

## Invitation to Tender for IT Support and Services

**Date of issue:** 24 February 2022

**Tender Deadline Date:** 28 February 2022

### 1 Overview of MIET AFRICA

MIET AFRICA's main focus is on supporting education development, as well as health and socioeconomic development where they impact on education. As an African NGO, the organization is well placed to address the numerous challenges faced by vulnerable children and youth in the SADC Region. In this regard it has pioneered many models and programmes, and its influence extends across Africa and beyond.

#### VISION

*Children attaining their full potential through quality education*

#### MISSION

*To be an African leader in developing and providing innovative education approaches*

#### OUR PURPOSE

*Improving the lives of children by addressing barriers to learning and development*

### 2 Introduction and Background to the Project



MIET AFRICA requires IT support and services including but not limited to daily back-ups, setting up laptops, backup drives and ad hoc IT support.

The purpose and scope of this call is to explain the requirements in full details, as well as the process for submitting a tender response.

### **3. Contracting Objectives**

In order to ensure that resources are used efficiently and effectively, MIET AFRICA has a policy pertaining to the purchase of goods and services.

MIET AFRICA evaluates and scores all purchase of goods and services on the following basis:

- Best value for money, including effective competition
- Fairness, integrity, and transparency
- Procurement that is in the best interest of both the funder and MIET AFRICA
- Procurement from companies able to supply the following, for inclusion on MIET AFRICA's approved supplier's database:
  - Completed Approved Supplier Application Form
  - Company registration certificate
  - Original valid tax clearance certificate
  - Valid BBBEE certificate
  - Owners/partners/directors IDs
  - Audited financial statement (a minimum of one-year recent audited financial statements for companies or financial statements signed by the accounting officer for closed corporations)



- A minimum of three recent contactable references from customers to which the tender has provided or is providing goods/ services that are substantially similar to the goods/ service required
- Proof of banking details (not older than 3 months)

All procurement is strictly supported with an approved supplier's database.

<b>Weighted Evaluation Criteria for Supplies</b>	<b>Points</b>
Best value for money, including effective competition	50
Quality of goods, proof of experience in similar supply, technical experience, and deliverables,	30
Statutory compliance (Higher points are allocated to VAT vendors, Tax clearance certificates are mandatory)	10
BBBEE	10
<b>Total</b>	<b>100</b>

<b>Weighted Evaluation Criteria for Services</b>	<b>Points</b>
Technical merit of proposal: Methodology and approach	30
Proposed activities to achieve required deliverables	20



Proof of experience and expertise in the development of biometric based, data capturing systems	20
Financial merit of proposal	30
<b>Total</b>	<b>100</b>

#### **4. General Policy Requirements**

By submitting a response in connection with this tender call, potential suppliers confirm that they will accept full responsibility and liability for any information/omissions/actions of their/subcontractors/suppliers/consortium members under this tender response.

#### **5. General tender conditions (“Tender Conditions”)**

5.1 Application of these Tender Conditions – In participating in this tender process and submitting a tender response it will be implied that the potential supplier accepts and will be bound by all the provisions of this tender process. Accordingly, tender responses should be on the basis of and strictly in accordance with the requirements of this call.

5.2 Third party verifications – Potential suppliers’ consent to MIET AFRICA carrying out all necessary actions to verify the information provided, and to MIET AFRICA commissioning one or more third parties to assist in this verification. Furthermore, potential suppliers acknowledge that there is no obligation on the part of MIET AFRICA to verify all information supplied. (Please refer to point 4 above).

5.3 Information provided to potential suppliers – Information supplied by MIET AFRICA to potential suppliers as part of this tender process is supplied in good faith. The information is believed



to be correct at the time of issue. MIET AFRICA will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such.

5.4 Potential suppliers to make their own enquires – Potential suppliers are responsible for analysing and reviewing all information provided by MIET AFRICA as part of the tender process and for seeking advice or clarification from MIET AFRICA. Potential suppliers should notify MIET AFRICA promptly of any perceived ambiguity, inconsistency, or omission in the tender requirements.

5.5 Amendments to the call – At any time prior to the tender process deadline, MIET AFRICA may amend the call. Any such amendment shall be issued to all potential suppliers, and if appropriate, the tender process deadline may be extended.

5.6 Compliance of tender response submission – The goods and/or services offered by the potential suppliers should be strictly in accordance with the tender process requirements (including, but without limitation, any hardware/software/asset specifications).

5.7 Format of tender response submission – Responses should be supplied in the form of a formal quotation, which must include the tender process reference number above, and detail the requirements contained in the tender call.

## **6. Confidentiality and Information Governance**

6.1 All information supplied by MIET AFRICA, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to the potential supplier's professional advisers, consortium members and/or sub-contractors strictly for the purposes of assisting the potential supplier to participate in this tender process) unless the information is already in the public domain or is required to be disclosed under any applicable laws.

6.2 The potential supplier shall not disclose, copy, or reproduce any of the information supplied as part of this tender process other than for the purposes of preparing and submitting a tender



response. There must be no publicity by the potential supplier regarding the tender process or the future award of the tender unless MIET AFRICA has given express written consent to the relevant communication.

6.2 The potential supplier shall not contact, or attempt to make contact with, any funders of MIET AFRICA.

6.3 MIET AFRICA reserves the right to disclose all documents relating to this tender process, including without limitation the supplier's tender response, to any employee, third party agent, funder, adviser or other third party involved in the process in support of, and/or in collaboration with MIET AFRICA.

6.4 The use of blanket protective markings of whole documents such as "commercial in confidence" will not be sufficient. By participating in this tender process, the potential supplier agrees that MIET AFRICA will not be bound by any such markings.

6.5 In addition, marking any material as "confidential" or "commercially sensitive" or equivalent should not be taken to mean that MIET AFRICA accepts any duty of confidentiality by virtue of such marking.

6.6 The tender responses are submitted on the condition that the appointed supplier will only process personal data (as may be defined under any relevant data protection laws) that it gains access to in performance of this tender process in accordance with MIET AFRICA's instructions and will not use such personal data for any other purpose. The appointed supplier will undertake to process any personal data on MIET AFRICA's behalf in accordance with the relevant provisions of any relevant data protection laws and to ensure all consents required under such laws are obtained.

## **7. Tender Validity**



7.1 The tender response must remain open for acceptance by MIET AFRICA for a period of 30 days from the tender deadline. A tender response not valid for this period may be rejected by MIET AFRICA.

## **8. Payment and Invoicing**

8.1 MIET AFRICA will pay correctly addressed and undisputed invoices within 30 days of delivery of the goods. Tax invoices are to contain all relevant details as defined by the South Africa Revenue Services.

MIET AFRICA's details are as follows:

Trust Number IT1002/1996.

59 Henwood Road, Morningside, Durban, 4001,

P O Box 37590 Overport, 4067,

VAT number 4430170375

## **9. Specification**

The appointed supplier will be required as a minimum:

- *Ad hoc IT support*
- *Setting up new laptops*
- *Daily back-ups*
- *Exchanging back-up drives*
- *Office 365 A3 for Faculty*



- *Standard web hosting*

## **10. Additional expectations/requirements**

The appointed supplier will be expected to report at MIET AFRICA's offices on a daily basis at

59 Henwood Road, Morningside, Durban, 4001

In the event that you have any concerns or queries in relation to the Contract, you should submit a clarification request to:

Jerome Jivan [jerome@miet.co.za](mailto:jerome@miet.co.za)

## **11. Obligations**

11.1 The potential supplier acknowledges this is a once off tender call.

11.2 There is no obligation on the part of MIET AFRICA to procure all items in this tender process from one supplier. MIET AFRICA may award different items to different suppliers; however, consideration will be given for discounts pertaining to bulk purchases. Such discounts are to be clearly stated on the quote.

## **12. POPI Disclaimer**

We respect your right to privacy and therefore aim to ensure that we comply with the legal requirement of the POP Act which regulates the manner in which we collect, process, store, share and destroy any personal information which you provided to us.