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*Better District, Better Life and Growth for all.*

[www.ando.org.za](http://www.ando.org.za)

Alfred Nzo Development Agency SOC Ltd  
Reg nr: 2006/009093/30

**TERMS OF REFERENCE**  
**MAINTENANCE OF PRINTING MACHINE**  
**2023/2024 FINANCIAL YEAR**

**Issued and Prepared by:**

**Alfred Nzo Development Agency**

**Umzimvubu Goats Complex**

**Hospital Road**

**Mount Ayliff**

**4735**

**Acting Chief Executive Officer– Mr Xolo**

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## **1. BACKGROUND AND OVERVIEW OF THE PROJECT**

### **1.1 INTRODUCTION**

Alfred Nzo Development Agency is hereby inviting suitably qualified and accredited service providers or individuals to submit their proposals for Maintenance of ANDA Printing Machine.

### **1.2 OVERALL AND SPECIFIC OBJECTIVES OF THE PROJECT**

#### **1.2.1 Overall objective**

The aim of this project is to acquire qualified service provider to maintain the printing machine for a period of three (3) years.

#### **1.2.2. Specific Objectives**

**The specific objectives of the project require the undertaking of the following:-**

- To monitor ANDA printing services related to fax, scan, copy and printing as per the Printer qualities.

## **2. SCOPE & EXTENT OF WORK**

Alfred Nzo Development Agency invites bids from service providers to provide maintenance of multifunction network printer. The service provider must provide the following services regarding the optimization of Alfred Nzo Development Agency printer maintenance and support the printing device:

- Supply and installation of printing consumables (such as replenishing toner, staples etc. excluding paper)
- Installation and removal of devices
- The provision of monthly reporting regarding colour and mono printing and monitoring and reducing unnecessary paper usage and printing costs.
- The appointed service provider must ensure that the printers are able to produce and assist with system generated reports (meter readings, errors, repairs/maintenance linked to designated employee).

- The appointed service provider must provide first-hand kit/tools to designated personnel.
- The appointed service provider must submit details of a liaison personnel
- Transferring of skill to ANDA designated personnel

**The service provider must have the capacity and resources to provide maintenance of the following Printer Machine features:**

- Multifunction network Printer/ Scanner/ Photocopier / Fax
- Security feature: Password linked to users
- The users access the device linked with their printing codes
- Quick search icon to utilize the device
- P Counter Printing Management solution
- Also capable of doing monochrome and printing
- USB port and secured wireless connectivity
- Automated document feeder
- Network printing, scan to mail/network and colour scanning
- Security relevant chronological records such as audit trail and other reports
- It also has a staple option.

**Bidders are requested to provide the following information as part of their financial proposal:-**

- Indicate the technical assistance response time and hours of service
- Availability of loan (lease) replacement machine in case of severe machine damage
- Telephone support
- Maintenance (including consumables)

Printers is currently stationed at Alfred Nzo Development (ANDA) main office.

- It should be noted that it is the responsibility of the service provider to ensure that upon submission of proposals, a valid entity registration document, Tax Clearance Certificate/pin is included.

### **3. PROJECT TIME FRAME**

The project time frame will be three (3) years from the date of appointment of the service provider.

### **4. KEY OUTPUTS/PROJECT MILESTONESS/DELIVERABLES**

- Printer Machine full maintenance
- Signing of a Service Level Agreement (SLA) and a contract with the Alfred Nzo Development Agency.

### **5. REPORTING MECHANISM**

It is expected that regular progress reports will be submitted to ANDA along with monthly invoicing. The Project Manager has the right to change the frequency of reporting as and when necessary.

### **6. SUBMISSION OF BIDS**

Proposals must be placed in a sealed envelope and clearly marked: "Maintenance of Printing Machine" and placed in the tender box in the Alfred Nzo Development Agency not later than 12H00 on the \_\_\_\_\_. Bidders are requested to ensure that their proposals include; Company Registration, a Tax Clearance Certificate/pin.

### **7. EVALUATION CRITERIA**

Evaluation criteria of the tenders;

**The bids will be evaluated in two stages, namely:**

- Stage 1- Capacity to execute work
- Stage 2- Price and Preferential Points (Goal 3)

Only Bidders who score 70% or more on stage 1 would be evaluated further and therefore eligible for the award.

ITEM	Weight
<b>STAGE 1 OF EVALUATION – CAPACITY TO EXECUTE WORK</b>	<b>100</b>
• Previous Experience	50
• Capacity and Expertise	50
<b>STAGE 2 OF EVALUATION – PRICE &amp; PREFERENTIAL POINTS</b>	<b>100</b>
Goal 3	20
Price	80

Previous Company Experience	Weighting
Traceable record for successful completion of a minimum of 05 or more Printer Maintenance projects	50
Traceable record for successful completion of a minimum of 04 Printer Maintenance project.	40
Traceable record for successful completion of a minimum of 03 Printer Maintenance projects	30
Traceable record for successful completion of a minimum of 02 Printer maintenance projects	20
Traceable record for successful completion of a minimum of 01 Printing Maintenance project.	10
<b>Maximum Weighting</b>	<b>50</b>
<b>Note COMPULSORY attachments for verifying work done:</b>  <b>2. A traceable record will be evaluated on the basis of a completion certificate or reference letter, which must be on the letterhead of the referring institution, for each project completed.</b>	

Capacity and Expertise to Undertake the Project	Weighting [50]
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<b>A Project Team with the following areas of expertise:</b>	
Team member with a minimum of NQF Level 6 Qualification in Information Technology.	30
or Team member with NQF Level 5 in Computer Science	20
<b>Note: The scoring in this section is not cumulative.</b>	
Team member with at least one year Technical Support in Printing Solution Equipment installation course certificate	20
<b>Maximum Weighting</b>	<b>50</b>
<b>NB: Attach certified copies not older than 3 months for all certificates, qualifications and Curriculum Vitae - CV</b>	
<b>Total Maximum Weighting</b>	<b>50</b>


<b>SPECIFIC GOAL 3: COMBINATION OF ANY GOALS</b>	<b>Attachment to claim maximum points</b>	<b>Criteria Points</b>
Priority population groups	Attach CK and Certified IDs of directors, percentage of equity held must be 51% or more	10
Women	Certified IDs of directors, percentage of equity held must be 51% or more	5
Youth	Certified IDs of directors, percentage of equity held must be 51% or more	5
<b>TOTAL WEIGHT</b>	<b>Attachment to claim maximum points</b>	<b>20</b>

For any queries regarding this tender, please contact Mr Deyi for project related queries; on [deyis@anda.org.za](mailto:deyis@anda.org.za) or (039) 492 0011/060 340 6171 or;

Ms Makhatha for SCM related queries on [makhatham@anda.org.za](mailto:makhatham@anda.org.za); or telephone number (039) 492 0011/071 075 9437 during office hours.

**Alfred Nzo Development Agency**  
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APPROVED/NOT APPROVED

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**MR S. TSHONGA**  
**BSC CHAIRPERSON**

**Comments by Chairperson:**

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**AUTHORISED BY:**

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**MR N.R. XOLO**  
**ACTING CHIEF EXECUTIVE OFFICER**