



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: PROJ-ICT-110

REQUEST FOR PROPOSAL (RFP) PACK

FOR THE SUPPLY AND MANAGEMENT OF CELLULAR AND DATA CONTRACTS
FOR

THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

START DATE: 05 SEPTEMBER 2022
CLOSING DATE: 23 SEPTEMBER 2022

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation To Be Submitted	
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Three (3) Completed Reference Letters (Annexure 2)	
Proposed Solution and Project Approach	
Project Team Skills Matrix and Curriculum Vitae's	
Detailed Requirements Check List	
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
Valid Tax Clearance Certificate or SARS PIN	
JV Participation Documentation (If applicable)	

Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.

The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Section C:** Service Level Agreement
4. **Annexure 1:** Procurement Handbook
5. **Annexure 2:** Reference Letter
6. **Annexure 3:** Detailed Requirements Check List



SECTION A: General Guidelines

FOR THE SUPPLY OF CELLULAR AND DATA CONTRACTS FOR
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on BBBEE status. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

Ps = Points scored for price of tender under consideration

R = Percentage of the price

Pt = Rand value of tender under consideration

Pmin = Rand value of lowest acceptable tender

R must be up to a maximum of 80

Score Breakdown:

Price (R) = 80 points

BBBEE = 20 points

A maximum of twenty (20) points will be awarded to a tenderer for achieving BBBEE objectives.

Preference points shall be awarded on the basis of a B-BBEE verification certificate issued by an accredited Verification Agency.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate. Failure to submit a valid B-BBEE certificate will result in zero points being awarded for preference.

A consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE Status Level Verification Certificate for every separate tender.

The following table shall be used to convert the contribution level as per B-BBEE certificate into points.

Table: B-BBEE Points Conversion

Level Contribution	B-BBEE Score	Points Conversion 20
Level 1	>100%	20
Level 2	85~100%	18
Level 3	75~85%	14
Level 4	65~75%	12
Level 5	55~65%	8
Level 6	45~55%	6
Level 7	40~45%	4
Level 8	30~40%	2
Non-Compliant	0~30%	0

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

No points will be awarded for achieving B-BBEE objectives if the total percentage scored for B-BBEE is less than 30%. All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation. Proposals with the total price exceeding the project estimate by 30% will not be considered.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied

by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- Questions relating to the RFP will be accepted until 16h00 on the 16 September 2022. All questions must be submitted to Zandile Mtebele via e-mail to zandile@elidz.co.za
- The closing date for this tender is at 12h00 on the 23 September 2022;
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized hereto and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure 1 (Procurement Handbook) with the tender together with all profit sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyridge, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government. Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

6 COMPANY PROFILE

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement. Notice of cancellation shall either be by fax or in writing.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

In the event that the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the DTI in consultation with the National Treasury.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session, and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent, and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific "areas of work" (or parts of "areas of work") of the tender as it sees fit.

Accordingly tenderer's are advised to ensure that all prices submitted against each "area of work" are sufficient to cover the tenderer's entire obligation as defined in these documents, required to provide each specific "area of work".

15 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Three (3) Completed Reference Letters (Annexure 2)	
Proposed Solution and Project Approach	
Project Team Skills Matrix and Curriculum Vitae's	
Detailed Requirements Check List	

16 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

ITEM	TICK
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD registration certificate	
JV Participation Documentation (If applicable)	

17 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on **5 September 2022 at 12h00** (Noon) from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> on the 23 September 2022 not later than 12:00.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all or
12. award a portion of the order to a service provider.

13. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
14. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

FOR THE SUPPLY CELLULAR AND DATA CONTRACTS FOR
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

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1. Introduction

1.1. The scope of this RFP includes the following:

The East London IDZ would like to appoint suitably qualified and competent service provider for the supply and management of 179 cellular and data contracts and associated services as well as once-off supply of 50 devices.

2. Considerations

2.1. Requirements Considerations

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

FUNCTIONALITY EVALUATION MATRIX

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
Project Approach	Proposed Solutions (detailed specification and brochures)	60	60	All offered/proposed solution meet the minimum required specification.
			0	Not all offered/proposed solution meet the minimum required specification.
	Monthly Report	10	10	Sample report provided
			0	No sample report provided
	Project Management	5	5	Sample project plan provided
			0	No sample project plan provided
Service Providers Expertise	Skills Competency	25	25	Company managed three or more similar contracts (at least hundred mobile phones/contracts)

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
and Resources				in the past five (5) years. Three reference letters provided. Project team composition and details provided
			15	Company managed one or two similar contracts (at least fifty mobile phones/contracts) in the past five (3) years. Two reference letters provided. Project team composition and details provided
			5	Project team composition and details provided only
			0	No project team details provided

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

2.2. Financial Considerations

Payment milestones will be attached to the service level agreement.

2.3. Time Constraints

The East London Industrial Development Zone would like this project to commence on the 01 November 2022 after the signing of the service level agreement.

2.4. Area of Service and Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyside, East London. We currently have no remote or branch offices.

3. Detailed Requirements

3.1. Existing Contract Details and settlement amount

The ELIDZ requires that all contracts listed in point 3.2 have the same start date, therefore the existing contracts will need to be settled. Please include in your response the settlement for the contracts and number portability fees if applicable.

The settlement figure as from the 01 November 2022 excluding VAT will be supplied. Please include this amount in the financial proposal.

3.2. New Contract package

The following table includes package information and the quantity required within this project:

Package options	Qty	Anytime Minutes	Data Bundles	SMS Bundles	Estimated contract Cost per Month	Estimated total price per month	Estimated total price x 24 months
Package 1	4	1000	20GB	500	R 2 200.00	R 8 800.00	R 211 200.00
Package 2	30	800	20GB	500	R 1 900.00	R57 000.00	R 1 368 000.00
Package 3	56	400	10GB	500	R 1 100.00	R61 600.00	R 1 478 400.00
Package 4 (M2M)	60	0	350MB	50	R 190.00	R11 400.00	R 273 600.00
Package 5 (M2M)	10	0	350MB	1000	R 500.00	R 5 000.00	R 120 000.00
Data 1 (Top Up)	18	0	10 GB	0	R 150.00	R 2 700.00	R 64 800.00
XML to SMS Service	1	0	0		R 500.00	R 1 000.00	R 24 000.00
Device 1	50	LTE Wi-fi Routers			R 700.00		R 35 000.00

The above information is based on the current providers offering. The **minimum** anytime minutes and data bundles must be met for all packages. SMS bundles must fall within the specified range.

All employee cellular numbers are to remain the same. Numbers are to be ported if applicable.

All contracts will be 24 months.

NB: Do not include tender financial proposal in technical proposal, it will subject tender to disqualification.

3.3. Mobile Devices and handsets

No mobile devices, handsets or modems are to be included with the contracts in the following categories:

- Package 4
- Package 5
- Data 1

The choice of the following handsets needs to be available to all East London IDZ users for packages 1:

- Samsung S22 5G Ultra or equivalent value

The choice of the following handsets needs to be available to all East London IDZ users for packages 2:

- Samsung S22 5G or equivalent value

The choice of the following handsets need to be available to all East London IDZ users for package 3:

- Samsung A73 5G or equivalent

The details for the quantity of each mobile handset and the type of SIM cards will be provided to the successful service after the project kick-off meeting.

Loan handsets are required in the event of emergencies or when handsets are in for repairs.

3.4. Multi-Data Sim cards

All contracts for packages 1 to 3 shall have 2 multi – data sim cards except for eight that will have 3 multi-data sim cards.

3.5. Delivery, Warranty and SIM Swaps

The ELIDZ requires all SIM cards, handsets and accessories to be delivered to site with no additional charge.

All handsets and accessories need to carry a 24 month warranty.

The service provider is required to provide the East London IDZ with SIM swaps when required.

3.6. Comprehensive Insurance

The Cellphone contract price shall include a comprehensive insurance cover for all handsets for the duration of the 24 month contract. The service provider will ensure there is a process and resources

available to facilitate end user engagement for insurance and device related issues and claims. The end users will engage with the service provider directly for all device related issues. The replacement device should be of the same value as the insured device.

3.7. Business Closed User Group / Pool Airtime

All cellphone contract should be in a closed user group. A minimum of 500 anytime minutes per contract shall be free for calls within the user group.

3.8. Clip and Itemised Billing

The ELIDZ requires clip and itemized billing to be included for packages one to four.

3.9. Management Portal

The ELIDZ requires access to a portal to manage all the contracts for packages.

3.10. Project Management

The following minimum project management deliverables are required as part of this project:

- Project Initiation Document
- Project Kick-off Meeting
- Project Close-out Report

The duration of this project will be 24 months.

3.11. Reporting and Training

A scheduled monthly meeting is required as part of this project whereby a summary printed report will need to be presented of the previous month's usage per contract. A Variation report is also to be presented for contracts that changed and are not aligned with original procurement specification at each scheduled meeting.

An electronic report in CSV format also needs to be provided.

Technical and user training is required for the duration of this project.

4. Response Format

4.1. Company Profile

- Provide an overview of your company profile.
- Provide an organogram for team allocated to this project in terms of roles and responsibilities

4.2. Understanding of Business Requirements

Describe your understanding of the requirements in this tender.

4.3. Proposed Solution/ Project approach

Describe your proposed solution in detail in response to the detailed requirements as per Section B, point 3. The service provider is also required to provide proof of being a registered reseller with the mobile operator. **Please complete and return the “Detailed Requirements Check List” as part of your proposal.**

4.4. Monthly Report

Please provide a sample monthly report that will form the basis of the monthly contract management meetings.

4.5. Engagement Model /Project Plan

Describe the proposed engagement model with reference to this tender. Please provide the following:

- Engagement Structure
- Implementation Methodology, for example, ITIL, Prince 2
- Sample Project Plan

4.6. Service Provider Skills Competency

Provide a detailed list of personnel whom will form the team for this project, listing similar projects completed by each team member, their relevant skills \ qualifications and years of work experience relevant to this project. Include curriculum vitae's where possible.

4.7. References

- Provide a minimum of 3 references relevant to this tender, completed on the ELIDZ supplied “Reference Letter” Template with a Company Stamp.
- Provide details of the relevant services offered to these references, establishing a track record as well as provide contactable references at these sites \ clients.

Please forward any queries to: Zandile Mtebele at the following contact details:

E-mail: zandile@elidz.co.za

Tel: (043) 702 8200

Fax: (043) 702 8251

