



REQUEST FOR QUOTATION – OPS 10/2023

PROVISION OF POINT OF SALES SOLUTION FOR A PERIOD OF TWO (2) MONTHS

1. Background

The Durban ICC is one of the most advanced conferencing facilities in the world, having been voted Africa's Leading Conference Centre by World Travel Awards for 17 years. The centre has also obtained certification in ISO 9001 (Quality Management), ISO 14001 (Environmental Management), ISO 45001 (Occupational Health and Safety) and ISO 22000 (Food Safety).

2. Purpose

The Durban ICC is seeking to rent a modern flexible Point of Sale (POS) solution that creates an exceptional user experience suitable for the hospitality industry allowing for easy and fast ordering and payment. The solution must be a customizable system that can cater for the needs of the business and its patrons.

3. Product Specification

The Durban ICC currently requires twenty-five (25) point of sale terminals, which will be utilised for events and its internal coffee shop. During events, POS terminals are transferred to the selected venues and stationed for sales. These include food and beverage services to the guests and the public. The POS terminals should be touch screen devices with card readers, printers, cash drawers and scanner compatible. Transaction interfaces include credit card and cash. Daily cash out slips and Z-Reports must be generated at the end of each day's sale and then reconciled with the financial ERP system.

4. General Requirements

The Durban ICC requires quotes for the rental of an integrated Enterprise POS Solution with, but not limited to:

- Cloud Capabilities
- Back Office Capable
- Offline Sales Capabilities
- Real time data synchronisation
- Accept multiple forms of payment
- Customer Display Screens
- Order Tracking
- Card Reader capable
- 24/7 Onsite / Offsite Support
- Mobile App capable
- Live Reporting
- Inventory Control
- Table Control
- Compatibility with different merchant services
- Sales by event ID
- Automated Alerts
- Phone Orders
- Cashless Integration



The proposed software must be a cloud capable Point-Of-Sales System that can effectively provide the above mentioned services in a user-friendly and flexible manner for customers and authorized users. The POS application and terminals must operate stand-alone in the event the main corporate server is unreachable. The chosen vendor will be responsible for the project implementation and tasks listed below.

5. Scope Of Work

The successful bidder ("Supplier") will be required to design, coordinate, supply, install and test the complete POS system for the Durban ICC in accordance with the terms of this request.

The scope of the work must include all installation, training labour, materials, tools, transportation services, supervision, coordination, etc., necessary to complete the installation of the POS system as described in this request. Each bid should address each of the following requirements.

5.1 Scope of Work includes but is not limited to the following items:

- Supplier responsible to furnish, install, and commission a complete and operational, POS system and equipment for the Durban ICC.
- Supplier is responsible to co-ordinate and verify that each POS unit can fit in the existing POS docking stations supplied by the Durban ICC.
- Supplier shall not be responsible for the removal and disposal of all existing POS system equipment.
- Supplier to Provide Manufacturers Product Data on all types of proposed point of sale units.
- Appoint local service agent to provide technical support service within 2 hours of fault being logged.
- Supplier will arrange for testing of all operations of the system & Equipment to show the Durban ICC's representative that all equipment is working properly.
- Supplier to ensure that all sales Z- reports are correct and automatically emailed to a Durban ICC representative.
- Supplier to provide designated employees' training on any provided equipment or software.

5.2 Point-of-Sale Hardware Requirements

- All equipment must be new. Refurbished equipment will not be considered.
- Must have at least three (3) USB ports to connect various peripherals.
- Each POS Terminal must include a minimum 15" High Resolution POS Touch Screen Display
- Ethernet connection.
- WI-FI connection options will be an optional added benefit.
- All power and network cables required to provide power and network connectivity to the Durban ICC's supplied Ethernet jacks.

5.3 Each POS Terminal must include the following components:

- A Thermal Receipt Printer
- Cash Drawer
- Built in Rear-facing customer display.
- Built in fingerprint reader
- Built in Card reader

5.4 Point-of-Sale Functional Requirements

- The proposed POS system must provide options for working offline as seamlessly as possible in the event a network connection is not available.
- The software must provide a reporting functionality to reconcile sales to cash and other forms of tender.
- Magnetic card readers must be able to support gift cards, loyalty cards, etc.
- Ability to enter closing data including spoilage, gratis and returns for inventory items.
- POS System must allow multiple levels of security to promote restrictions on certain functionality.
- Sales information must be accessible from any device with an internet browser and internet access including mobile devices and tablets.
- Administrative console must be accessible via any web browser through any device with access to the network.
- System must have easy to manage inventory system that includes warehouses, purchasing, receiving, stock items, transfers, recipes and stand sheets.
- System must have the ability to view inventory status levels by stand, location or event at any time.
- The system must be able to view current sales, transaction volumes and key data at any time.
- Must have the ability to generate an emailed PDF receipt for patrons.
- The system must support secure logins.
- Allow mark down or discount for merchandise with proper approval.
- Allow split tender capability on invoice.
- Ability to search for items by SKU.
- Ability to search for items by category.
- Ability to search for items by description.
- Display item availability/stock levels.
- Display item description and order dates.
- Scan bar codes at POS.
- Issue discounts and change prices by line item or entire invoice.
- Issue credits.
- Issue discounts and change prices by a certain percent.
- Require management review when price is below cost.
- Issue a refund at the POS.
- Print cash receipts.
- Customize receipts and invoices by adding a logo.
- Record lost sales from POS.
- Allow for voids.
- Allow for staff discounts

6. Mandatory requirements

	Yes	No
	✓	X
<ul style="list-style-type: none"> • Provide two (2) references in writing from current or previous customers, which confirm that these services have been successfully provided. 		

Kindly note, failure to comply with all of the minimum requirements as illustrated above, will result in the service provider being deemed non-responsive and not evaluated further

7. Preconditions

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

- 5.1 Full name.
- 5.2 Identification or company or other registration number.
- 5.3 Tax reference number and VAT number, if any.
- 5.4 Valid original Tax Clearance pin from the South African Revenue Services that proves that the service provider's tax matters are in order.
- 5.5 Valid BBBEE Certificate.
- 5.6 MBD 4 Declaration of Interest form must be completed.
- 5.7 Statement that the company's water, electricity and rates are up to date or formal payment arrangements have been made.
- 5.8 The service provider must be registered on the CSD database

8. Contact Person

Mncedisi Dlamini

Mncedisid@icc.co.za

Tel: +27 31 360 1201

Acting Operations Executive

9. Compulsory Pricing Schedule

Product description	Quantity	Unit cost	Frequency	Total Price (Quantity x unit price)
Hire of 30 Point of sales with software	30	R	2 Months	R
Emergency call rate per hour, as and when required (Day shift)	Ad-hoc	R	1 Hour	R
Emergency call rate per hour, as and when required (Night Shift)	Ad-hoc	R	1 Hour	R
Installation		R	Once off	R
Please state any additional cost:				R
Subtotal (VAT excl.)				R
VAT @ 15%				R
Grand Total (VAT Incl.)				R

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 company may be disqualified from quoting to the Durban ICC.





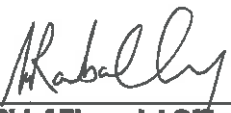
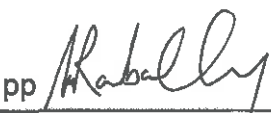
Signature: _____ **Date:** _____

Note: Failure of the bidder to complete and sign this page will invalidate the quotation

10. Closing Date

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 before **12h00 on 28th April 2023.**

11. Request approved by:

	
Acting Operations Executive Mncedisi Dlamini	
	
Chief Operations Officer John Aritho	
 14/04/23	
SCM Compliance Officer Advosa Mlumba	
 14/04/2023	
Financial Executive Thenshree Naidoo	
 14/04/2023	
Chief Financial Officer Melanie Rambally	
pp  14/04/2023	
Chief Executive Officer Lindwe Rakharebe	

12. Past experience in similar assignments

Assignment Description	Key Elements	Duration	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 company may be disqualified from quoting to the Durban ICC.

Signature:

Date:

Note: Failure of the bidder to complete and sign this page will invalidate the quotation

13. Declaration of Municipals 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: to be completed by tenderer.</u>
Consolidated Account No.	<input type="text"/>
Electricity	<input type="text"/>
Water	<input type="text"/>
Rates	<input type="text"/>
Other	<input type="text"/>
Other	<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 Contractor 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. MBD4 Declaration of Interest

No bid will be accepted from persons in the service of the state¹.

- 12.1 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.
- 12.2 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.
- 12.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
- 12.3.1 Full name of bidder or his/her representative
- 12.3.2 Identity number:
- 12.3.3 Position occupied in the Company (director, trustee, shareholder²):
.....
- 12.3.4 Company Registration Number:
- 12.3.5 Tax Reference Number:
- 12.3.6 VAT Registration Number:
- 12.3.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

References:

¹ MSCM Regulations: "in the service of the state" means to be –

(a) a member of –

- any municipal council
- any provincial legislature
- 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.

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

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

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

YES	NO
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12.3.10 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?

YES	NO
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If yes, furnish particulars:

12.3.11 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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12.3.12 Are any of the company's directors, trustees, managers, principal
shareholders or stakeholders in service of the state?

YES	NO
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If yes, furnish particulars:

12.3.13 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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12.3.14 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