



**UBUHLEBEZWE MUNICIPALITY**  
**CHIEF FINANCIAL OFFICE**  
**SUPPLY CHAIN MANAGEMENT UNIT**  
Tel : 039 834 7700  
Fax: 039 834 2978  
Email: [procurement@ubuhlebezwe.org.za](mailto:procurement@ubuhlebezwe.org.za)

REF: 27278  
QUOTE NO: UBU-Q-07/03/16  
Date: 18 May 2016

**RE-ADVERTISEMENT**

Dear Sir / Madam

**REQUEST FOR FORMAL WRITTEN PRICE QUOTATIONS FOR INSTALLATION OF NETWORK MONITORING TOOL AND HELPDESK MANAGEMENT SOFTWARE**

Kindly furnish me with a written quotation for the supply of the goods/services as detailed in the enclosed schedule.

The quotation must be submitted on the letterhead of your business and must be submitted in a sealed envelope to the Tender BOX. The envelope must be clearly marked "**NETWORK MONITORING TOOL AND HELPDESK MANAGEMENT SOFTWARE**": - & UBU-Q-07/03/16" not later than the 27 May 2016 at 12h00 to: 29 Margaret Street, Ixopo 3276.

The following conditions will apply:

- Price(s) quoted must be valid for at least thirty (30) days from date of your offer.
- Price(s) quoted must be firm and must be inclusive of VAT.
- The quote must be submitted on a separate page containing the letterhead of your business.
- This quotation will be evaluated in terms of the 80/20 preference point system as prescribed in the Preferential Procurement Policy Framework Act (No 5 of 2000) and for this purpose the enclosed forms MBD 2, MBD 4, MBD 6.1, MBD 6.2, MBD 8 & MBD 9 must be scrutinized, completed and submitted together with your quotation.
- Valid Tax Clearance Certificate(MBD2)
- A proof of registration in the database not older than 1 year.
- **A valid certified copy of BBBEE Certificate or sworn affidavit**
- Proof of Company Registration Document
- Copy of ID if Sole Trader
- Letter/Statement confirming status of municipal accounts (i.e. rates, water) not older than 2 months.
- Attach the affidavit confirming that none of the Directors/Shareholders are employed in the Service of the state.

**NB: No quotations will be considered from persons in the service of the state.**

The council does not bind itself to accept the lowest or any quotation and reserves the right to accept the quotation as whole or in part, at the rates quoted

Failure to comply with these conditions may invalidate your offer.

Yours faithfully

Mr G M Sineke  
MUNICIPAL MANAGER

ITEM NUMBER	QUANTITY	DESCRIPTION	PRICE INCL. VAT IF VAT VENDOR		
		NETWORK MONITORING TOOL: -TO DETECT AND REPORT VARIOUS PROBLEMS WITHIN THE NETWORK.			
		HELPDESK MANAGEMENT SOFTWARE: -TRACKING CAPABILITIES OF ALL INCOMING PROBLEMS -PROBLEM ESCALATION PROCEDURES -PROBLEM RESOLUTION -INSTALLATION (4 USERS) -EXTRACT REPORTS			

DELIVERY ADDRESS  
**29 MARGARET STREET**  
**IXOPO**  
**3276**

**Advert**

Appointment of a service provider to supply, install and maintain a Helpdesk Management System and Network Monitoring Tool.

**Specification Requirements**

- Successful service provider must have minimum of 2 years extensive experience on software maintenance.
- Successful service provider must have all the relevant and required toolsets to support and maintain the system.
- Successful service provider must have a comprehensive knowledge on the system functionality and usability.
- Successful service provider must have a comprehensive understanding of the setup and configuration of the Helpdesk Management System and Network Monitoring Tool.
- Successful service provider will provide training to IT staff



## **EVALUATION CRITERIA**

### **STAGE 1: FUNCTIONALITY**

In order to reach the final stage, the bidder must obtain at least 70% of the points for functionality. The company should demonstrate the relevant experience of the project. Bidders who do not score more than 70% will not be considered for the 2<sup>nd</sup> stage and will be eliminated. The points scored in this stage are for qualification only and they will not be added to the final stage.

#### **Qualification and functionality**

##### **Experience of the business in Helpdesk Management System and Network Monitoring Tool**

All companies must have at least a minimum of 2 years' experience in operation and during that period must have been involved in similar projects;

Proof of previous successful projects including references.

(Please provide a table indicating the nature of previous work, value, date commence and date completed) (no points shall be awarded if proof is not attached).

2-4 years = 10 points

5+ years = 20 points

Size of previous experience in similar project (size value of previous jobs) (maximum points=30) (no points shall be awarded if proof is not attached).

R1 to R100 000 = 5 points

R 100 001 – R 350 000 = 10 points

R 350 001 + = 30 points

Copies of Appointment letters or orders for previous work done(please attach) (maximum points=20)

1-4 copies = 5

5+ copies = 20

Personnel experience in system design and customisation (please attach CV of relevant personnel) (maximum points=20)

1-4 years experience = 20

Over 5 years = 30

#### **Stage 2**

80 points for price

20 points for BBBEE

This is the final stage of evaluation is purely based on 80 points for the price and 20 points for the BBBEE LEVEL. In order to claim the 20 points bidders are required to complete MDB 6.1 and submit their certified copy of BBBEE Certificate.

***Enquiries:*** All technical enquiries may be directed to Ms S Mvelase at 039 834 7700 during office hours.