMC approval is required before any equipment is sent in for repairs. SERVICE PROVIDER to submit supplier invoice and RTMC will pay the supplier invoice +11% management fee to the SERVICE PROVIDER, supporting documents are required. Any misrepresentation will result in penalties being imposed against the service provider which includes possible suspension or termination of services.

Stock Levels and Insurance Cover

RTMC will supply spares to the SERVICE PROVIDER whom shall be liable for safe keeping at their own premises and any damage or loss will remain the responsibility of the service provider. The service provider will be expected to conduct daily stock count and it is incumbent upon them to immediately notify RTMC of any loss or damage that may occur in order to propose any remedial action. RTMC shall provide bidders with an indicative average stock levels / quantities and value in order to enable bidders to obtain appropriate insurance cover as stock items will be kept at the service providers office.

Bidder to acknowledge that they accept the stated business process, terms and conditions accompanying the above

Name and Surname of the Bidder	
Date and Signature	
Capacity (Should be duly authorised to sign the document)	
Any Comments by the Bidder regarding the stated business process, terms and conditions	

NB: Failure to accept and complete the above will invalidate the bid.

4.1.4. Step 3: Second Level Intervention Deployment

4.1.4.1. Installation / Relocation and Upgrade of equipment

Deployment in RTMC terms would mean that SERVICE PROVIDER installs the prescribed equipment in line with the task directive. It is important to note that RTMC remains the only party that will procure any equipment for installation.

Subsequent to any deployment SERVICE PROVIDER would be required to submit a set of completed prescribed document pack signed by site representative and photos. Any non-compliance or failure to submit the required documentation as prescribed will result in non-payment.

The following may be claimed by the service provider:

- Time spent on site
- Total Kilometers travelled will be standardized per site and the rate applied will be in line with the rate issued by the department of transport monthly.
- Claims for accommodation must be in line with the allowed rates as set out in the national treasury cost containment instruction note and will only be paid if there was a request from service provider and a pre-approval from RTMC

Deployment tasks would include but not limited to the following:

- Site Visit – The SERVICE PROVIDER will be requested to go and verify the user's requests at the site where the users reside, if user did not supply sufficient information for an installation or relocation to take place.
- Installation of new equipment at an existing NaTIS site
- Installation of new equipment at a new NaTIS site
- Relocation of equipment within the same NaTIS site
- Relocation of equipment from one NaTIS site to the other NaTIS site
- VPN Cutover which would be required in instances where an existing Telkom infrastructure is upgraded

Bidder to acknowledge that they accept the stated business process, terms and conditions accompanying the above

Name and Surname of the Bidder	
Date and Signature	
Capacity (Should be duly authorised to sign the document)	

Any Comments by the Bidder regarding the stated business process, terms and conditions	
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NB: Failure to accept and complete the above will invalidate the bid.

4.1.4.2. Data Cabling

In some instances, other requests from the site representatives may require data cabling infrastructure installation, it is therefore important to note that RTMC uses only Krone and Molex cabling material (**NB: the two should never be combined in one site**).

Some of the sites depending on the floor layout would require fibre optic cabling which will warrant conformance to the following:

- Cabling according to the standards prescribed.
- Procure all cabling material as per prescribed pricelist.
- RTMC will make a request to SERVICE PROVIDER to solicit quotation for Fibre optic material should a need arise.
- Standard routing required will be as per the prescribed price list see list of the prescribed.

Type
EGA tubing (16x25)
EGA tubing (25x40)
EGA tubing (100x40)
EGA tubing (40x40)
Half-moon trunking

- Only additional routing not listed above will be quoted for.
- After every installation SERVICE PROVIDER would be required to submit a set of completed prescribed document pack signed by site representative and photos. Any non-compliance or failure to submit the required documentation as prescribed will result in non-payment.

NB: Compliance requirements for cabling certification (Molex, Krone and Fibre Optic):

- In compliance to the certification requirements bidders will be required to produce Molex, Krone and Fibre Optic accreditation certificates prior award or before issuing of the appointment letter.
- To ensure that potential service providers comply with the above requirement, RTMC already made arrangements with relevant stakeholders i.e. Molex, Krone and Fibre Optic in order to facilitate accreditation process for any of the bidder/s who may wish to participate in this bid.
- The following are contact details of the stated entities;

(a) Fibre Optic accreditation

- For Fibre Optic Training and acquisition of Splicing machine, OTDR and Splice Kit

DataNet

Address: 704 16th Road Randjespark Midrand

Tel: 011 990 6270

(b) Molex cabling accreditation

- For Molex Training and acquisition of Splicing machine, OTDR and Splice Kit

RIT Projects

Address: 176 Bush Telegraph Ave, North Riding

Northlands Business Park, Johannesburg 2162

Tel: 011 704 6812

(c) Krone cabling accreditation

- For Krone Training and acquisition of Cable Tester

COMMSCOPE

Address: 5 Brands Hatch Close

Kyalami Business Park,

Midrand

Tel: 011 466 3555

(d) RTMC technical assistance

- If the bidder is experiencing challenges in contacting any of the above-mentioned stakeholders, they are advised to refer queries to the contact provided below;
 - Cabling@rtmc.co.za
- Tel:** 011 266 2000

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Date and Signature	
Capacity (Should be duly authorised to sign the document)	
Any Comments by the Bidder regarding the stated business process, terms and conditions	

NB: Failure to accept and complete the above will invalidate the bid.

4.1.4.3. Electrical Installation

On site(s) where there is electrical requirements SERVICE PROVIDER(s) will be required to identify such requirements and quote RTMC during a site visit or inspection. The following are typical electrical requirements/work that will be carried out as and when required:

- Installation of up to 4 Power points
- Repairing and replacement of non-function power plugs
- Connecting the UPS i.e. 1KVA, 2KVA and 3 KVA
- Maintenance of Generators at the Helpdesks i.e. refueling the generator

Subcontracting requirements:

- The main service provider (IT Company) will be expected to source the services of a qualified electrician or an electrical company
- The subcontracted entity or electrician is expected to be accredited and certified with the relevant and recognized professional body in the Republic of South Africa

- All the necessary documentation must be attached on the tender document on submission, failure will invalidate the bid
- Subcontracting agreements must be attached to the bid document and fully completed and signed.
- A contract must be in place where an individual electrician is appointed.
- In a case of Joint Ventures, JV agreements must be submitted and a lead party in the Joint Venture must meet all the tender requirements as per functionality criteria.
- Certificate of Compliance and a set of completed prescribed document pack signed by site representative and photos are required. Any non-compliance or failure to submit the required documentation as prescribed will result in non-payment.
- RTMC will directly and only deal with the main contractor.

Once work have been completed the service provider may claim for the following:

- Cost of Purchasing Material +11%
- Time spent on site
- Total Kilometers travelled

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Date and Signature	
Capacity (Should be duly authorised to sign the document)	
Any Comments by the Bidder regarding the stated business process, terms and conditions	

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NB: Failure to accept and complete the above will invalidate the bid.

5. Performance Monitoring Mechanism

Step1: Capacity Building and Support

The first step in ensuring that the service provider conform to the standards will be by capacitating and developing the appointed service provider.

The envisaged training will mainly be an induction, technical training and focusing on deliverables as per scope of work. However, on assessment and analysis of the performance; project manager may require that business management training / support to be provided by other interventions that may assist the service provider(s) to holistically manage the contract. However, this is just the support RTMC is willing to provide. It does not take any responsibility away from the service provider to fully manage their business in a professional manner and RTMC cannot be held liable for not providing such support.

Step 2: Post Capacity building/Training

Project manager will assess the impact of training programme offered and if some interventions are still required; a customized programme may be devised with a view of assisting the service provider to meet the standards required to deliver service

Step 3: Implementation of Performance Score Card

- All Service providers will be subjected to a probation period; which its period will be determined by RTMC.
- Immediately after formal training programme KPA measurement will be put in place of which service providers will be expected to score a minimum of 90%
- Continued non-performance will impact on the extension of the probation period
- Once the probation period has been extended, specific targets and deliverables will be put in place.
- Based on the period determined by RTMC to comply with the set target(s) failure to comply may lead to RTMC putting service providers on terms and revoking the normal grievance mechanism and dispute resolution stated in the general conditions of the contract.

Step 4: Performance Evaluation

A monthly performance evaluation form will be completed by RTMC in the first week of every month, giving feedback on SERVICE PROVIDER(S) performance for the previous month.

Key performance areas (KPA's) will be used to highlight the most important areas of the SERVICE PROVIDER's responsibilities. The SERVICE PROVIDER will be responsible for the following five main areas:

- Support
- Deployment
- Cabling
- Site visits
- Electrical work

Over and above the following variable will be used to monitor performance;

- ✓ Customer Satisfaction survey questionnaire
- ✓ Complaints Register
- ✓ Audit inventory template
- ✓ Daily Stock taking/ Stock control sheet

NB: The response time for call resolution will always be 24hrs unless directed otherwise

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Date and Signature	
Capacity (Should be duly authorised to sign the document)	
Any Comments by the Bidder regarding the stated business process, terms and conditions	

NB: Failure to accept and complete the above will invalidate the bid.

6. SPECIFICATION – Kindly note that it is mandatory to complete the table below and attach the supporting documents required. Failure to comply will invalidate the bid.

Item	Description	Specification	Requirement	Comply: Bidder is expected to comply fully		State extend of Deviation
				Yes	No	
1	Establishment of Project Team	Project Manager	Attach the following as Portfolio of Evidence Curriculum Vitae, Certificate and Identity Documents			
		Project Administrator				
		Optic Fibre installer				
		Molex Certified Cabling Technicians / Engineers				
		Krone Certified Cabling Technicians / Engineers				
		IT qualified technician or Engineers for deployment and support				
		Certified Electrical Engineers				
2	Outsourcing or Sub-Contracting of work to Foreign Nationals	In line with State Information Security RTMC will not accept any work or services on NATIS system to be allocated/Sub-contracted to Foreign National	Attach Any Form of Declaration confirming acceptance of the specification			
3	Tools of Trade	Access to Cable tester that can print a report	Attach any proof that you either own or lease the equipment or tools required e.g. Asset register or Statement of Account or any acceptable proof			
		Access to Splice Machine				
		Access to Document Scanner				
		Laptop / PC				
		Vehicle(s)				
		Landline(Telephone)or Cell phone				
5	Office Accommodation	Office Space with	Lease Agreement or Municipal Account			
		Storage Facility with a minimum of 40 square metre with the following security requirements: Burglar Doors				

Item	Description	Specification	Requirement	Comply: Bidder is expected to comply fully		State extend of Deviation
				Yes	No	
		Armed Response	Account or Contract or any quotation to acquire the security services			
5	Delivery Period and Turn Around times	Bidder will be expected to respond promptly the minute a call is received Bidder will be expected to resolve a call assigned by 24hrs	Bidder to indicate and confirm the turnaround times to resolve the call			
6	Compliance with Basic conditions of Employment and Labour laws of the Republic of South Africa	Bidder to observe all the labour regulations	e.g. Attach Appointment contracts and any company labour policy			
7	Insurance	The Bidder is expected to arrange Public Liability Insurance for inventory or stock in store	Proof of insurance quote and undertaking from the bidder that they will conform with this requirement			
8	Access to Offices	RTMC to have unlimited Access to service providers premises and all documentation that relates to the contract for audit purposes and monitoring etc.	Bidder to give a declaration that they will conform with all the necessary reporting requirements			
9	Agreements/Joint Ventures/Sub-contracts	Bidder is expected to disclose/declare details of any company or entity or individual which has been sub-contracted/JV or any form of partnership	Details of any form of agreement to be attached indicating that the third party is aware of the conditions of the contract and will observe all confidentiality requirements			

Item	Description	Specification	Requirement	Comply: Bidder is expected to comply fully		State extend of Deviation
				Yes	No	
10	Cabling Tool Set	The Bidder is expected to have the following basic equipment and material at any given point	Any proof i.e. List/Register e.g. Step ladders, Cramping tools, etc.			

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Date and Signature	
Capacity (Should be duly authorised to sign the document)	
Any Comments by the Bidder regarding the stated business process, terms and conditions	

NB: Failure to accept and complete the above will invalidate the bid.

7. SITES/SERVICE CENTRES

The bidder may only submit a bid to render the indicated services in **one region and one province** by putting an **"X"** next to the Province and Region of Choice. The bidder is thus only allowed to tick on one of the options below.

7.1. TABLE LISTING SITES/SERVICE CENTRES – SEE ANNEXTURE C FOR DETAILS

Province	Regions	Bidder to choose (Mark "X" next to Region in a Province)
EC	Region A	
	Region B	
FS	Region A	
	Region B	
KZN	Region A	
	Region B	
LP	Region A	
	Region B	
MP	Region A	
	Region B	
NC	Region A	
	Region B	
NW	Region A	
	Region B	
WC	Region A	
	Region B	

NB:

- RTMC reserves the right to decide on the number of service providers per Province
- The appointed service provider may be required to render service in other province/region other than that the one they have chosen to render service, especially in the event where the site is in close proximity to the service point.
- Bidders are not allowed to tender for more than one province, therefore municipal account(s) for Rates and Taxes/Levy or lease agreement as proof of domicile address must be attached.
Failure to comply with the above will invalidate the bid.
- The information provided regarding the demarcation of the regions is to give bidders an indication of more or less how the regions may be structured/demarcated however RTMC reserves the right to make a final determination on demarcation and allocation of sites in the region

Section 3:

Pricing Schedule

COSTING STRUCTURE

Bidders are required to complete the below costing structure

Item	Description	Responsibilities	Hourly rate
1	IT Technician	Installation and configuration of IT Equipment i.e. PC Printers, Laptops, scanners, Router, Switch, Trouble shooting and problem solving	
2	Data Cabling Technician/ installer	Create data cabling routing, install data cables, test points installed.	
3	Fibre Cabling Technician/ installer (Fibre)	Create Fibre Routing Install fibre cables, Splicing	
4	Electrician	Install electrical cables, create routing, test and issue a certificate of compliance(COC)	

NB:

- (a) Transportation costs will be claimed after execution of the assignment. The maximum costs to be paid will be up to 2L vehicle engine capacity. (Department of Transport Travel Policy)**
- (b) Costing should be inclusive of all Operational/ Overheads costs e.g. Office, water electricity, admin support, public liability insurance cover etc. See paragraph 5 of specifications for more variables that must be considered when costing.**
- (c) All prices should be inclusive of VAT**
- (d) Information relating to stock/ inventory levels and value is attached as Annexure C in order to enable bidders to have a sense of the value of the insurance cover to be taken. SEE SECTION 2-point number 6 (Specifications) for more details and Section 2 Point Number 4.1.3. Stock levels and Insurance cover.**
- (e) RTMC reserves the right to negotiate standard rate with all appointed bidders**

SECTION: 4

**ANNEXURE AND
STANDARD BIDDING
DOCUMENTS ATTACHED**

ANNEXURE AND STANDARD BIDDING DOCUMENTS

DOCUMENT	DESCRIPTION
BDGI	Bid Documents General Information
Annexure 1	Invitation to Bid (SBD 1)
Annexure 2	Acceptance of Bid Conditions and Bidder's Structure
Annexure 3	Tax Clearance Requirements (SBD 2)
Annexure 4	Declaration of Interest (SBD 4)
Annexure 5	Declaration of Bidder's Past Supply Chain Management Practices (SBD 8)
Annexure 6	Certificate of Independent Bid Determination (SBD 9)
Annexure 7	Pricing Schedule (SBD 3.3)
Annexure 8	Preference Points Claim Forms (SBD 6)

BIDDING DOCUMENTS : GENERAL INFORMATION

- 1.** The bidding forms are drawn up so that certain essential information is to be furnished in a specific manner. Any additional particulars shall be furnished in the enclosed questionnaire(s) or in a separate annexure.
- 2.** The bidding forms should not be re[typed or re-drafted but photocopies may be prepared and used. Additional offers may be made for any item, but only on a photocopy of the page in question. Additional offers made in any other manner may be disregarded.
- 3.** Bidding forms not filled in using a computer and printer shall be completed in black ink.
- 4.** Bidders shall check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability shall be accepted regarding claims arising from the fact that pages are missing or duplicated.
- 5.** The forms in respect of Preference Points Claim, if attached, shall be completed and submitted with the completed Bid.
- 6.** Firm bid prices and delivery periods are preferred. Consequently, bidders shall clearly state whether prices and delivery periods will remain firm for the duration of the contract or not.
- 7.** If non-firm prices are submitted, this fact should be clearly stated in the bidding documents.
- 8.** Where items are specified in detail, the specifications from an integral part of the bidding document and bidders shall indicate in the space provided whether the items offered are to specification or not.

- 9.** In respect of the paragraphs where the items offered are strictly to specification, bidders shall insert the words "as specified".
- 10.** In cases where the items are not to specification, the deviations from the specifications shall be indicated.
- 11.** The bid prices shall be given in the units shown.
- 12.** All prices shall be quoted in South African currency.