



## **RE-ADVERTISEMENT: REQUEST FOR QUOTATION FIN 09/2017**

### **POINT OF SALE (POS) SERVICE, REPAIR AND MAINTENANCE FOR 12 MONTHS**

#### **1. Background**

The Durban ICC is one of the world's leading events and meetings destinations. In order to maintain the extremely high standards demanded by clients, all the facilities need to be of an international standard.

#### **2. Purpose of the Request for Quotation**

The Durban ICC requires a service provider for the service, repair and maintenance of the point of sale machines, for a period of 12 months.

#### **3. Conditions of contracts**

- Onsite support, Monday to Sunday, 24 hours (including public holidays) with a one hour response time to faults deemed business critical by the Durban ICC.
- Cost free Loan / replacement equipment and installation, whilst the current equipment may be under repairs or is not functioning optimally.
- Servicing / cleaning of computers/printers/monitors/terminals – One service every month.
- Re-installation and Maintenance on all Aloha software including critical information backups per month.
- Minimum Four (4) Call outs per month - unlimited time per callout.
- All Aloha Software Updates – minimum 60 days from release date with controlled deployment provided that it is compatible with the Durban ICC hardware and software platforms.
- The contract will also cover any form of repair work. The appointed service provider needs to submit a quotation for the repair work to be undertaken. The Durban ICC reserves the right to test the market, and is not obligated to the appointed service provider, should the quote received not be favorable.

#### **4. Equipment / Software on hand**

- Software - Quick Count Labour Scheduler Gift Certificate
- Maintenance on 36 x POS Terminals per month.
- Maintenance on 36 x Cash Drawers.
- Maintenance on 36 x Thermal Receipt Printers.
- Aloha Manager (server and workstations).

## **5. Mandatory Requirement submissions**

The prospective service provider needs to submit the follow information, in order to be deemed responsive and considered for evaluation. Failure to do so will result in the service provider being deemed non-responsive and not evaluated further.

5.1 The service provider must be Aloha certified. Please attach proof.

5.2 Please submit minimum two (2) positive references from clients serviced relating to POS service and maintenance.

## **6. Preconditions**

A written proposal/quotation will not be considered unless the provider who submits the quotation provides the following with their proposal/quotation:

- 6.1 Full name
- 6.2 Identification or company or other registration number
- 6.3 Tax reference number and VAT number, if any
- 6.4 Valid original Tax clearance from South African Revenue Services which proves that the providers tax matters are in order
- 6.5 Valid BBBEE Certificate
- 6.6 MBD 4 Declaration of Interest form must be completed
- 6.7 Statement that the company's water, electricity and rates are up to date or formal payment arrangements have been made

## **7. Requirements to submit quotations**

- 7.1 Company's **must** submit a company profile
- 7.2 All schedules in this document must be populated and will form the quotation
- 7.3 A completed ICC Durban (Pty) Ltd supplier application form which is available for download from the ICC website ([www.icc.co.za](http://www.icc.co.za)). Alternatively if the supplier is registered on the ICC database then the supplier need only submit their supplier number. All the mandatory documents must be included with this application.

**8. Compulsory Pricing Schedule (form of offer)**

Description	Unit cost	Quantity	Total (unit cost x quantity)
Aloha software License (annual renewal)	R	36 License	R
Monthly cost (inclusive of minimum 4 x callouts per month)	R	12 months	R
Total excl. VAT			R
14 % VAT			R
Total incl. VAT			R

Additional call out fees per hour (VAT excl.)	R
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Percentage mark-up on spares supplied (VAT excl.)	_____ %
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**Please note:**

- The service provider is required to submit their supplier invoices when claiming the percentage mark-up on spares.
- The hourly rate for the additional call out fees will be fixed for a period of 12 months, from start of the contract.
- The monthly fees will need to be invoiced on a monthly basis. There is no upfront payment.

I.....being duly authorized thereto by .....do hereby acknowledge the information contained throughout this document (pages 1-11) and confirm that the information entered by myself is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my firm may be disqualified from quoting to the Durban ICC.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

9. **Contact Person**

Shalen Sookdeo  
Tel: 031 360 1202  
Email: [shalens@icc.co.za](mailto:shalens@icc.co.za)

10. **Closing Dates**


Quotations, together with this document and supplier registration forms are to be placed in a sealed envelope marked for the attention of the Procurement department and are to be placed in the tender box at the Durban ICC security entrance on the ground floor, 45 Bram Fischer Road Durban, no later than **04 September 2017**.

11. **Request for proposals approved by:**



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**Shalen Sookdeo**  
**Business Systems Analyst**

 22/08/2017

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**SCM Compliance Officer**  
**Ritesh Ramkissoon**

 22/08/2017

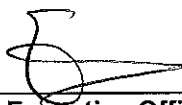
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**SCM Manager**  
**Thenashree Naidoo**

 22/8/17

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**Finance Director**  
**Melanie Rambally**

 25/8/17

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**Chief Executive Officer**  
**Lindiwe Rakharebe**

**12. Past experience in similar assignments**

Assignment Description	Key Elements	Date Completed	Contact Person and Telephone Number	Assignment Value

I.....being duly authorized thereto by .....do hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my firm may be disqualified from quoting to the Durban ICC.



**13. Declaration of Municipal Fees**

I, the undersigned, do hereby declare that the Municipal fees of

.....  
 (Full name of Company / Close Corporation / partnership / sole proprietary/Joint Venture)

(hereinafter referred to as the TENDERER) are, as at the date hereunder, fully paid or an Acknowledgement of Debt has been concluded with the Municipality to pay the said charges in instalments.

The following account details relate to property of the said TENDERER:

<u>Account</u>	<u>Account Number:</u> to be completed by tenderer.
Consolidated Account No.	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Electricity	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Water	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Rates	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

I acknowledge that should the aforesaid Municipal charges fall into arrears, the Municipality may take such remedial action as is required, including termination of any contract, and any payments due to the Service provider by the Municipality shall be first set off against such arrears.

- Where the TENDERER'S place of business or business interests are outside the jurisdiction of eThekweni Municipality, a copy of the accounts/agreements from the relevant municipality must be attached (to the back inside cover of this document).
- Where the tenderer's Municipal Accounts are part of their lease agreement, then a copy of the agreement, or official letter to that effect is to be attached (to the back inside cover of this document).

NAME : ..... (Block Capitals)

SIGNATURE : ..... DATE: .....  
 (of person authorised to sign on behalf of the Tenderer)



**14. MBD 4 Declaration of Interest**

- 14.1 No bid will be accepted from persons in the service of the state<sup>1</sup>.
- 14.2 Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
- 14.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
  - 14.3.1 Full name of bidder or his/her representative .....
  - 14.3.2 Identity number: .....
  - 14.3.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>):  
.....
  - 14.3.4 Company Registration Number: .....
  - 14.3.5 Tax Reference Number: .....
  - 14.3.6 VAT Registration Number: .....
  - 14.3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

*References:*

<sup>1</sup> MSCM Regulations: "in the service of the state" means to be –

- (a) a member of –
  - (i) any municipal council
  - (ii) any provincial legislature
  - (iii) the National Assembly or the National Council of Provinces
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity;
- (f) an employee of parliament or a provincial legislature.

<sup>2</sup> "Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.



- 14.3.8 Are you presently in the service of the state?  
If yes, furnish particulars: 

YES	NO
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- 14.3.9 Have you been in the service of the state for the past twelve months?  
If yes, furnish particulars: 

YES	NO
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- 14.3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and/or adjudication of this bid?  
If yes, furnish particulars: 

YES	NO
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- 14.3.11 Are you aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and/or adjudication of this bid? If yes, furnish particulars: 

YES	NO
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- 14.3.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?  
If yes, furnish particulars: 

YES	NO
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- 14.3.13 Is any spouse, child or parent of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state? If yes, furnish particulars: 

YES	NO
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- 14.3.14 Do you or any of the directors, trustees, managers, principal shareholders or stakeholders of this company have any interest in any other company or business whether or not they are bidding for this contract? If yes, furnish particulars: 

YES	NO
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**15. Full details of directors / trustees / members / shareholders**

Full Name	Identity Number	State Employee No.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Capacity**

\_\_\_\_\_  
**Name of Bidder**

