



<b>RFP NUMBER:</b>	RFP/SASSETA/201819129/1
<b>DESCRIPTION:</b>	Provision of IP Based PABX and Call Centre Management System To SASSETA including Maintenance and Support on a Once off Basis or for a Lease / Rental Period of 12 Months with the option to extend for a further period of 24 Months
<b>PUBLISH DATE:</b>	22 February 2019
<b>CLOSING DATE:</b>	15 March 2019
<b>CLOSING TIME:</b>	11h00
<b>COMPULSORY BRIEFING SESSION DATE</b>	N/A
<b>VALIDITY PERIOD:</b>	120 Days from the closing date
<b>PREFERENCE POINT SYSTEM</b>	80/20
<b>BID RESPONSES MUST BE HAND DELIVERED/ COURIERED TO:</b>	SASSETA Offices Riverview Office Park 3 Janadel Avenue (off Bekker Road) Halfway Gardens Midrand 1685
<b>ATTENTION:</b>	Jackie Kwinika – Supply Chain Management
<b>NB: Bidders must ensure that they sign the tender register at the reception when delivering their bids. Bidders who will use Courier companies are to ensure that the Courier company writes the name of the bidding company on the tender register. Submissions not registered on the tender register will be disqualified from further evaluation.</b>	

## DOCUMENTS IN THIS BID DOCUMENT PACK

Bidders are to ensure that they have received all pages of this document, which consist of the following documents:

### SECTION A

1. RFP Submission Conditions and Instructions
2. Terms of Reference
3. Selection Process

### SECTION B

1. Special Conditions of Bid and Contract
2. Invitation to Quote (SBD 1)
3. Pricing Schedule (SBD 3.3)
4. Declaration of Interest (SBD 4)
5. Preference Points Claim form in terms of Preferential Procurement Regulations 2017 (SBD 6.1). Bidders are to submit a certified copy of a valid B-BBEE Certificate or Sworn Affidavit.
6. Declaration of bidder's Past SCM Practices (SDB 8)
7. Certificate of Independent Bid Determination (SBD 9)
8. Submission Checklist
9. General Conditions of Contract (Annexure A)
10. Map to SASSETA offices (Annexure B)

**NB.: Bidders are required to return the SASSETA attached Standard Bidding (SBD) forms and not submit SBD forms from other entities.**

# 1. RFP SUBMISSION CONDITIONS AND INSTRUCTIONS

## 1.1 FRAUD AND CORRUPTION

- 1.1.1 All Service Providers are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act No 12 of 2004 and any other Act applicable.

## 1.2 COMPULSORY BRIEFING SESSION

- 1.2.1 **There will be no briefing session for this Request for Bid.**

SASSETA Office Map is attached as Annexure B to this Bid document

## 1.3 CLARIFICATIONS/QUERIES

- 1.3.1 Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the bid, is to be requested in writing (e-mail) from Mr Jackie Kwinika at [scm02@sasseta.org.za](mailto:scm02@sasseta.org.za) by **Friday 8<sup>th</sup> March 2019 at 12h00.** The bid **number** should be mentioned in all correspondence. **Telephonic requests for clarification will not be accepted.** If clarifying information will be made available to all bidders by e-mail only.

## 1.4 SUBMITTING BIDS

- 1.4.1 An original plus one soft copy on a flash drive or memory stick of bid, should be handed in/delivered to:

Mr Jackie Kwinika  
Supply Chain Management  
SASSETA Offices  
Riverview Office Park  
3 Janadel Avenue (off Bekker Road)  
Halfway Gardens  
Midrand 1685

Bids should be submitted in a sealed envelope, marked with:

- ❖ RFP number: RFP/SASSETA/201819129/1
- ❖ Closing date and time: Friday 15<sup>th</sup> March 2019 at 11h00
- ❖ The name and address of the bidder

**Documents submitted on time by bidders shall not be returned.**

## 1.5 LATE BIDS

- 1.5.1 Bids received late shall not be considered. A bid will be considered late if it arrived only one second after 11h00 or any time thereafter. Bids arriving late will not be considered under any circumstances. Bids received late shall be returned unopened to the bidder with the person

delivering the documents. Bidders are therefore strongly advised to ensure that bids be despatched allowing enough time for any unforeseen events that may delay the delivery of the bid.

1.5.2 The official Telkom time (dial 1026) will be used to verify the exact closing time (11h00)

1.5.3 Bids sent to SASSETA via normal post or any other mechanism shall be deemed to be received at the date and time of arrival at the SASSETA premises (tender/bid box or reception). Bids received at the physical address after the closing date and time of the bid, shall therefore be deemed to be received late.

## **1.6 DIRECTIONS TO SASSETA OFFICE FOR DELIVERY OF BIDS**

1.6.1 Directions to SASSETA offices are attached as **Annexure B** to this document.

1.6.2 **Bidders should allow time to access the premises due to security arrangements that need to be observed.**

## **1.7 FORMAT OF BIDS**

1.7.1 Bidders must complete all the necessary bid documents and undertakings required in this bid document. Bidders are advised that their bid should be concise, written in plain English and simply presented.

1.7.2 Bidders are to set out their bid in the following format:

### **Part 1: Invitation to Bid (SBD 1)**

Bidders must complete and submit the Invitation to Bid document.

### **Part 2: Pricing (SBD 3.3)**

Bidders Must complete SBD 3.3 as attached to this request in full and also must submit their own detailed quotation on their Company letterhead inclusive of VAT and any other costs as per the requirements of the Terms of Reference.

**The value of this bid is estimated not to exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 system shall be applicable**

### **Part 3: Declaration of Interest (SBD 4)**

Each party to the bid must complete and submit the Declaration of Interest.

#### **Part 4: Preference Points Claim Form in terms of the Preferential Procurement Regulations 2017 (SBD 6.1)**

Bidders must complete and submit the Preference Points Claim Form.

A trust, consortium or joint venture:

- ❖ will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate OR a Letter from a registered Accounting Officer/ Auditor OR a sworn affidavit in terms of the Amended B-BBEE Codes from Exempted Micro Enterprises (EMEs) of R10 000 000 annual turnover.
- ❖ will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

#### **Part 5: Declaration of bidders past supply chain management practices (SBD 8)**

Each party to the bid must complete and submit the Declaration of past supply chain management practices

#### **Part 6: Certificate of Independent Bid Determination (SBD 9)**

Bidders must complete and submit the "Certificate of Independent Bid Determination" document.

#### **Part 7: Broad Based Black Economic Empowerment Certificate**

Bidders are to submit an Original/Certified copy of a valid BBEE Certificate.

A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid. or a letter from an Accounting Officer/ Auditor or a sworn affidavit in terms of the Amended B-BBEE Codes from Exempted Micro Enterprises (EMEs) of R10 000 000 annual turnover.

#### **Part 8: General Conditions of Contract**

Bidders **must** initial each page of the General Conditions of Contract and submit with their bid document.

## Part 9: Technical approach

Bidder must at least:

Describe, in detail, exactly how they propose to carry out the activities to achieve the outcomes identified in the terms of reference. Bidders are required to have the basic office equipment and the resource/s (which must include, laptop, 3G connection, landline, own office with the basic office equipment) will be located within the region where the work will be done. They should identify any possible problems that might hinder delivery and indicate how they will avoid, or overcome such problems.

Describe how the work will be managed. Provide an organisation chart clearly indicating:

- ❖ The lines of reporting and supervision within the bidder's team.
- ❖ The lines of reporting between the bidder and SASSETA.

Identify the position(s) involved in the direct delivery of the service to be provided and in the overall management of the work and name the people who will fill these positions.

Describe the tasks, duties or functions to be performed by staff in these positions.

Indicate the number of hours required to complete each task and the number of hours to be provided by each team member. The bidder must be able to work within strict time lines and have the capacity to do so.

Provide information on any additional value added services for consideration by SASSETA, and which will form part of the overall proposed solution. Please note that the additional value ads must be priced separately in the space provided for in the pricing schedule.

Bidders are to present such information in a matrix. The following is provided merely as guidance. Bidders are free to elaborate as they see fit.

<b>Out come/out put</b>	<b>Activity</b>	<b>Team member(s) involved (name and position)</b>	<b>Person days for each team member</b>	<b>Total person days</b>

Provide a work plan of activities. In addition to providing details of the estimated number of workdays for each activity, bidders are to supply a detailed timetable that identifies when certain activities will be undertaken and over what period they will be spread. The timing of

activities, the time needed to complete them, and the order in which they will be undertaken must be explained and justified.

Please note that part 9 should be no longer than 10 single-sided A4 pages in Arial 11 (font size).

### **Part 10: Team Details**

The bidder must provide:

- ❖ A comprehensive curriculum vitae (relevant to this bid and limited to two pages). In particular, the CV must highlight the team member(s) experience and qualifications to carry out the work

NB: It is to be noted that team members proposed for this assignment cannot be replaced without prior approval by the SASSETA.

### **Part 11: Experience in this field**

It is essential the service provider displays:

- ❖ Experience as set out in the terms of reference
- ❖ The Bidder must provide signed reference letters on company letterheads of previous clients where the Bidder provided similar services.

### **Part 12: Bidders National Treasury CSD registration report**

Bidders to submit their CSD report indicating the validity of the bidder's registration. Directors listed on SBD 4 to be the same as those listed on the CSD report.

## **1.8 DUE DILIGENCE – PRESENTATIONS/SITE VISITS**

- 1.8.1 SASSETA reserves the right to request presentations at the Bidder's at SASSETA Offices before the award of this Bid. Presentations will only be conducted with bidders who have met the minimum functionality criteria as per phase 2 functionality evaluation.

## **1.9 NEGOTIATION**

- 1.9.1 SASSETA has the right to enter into negotiation with a prospective service provider regarding any terms and conditions, including price(s), of a proposed contract.
- 1.9.2 SASSETA shall not be obliged to accept the lowest of any quotation, offer or bid.
- 1.9.3 SASSETA issues this bid invitation in good faith; however, it reserves the right to:

- ❖ Cancel or delay the selection process at any time, without explanation,
- ❖ Not to select any of the respondents to this bid invitation, without explanation,
- ❖ Exclude certain services, without explanation.

1.9.4 All bidders will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties.

## **1.10 REASONS FOR REJECTION**

1.10.1 SASSETA shall reject a bid for the award of a contract if the recommended bidder has committed a proven corrupt or fraudulent act in competing for the particular contract.

1.10.2 SASSETA may disregard the bid of any bidder if that bidder, or any of its directors:

1.10.2.1 have abused the Supply Chain Management systems of SASSETA.

1.10.2.2 have committed proven fraud or any other improper conduct in relation to such systems.

1.10.2.3 have failed to perform on any previous contract and the proof exists.

1.10.3 Such actions shall be communicated to the National Treasury.



## 2 TERMS OF REFERENCE

### 2.1 BACKGROUND

2.1.1 The Safety and Security Sector Education and Training Authority (SASSETA) is a public entity established in terms of the Skills Development Act, act 97 of 1998 with the following responsibilities

- ✓ To develop and implement sector skills plans
- ✓ Establish and promote learning programmes
- ✓ Register agreements for learning programmes
- ✓ Perform functions delegated by the QCTO
- ✓ Collect and distribute skills development levies

2.1.2 In order to perform the above mentioned responsibilities, SASSETA utilises Information and Communication Technology as the platform to manage and provide communicate with its stakeholders. These include telecommunication services in a form of telephone services. As part of the telecommunication services SASSETA will like to utilise an IP Based PABX to be integrated with a call centre management system to administer and manage the incoming and out-going calls.

### 2.2 THE PURPOSE OF THIS RFP

2.2.1 This RFP seeks to appoint a suitably qualified service provider to supply, install and configure a IP Based PABX and Call Centre Management System and the related peripherals either as a once off solution or on a lease basis for a period of 12 (twelve months with the option to extend for a further 24 months depending on the SETA landscape.

2.2.2 The Service provider should also provide **maintenance and support** for a period of 12 months with the option to extend for a further 24 months depending on the SETA landscape. The maintenance and support is required irrespective of a once off solution or a lease.

### 2.3 REQUIRED SERVICE

2.3.1 The service provider is expected to provide the following:

- Supply and deliver an IP PABX systems including and the required peripherals that will ensure the full functioning of the IP Based PABX system.

The following list of peripherals is not exhaustive and is also dependent on the system to be provided by the service provider:

- SIPs and Trucks

- Extensions (200 x Telephone extensions includes 30 extensions for Provincial Offices)
- Switches (it is expected that the current switches will use Current HP/Aruba Switches)
- Cabling for 200 extensions
- The switchboard operator console (PC based or otherwise)
  - Touch screen (for disabled person)
  - Voice recognition software (for disabled person)
- UPS for the IP based PABX
- Install and configure the IP Based PABX and the telephones
- Supply, deliver, install and configure the Call Centre Management system as per the attached addendum. It is expected that the IP based PABZ should function seamlessly with the Call Centre Management System.
- Supply, Deliver and Configure the telephone handsets in line with the specifications below.

The Bidder is expected to plan and conduct the installation and configuration of the solution with minimal impact to daily operations and staff.

## **2.4 SCOPE OF THE SERVICES**

**2.4.1** The Service Provider will provide a fully integrated PABX that will function with the telephone service (line) for the SASSETA offices in Midrand as well as with the Provincial Offices in KwaZulu-Natal as follows: Newcastle, Durban, Pietermaritzburg, Eastern Cape and Limpopo (with the ability to extend into all other provinces).

## **2.5 SPECIFICATIONS**

The following specifications are meant to address the minimal functional requirements and features that the IP Based PABX solution should provide:

### **I. THE IP BASED PABX**

The IP Based PABX to be provided and owned or leased (depending on the supplier's offer) by the SASSETA and securely hosted at the SASSETA premises

#### **2.5.1 Functionality of the IP Based PABX**

The preferred solution must include the following functionality:

- End to end managed solution;
- End to end maintenance and support;
- Central management interface for all directorates, user levels and end users;
- Central interface for reporting and billing for all departments and individuals;
- VOIP Quality management and monitoring;
- Redundancy and reliability;
- Smart phone and softphone PBX integration
- Clean interface for easy administration
- Remote and mobile PBX users;

### **2.5.2 Features of the IP Based PABX**

PBX Features must include, but may not be limited to:

- Inbound, outbound and inter-calls;
- Alerts;
- Busy lamps;
- Call screening;
- Classes of service (access/ priority levels);
- Multi-level (Precedence and Pre-emption during peak times);
- Call routing capabilities, e.g. forwarding, transfer, call waiting, etc.;
- Click to dial, transfer and retrieve calls (soft phones);
- Caller line ID;
- Auto call back
- Call conferencing up to 20 users per conference;
- Conferencing (full function internal and external)
- Virtual phones;
- Numbers forwarded to SIP phones (extensions), voicemail, or forwarded when not available;
- Voice mailboxes;
- Voice mail sent to handset and/or email;
- Call history;
- Pick-up groups;
- Hunt groups;
- Speed dial
- Internal call directory
- IVR menus (digital receptionist);
- Extensions;
- User access must be able to make calls using a secure PIN and Active Directory or similar authentication (when using softphone).

(this will not apply to hand sets in the call centre which require quick outbound called without having to key in a pin number)

### **2.5.3 Switchboard Operator / Reception capabilities**

- Switchboard operator must be able to see when a device is busy
- Monitors colleagues busy/ not busy calls
- Transfer calls
- Perform standard switchboard operations
- Touch screen (for disabled person)
- Voice recognition software (for disabled person)

### **2.5.4 Storage/ Recording**

- Must be able to record and store calls for specified number of days, preferably in an encrypted format
- Must be able to retrieve recordings for DR purposes at regular intervals

### **2.5.5 Mobility**

- Calls can be forwarded to alternative numbers, allowing transfer of calls of staff not currently in the office

### **2.5.6 Fax2Email**

- The ability to send and receive faxes via e-mail, per Department

### **2.5.7 Call Administration**

- Hunting/ Re-routing/ IVR/ Caller line identification must be available for incoming or outgoing calls
- Filter extensions into groups
- Music message played while callers remain on hold and ability to upload such music

### **2.5.8 System Administration/ TMS**

- Administration interface/ management console must be via a secure web enabled interface running in a browser (Chrome, Firefox, IE, Safari);
- Full management of the PBX system from the console;
- Administrators must be able to produce cost and usage reporting per department per user; billing; call type breakdown; call logs; real-time call costs; individual call history (date, time, numbers)

- dialed); Access by role; and must be able to export reports in CSV and or PDF;
- Report call trends/ statistics and analysis including graphical formats;
  - Alarms on extended call duration or long-distance connections;
  - Set-up account credit restrictions, monitoring and control at an organizational or user level;
  - Upload Interactive Voice Response messages via the web interface; upload music on hold; upload or terminate once off messages; after-hours greetings, etc.;
  - Must be able to apply Answering Rules to give the ability to choose how incoming calls are handled - auto routing;
  - Set up auto-attendant (custom main greeting) to automatically greet and direct callers to the appropriate extension using a pre-recorded message chosen by the caller;
  - Management of media (tones, music, digital receptionist, menu recordings);
  - Ability to create, update or delete accounts;
  - User extension profile;
  - Graphical status of extensions;
  - Must be able to distinguish between business calls, private calls, local, national and international outgoing calls;
  - Be able to block or allow certain numbers - dial out restrictions per user; and
  - Browser-based administration to allow users to change their own availability and number preferences as well as simplifying MACs, hunt groups, or ACD management, and other administration work.

### **2.5.9 Handsets**

The specifications for the telephone handsets are as follows:

- Ability to transfer, hold and conference
- Multiple ring tones to facilitate personalisation
- Send short messages to other phones via the display interface
- Easy access to call logs, voice mail, directory, etc
- 4 Line Graphic LCD Display
- 5 DSS/BLF Buttons
- SIP capabilities
- Supports IEEE 802.3 a/f Standard
- IP Setting Support
- 2 ports 10/100/1000 BASE-T RJ45 (1 for Gb LAN, 1 for Gb PC)
- Powered by PoE or AC power adapter

## II. THE CALL CENTRE SYSTEM

- The call centre management system – SASSETA has a call centre with 6 (six) call centre agents. The following are the specifications required for the call centre

### **MAKES AND MODELS OF HARDWARE**

*(The bidder must specify the make of the call centre hardware proposed above)*

### **FEATURES AND REQUIRMENTS COMPLIANCE**

1. Automatic Attendant (ACD)
2. Alcatel PBX
3. Avaya PBX
4. Call Centre
5. Dect Solutions
6. IP PABX
7. IP Phones
8. Mobility
9. Music on Hold
10. Samsung PBX
11. Telephone Management System
12. Unified Communication
13. Voice Logging
14. Voice Mail
15. Voice Recording
16. Wi-Fi Phones

<b><u>Features</u></b>	<b><u>SASSETA Requirements</u></b>	<b><u>COMPLY (YES/NO)</u></b>	<b><u>BIDDER'S OFFER</u></b>
<b>Basic Setup</b>	Call centre Agents x 6 Telephone: Wireless headphonesOverhead (Bluetooth)		
	Integrates seamlessly into PABX how?		
	Links to main Switchboard Operator with different number Separate from general organisational telephone		
<b>Hardware</b>	Supplier provide own PC based server to be secured, compatible with the solution provided.		
<b>Agents' Desktops</b>	Minimum requirements: : <ul style="list-style-type: none"> <li>• Name of Agent, Number, Status, Group, DNIS (Dial Number Identification, Specification, Call Length, Start Time, End Time, Outbound or inbound</li> </ul>		

	<ul style="list-style-type: none"> <li>• Integration into MS365 for CRM</li> <li>• Integration into email</li> </ul>		
<b>Agent Status</b>	<p>Provides following minimum agent status</p> <ul style="list-style-type: none"> <li>• Ready or Not Ready</li> <li>• Agent logged in or out</li> <li>• Agents Busy</li> <li>• Agents Idle</li> <li>• Call abandoned</li> <li>• Calls Dropped</li> <li>• Missed calls</li> <li>• Call back</li> <li>• Talk time</li> <li>• Conference calls <ul style="list-style-type: none"> <li>• Key word segmentation of call nature (minimum of up to 30 Segments)</li> </ul> </li> </ul>		
<b>IVR (Interactive Voice Response) capabilities</b>	(Thank you for calling SASSETA...)		
<b>Auto Attendant (on hold messaging after hours)</b>	SASSETA offices are currently closes and will reopen....)		
<b>Managing Call Queues</b>	Distribution of calls to first available agent)		
<b>Call Transfers</b>	(to other employees)		
<b>Group Pick ups</b>	Anyone can answer a ringing phone in a department		
<b>Placing calls on Hold</b>	(IVR in background)		
<b>Multilingual Customer support call routing</b>	Language preferences. available		
<b>Simultaneous call distribution</b>	Calls alert all available agents at once. The first available agent handles the call		
<b>Skills base routing</b>	Connects a particular call to a specific agent.		
<b>Automatic call back</b>	A caller who gets a signal that an agent is busy can instruct the		

	system to call him back		
<b>Predictive Dialler-Blending outbound calls with inbound calls</b>	Telephone control system that automatically calls a list of telephone no's. Can be used for bookings, surveys and confirmations of events.		
<b>Voicemail Routing when agents are busy</b>	The calls are routed to the agent's voice mail when busy or dial the direct extension of the agent		
<b>Real Time (ACD) Monitoring (HD Television)</b>	<ul style="list-style-type: none"> <li>• An HD Monitoring display (Minimum 32 Inches)</li> <li>• Monitor display real time call activities in the call centre e.g. Calls received/dropped or abandoned. Duration of calls and calls holding in the queue</li> <li>• Real-time resource management tools for the supervisor to display how management will view information by agent groups, queues, answering agent, or call treatments.</li> <li>• The real time information must be able sortable and offer a minimum of 10 simultaneous accesses</li> <li>• Screen refresh rate should be a minimum of every 60 seconds for the real time display stations and exceptions should be highlighted and identified.</li> <li>• The real time display solution must provide for the display of real time statistics on wallboards that are visible to all agents in the contact centers at all sites.</li> <li>• The display must make use of multiple colors.</li> <li>• The wall board must be able to display messages to all CRAs generated by supervisors or the contact centre manager. These messages can be generated and edited through a desktop application.</li> <li>• Communication between Wallboards and CTI Server must be IP based</li> <li>• Integrated approach with website required: Website Quick</li> </ul>		



	Chat metrics must be displayed on screen.		
<b>Call Configurations/Call Overflows and diverting of call capabilities</b>	Calls can be diverted the other departments for assistance in the call centre without being present in the call centre		
<b>RECORDING</b>	<ul style="list-style-type: none"> <li>• The voice recording solution must be integrated into the contact centre application. Recording should be configured to allow automatic recording or to allow agent requested recording.</li> <li>• All recordings must be stored in a database on a server and allow searches by agent or caller's account number and allow play back via the headset either at the agent's desk or at the supervisor's desk.</li> <li>• A supervisor / manager must be able to select to record an agent's call for training purposes.</li> <li>• An application must provide for search and retrieval or recordings.</li> <li>• Recordings should be available for e-mailing to a client, supervisor or agent.</li> </ul>		
<b>Management Reporting</b>	<ul style="list-style-type: none"> <li>• Statistical and use base reporting must be available on both summary as well as detailed level with the ability to draw analytical information on granular level.</li> <li>• Standard reports must be provided together with a report writing tool to allow the development of customer reports.</li> </ul>		

	<ul style="list-style-type: none"> <li>• The definitions of data elements must be available and readily accessed and clearly defined to allow the development of reports directly off the database.</li> <li>• Historical ACD statistic information must be available by agent, group, queue, day of week, etc.</li> <li>• Thresholds and exceptions must be set through a control or management tool and then highlighted or tracked within the historical information during reporting and online displays.</li> <li>• To allow “cradle to grave” reporting it must be possible to filter historical information application by application or information elements not relevant to desired end-user reports.</li> <li>• Agents must be able to move from desk to desk and have their statistics follow them.</li> <li>• Up-to-the minute reports must be available for queues, stations, agents, and lines without causing problems with the real-time processing of calls.</li> <li>• Reports must be exportable in HTML and Excel format and made available on an Intranet.</li> <li>• Once information from call statistics is logged, there must not be any process that will allow the manual changing of the information and data.</li> <li>• Must be able to export reports to text files or MS Excel spreadsheets.</li> </ul>		
<b>Supervisor or call center management</b>	<ul style="list-style-type: none"> <li>• Supervisor OR Manager need a LAN based workstation or</li> </ul>		

	<p>terminal to display the Contact Centre data, define limitations and provide access to ACD configuration and routing changes, queue assignments and queue routing changes.</p> <ul style="list-style-type: none"> <li>Supervisors or Manager must be provided with the necessary tools to quickly respond to the changes in call volumes between various queues.</li> <li>Supervisors or Manager must also be able to exist in different states i.e. monitoring, observing, and reporting.</li> </ul>		
<b>Additional requirements</b>	The Call centre software should be Windows based and run on Hyper-V Windows 2012 or 2016		
<b>Call Centre Software upgrades</b>	Regular upgrades of software should be conducted and service reports from the supplier must be included the SLA agreement		
<b>Emails and CRM</b>	Emails must be automatically echoed on the call centre CRM system for reporting and statistical purposes.		
<b>Workforce Management and Workforce Optimisation</b>	<p>This is a reporting system the measure performance, skills requirements and labour intensity of agents.</p> <p>Multi media reports for marketing Adherence and time off monitoring</p> <p>Monitor peak times and call volumes per day.</p>		
<b>Monitor and improved quality of calls</b>	Manager can listen in on calls for quality assurance and assessment of agents		
<b>Submissions</b>	A detailed brochure of the suggested solution should be provided		

## 2.6 LAN equipment and network cabling

The following will be required on a once off basis

- 200 Network CAT 6 telephone points (including the following all the patch panels, flyleads and patch leads.
- Network switches to be provided by SASSETA
- The service provider will also be expected to configure all the equipment including creating VLANs and related configurations.

## 2.7 Support

Bidders are required to 24/7/365 support. Please include your Services Level Agreement (SLA) for remote and onsite response times as well as hourly rates for any non-maintenance agreement items.

## 2.8 General

- 2.8.1** Submissions must be couriered or hand delivered to SASSETA at the following address; Riverview Office Park, Janadel Avenue (off Bekker Road) Halfway Gardens Midrand
- 2.8.2** The Service Providers are required to submit their proposals on or before 11h00am on the 8 March 2019. Any document received after closing date and time will not be considered. E-mailed or faxed submissions will not be accepted.
- 2.8.3** Bidders must ensure that all submissions are recorded on the tender register specifically marked "Evaluation, Due Diligence and Management of Discretionary Grants". All submissions not recorded on the register will not be considered.
- 2.8.4** All submissions couriered must be recorded on the tender register in the of the bidder and not the courier company.

**SASSETA reserves the right to reject or accept any or all responses, cancel the RFP and subsequent process without any obligation to inform the respondent about the grounds of same, and shall have no obligation or liability thereof.**

### 3 PROPOSED SELECTION CRITERIA

#### 3.1 Compliance with minimum requirements

3.1.1. All bids duly lodged will be examined to determine compliance with bidding requirements and conditions. Bids with obvious deviations from the requirements/conditions, will be eliminated from further evaluation

#### 3.2 Conditions for selection/short listing

3.2.1. All submissions will be evaluated as follows:

##### 3.2.1.1 Phase 1 – Required items

###### **Service Providers must:**

- Submit their proposal by the closing date and time. **Proposals submitted after the closing date and time will be disqualified from further evaluation.**
- Register the proposals in the tender register at SASSETA reception. **Proposals not recorded on the tender submission register at SASSETA reception will be disqualified from further evaluation.**
- complete and submit all Standard Bidding Documents (SBD) forms mentioned above on page 2 of this document, namely: SBD1, SBD3.3, SBD4, SBD 6.1, SBD 8 and SBD 9
- Be registered on the National Treasury Central Supplier Database (CSD) by the closing date and time of this request for quotation. Bidders are to provide SASSETA with a copy of their CSD registration report downloaded from the National Treasury CSD Website.
- Initial each page of the General Condition of Contract (Annexure A) and submit with the proposal

##### 3.2.1.2 Phase 2 – Functionality evaluation

Bidders who meet the mandatory items requirements above will be evaluated on functionality requirements as per the table below:

### 3.2.1.2.1. PROPOSED SELECTION CRITERIA

#### Functionality Evaluation

All proposals will be evaluated on the criteria provided in the table below. The proposals of all service providers will be rated on a scale of 1 to 5.

0: Document/item not submitted

1: Unacceptable, does not meet set criteria

2: Weak, less than acceptable. Insufficient for performance requirements

3: Satisfactory should be adequate for stated element

4: Very good, above average compliance to the requirement

5: Exceptional mastery of the requirement should ensure extremely effective performance.

Bidders are to meet a minimum functionality threshold of 70% for functionality in order for them to be shortlisted for phase 3 of the evaluation.

ELEMENT	FUNCTIONALITY EVALUATION		FUNCTIONALITY WEIGHT	TOTAL SCORE
Proposed Technical approach and methodology of the bidder:	Rating out of 5	Evaluation criteria		
<ul style="list-style-type: none"> <li>Proposal exhibiting elements to meeting the requirements of the terms of reference. Comply all elements of functionality and features (40 points);</li> </ul>	0	No proposal submitted	<b>40%</b>	
	1	Proposal submitted but does not meet all the requirements		
	2	Proposal address all the requirement but shows minimal understanding		
	3	Proposal, shows understanding and aligned to the scope of work.		
	4	Proposal addresses all requirements of the RFQ and		

		describes processes involved		
	5	Proposal meets all requirements of the RFQ, and shows the creative and innovative methods to address the requirements		
<p>Project Implementation Fully detailed project implementation plan based on the timelines provided high includes: -</p> <ul style="list-style-type: none"> <li>✓ All tasks and activities</li> <li>✓ Resources;</li> <li>✓ Milestones and contingency plan to manage milestones</li> </ul> <p><b>Delivery must take place within a month</b></p>	0	No Project Implementation included	<b>15%</b>	
	1	Short Project Implementation that does not relate to the full scope of work		
	2	Short Project Implementation that shows minimal understanding		
	3	Project Implementation that includes the full scope of work, required timeframes and deliverables and can be delivered within 1 month.		
	4	Project Implementation that includes the full scope of work, required timeframes and deliverables. Inclusion of a project plan which indicates activities and timeframes that adhere to the terms of reference can be delivered in with two (2) weeks		
5	Project Implementation that includes the full scope of work, required timeframes and deliverables. Inclusion of a project plan which indicates activities and timeframes that adhere to the terms of reference. Project plan also includes person days of work of each activity and the resource/s that will undertake each activity.			
<b>Suitability of the bidder:</b>	<b>Rating out of 5</b>	<b>Evaluation criteria</b>	<b>%</b>	
<ul style="list-style-type: none"> <li>• The Bidding Company as undertaken a minimum of three (3) projects for the provision of telecommunication and internet services of similar</li> </ul>	0	Bidder has not undertaken a project for the provision of telecommunication and internet services of similar sizes or larger	<b>20%</b>	
	1	Bidder has undertaken one (1) a project for the provision of telecommunication and internet services of similar sizes or larger		
	2	Bidder has undertaken two (2) projects for the		

<p>sizes or larger</p> <p>The bidder must provide a table with the name of the organisation, Description of work done, contact person, contact details (email and telephone) and date work completed. <b>(25)</b>.</p>		provision of telecommunication and internet services of similar sizes or larger		
	3	Bidder has undertaken a minimum of three (3) projects for the provision of telecommunication and internet services of similar sizes or larger		
	4	Bidder has undertaken a minimum of four (4) projects for the provision of telecommunication and internet services of similar sizes or larger		
	5	Bidder has undertaken five (5) and more projects for the provision of telecommunication and internet services of similar sizes or larger and development of strategic plans/strategies		
<ul style="list-style-type: none"> <li>The Bidding Company to submit a minimum of 3 written references letters from clients (existing or previous) where similar services were rendered. Reference letters must be on the client's letterhead, signed and clearly detailing the scope of work, duration and impression the client has with the service provider. No points will be allocated where a letter was not provided. Where letters of reference were not obtained the bidder must submit a letter of award of official purchase order with contact details (email and</li> </ul>	0	The Bidding Company did not submit written references letters from clients (existing or previous) where similar services were rendered.	10%	
	1	The Bidding Company submitted one (1) written reference letter from clients (existing or previous) where similar services were rendered.		
	2	The Bidding Company submitted two (2) written references letters from clients (existing or previous) where similar services were rendered.		
	3	The Bidding Company submitted three (3) written references letters from clients (existing or previous) where similar services were rendered.		
	4	The Bidding Company submitted four (4) written references letters from clients (existing or previous) where similar services were rendered.		
	5	The Bidding Company submitted five (5) or more written references letters from clients (existing or previous) where similar services were rendered.		



telephone) (10 points).				
<b>Suitability of the proposed team:</b>	<b>Rating out of 5</b>	<b>Evaluation criteria</b>	<b>20%</b>	
Bidders must submit at least CV's of three (3) members with the following: Qualifications in VOIP or Networking, PABX and Call Centre Management Systems or telecommunication or similar discipline and experience of three years in telecommunications implementation	0	No CV Attached of team members	<b>20%</b>	
	1	Only one CV attached with qualifications and three years' experience. Or CVs attached without qualifications and less than one (1) year experience.		
	2	Only two (2) CV attached with qualifications and three years' experience. Or CVs attached without qualifications and less than two (2) years' experience.		
	3	CV of three (3) team members submitted with qualifications attached and have three years' experience.		
	4	CV of four (4) or team members submitted with qualifications attached and have four years' experience		
	5	CV of five (5) or more team members submitted with qualifications attached and have five years' experience		
<b>TOTAL POINTS</b>			<b>100%</b>	

### 3.2.1.3 Due Diligence – (Presentation)

Bidders who score 70% and above for functionality will be shortlisted for phase 3 of the evaluation process which may take place (at SASSETA's discretion) in the form of a presentation at SASSETA offices. Date and time to be confirmed with shortlisted bidder(s).

The Bid Evaluation Committee would conduct presentations.

Should presentations be part of the selection process, functionality will be adjusted to 80% and presentation will be allocated 20%. Total/consolidated points on functionality and Site-visit/presentation must add to 70% or more for a bidder to be shortlisted for phase 4 of the evaluation process. Bidders who score less than 70% after consolidation of functionality and presentation scores will be eliminated from further evaluation.

#### 3.2.1.4 Phase 4 – Price and B-BBEE

**The value of this bid is estimated not to exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 system shall be applicable where 80 points will be allocated to price and 20 points for Broad-Based Black Economic Empowerment (B-BBEE) as follows:**

<b>Evaluation Criterion on Price and BBEE</b>	
Relative competitiveness of proposed price	80
B-BBEE Status Level of Contribution	20
<b>TOTAL FOR PRICE AND PREFERENCE</b>	<b>100</b>

### 3.3 ADJUDICATION OF BID

**3.3.1** The Bid Adjudication Committee will consider the recommendations of the Bid Evaluation Committee (BEC) and make a recommendation to the Award Authority to make the final award. The successful bidder will usually be the service provider scoring the highest number of points or it may be a lower scoring bid based on firm, verifiable and justifiable grounds or no award at all.

## **SECTION B**

### **1. SPECIAL CONDITIONS OF CONTRACT**

#### **1.1. GENERAL**

1.1.1 Proper bids for the services specified must be submitted.

#### **1.2. ADDITIONAL INFORMATION REQUIREMENTS**

1.2.1 During evaluation of the bids, additional information may be requested in writing from Bidders. Replies to such request must be submitted in writing, within two (2) working days or as otherwise indicated. Failure to comply will lead to your bid being disregarded.

#### **1.3. CONFIDENTIALITY**

1.3.1 The bid and all information in connection therewith shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the bid. Bidders shall undertake to limit the number of copies of this document.

1.3.2 All bidders are bound by a confidentiality agreement preventing the unauthorised disclosure of any information regarding the SASSETA or of its activities to any other organisation or individual. The bidders may not disclose any information, documentation or products to other clients without written approval of the accounting authority or the delegate.

#### **1.4. INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT**

1.4.1 Copyright of all documentation relating to this contract belongs to the SASSETA. The successful bidder may not disclose any information, documentation or products to other clients without the written approval of the accounting authority or the delegate.

1.4.2 All the intellectual property (IP) rights arising from the execution of this Agreement shall vest in SASSETA and the Service provider undertakes to honour such intellectual property rights and all future rights by keeping the know-how and all published and unpublished material confidential.

1.4.3 In the event that the service provider would like to use information or data generated by the service, the prior written permission must be obtained from SASSETA.

1.4.4 SASSETA shall own all materials produced by the Service provider during the course of this contract, or as part of the service including without limitation, deliverables, documentation, reports, data, designs, concepts and other information whether capable of being copyrighted or not ("IP").

1.4.5 The Service provider assigns all IP rights in respect of all materials referred to in clause 1.3.4 to SASSETA. No other document needs to be executed to give effect to this cession, assignment or transfer.

1.4.6 The Service provider acknowledges and agrees that:

1.4.6.1 Each provision of clause 1.3 is separate, severally and separately enforceable from any other provisions of this agreement.

1.4.6.2 The invalidity or non-enforceability of any one or more provision hereof, shall not prejudice or effect the enforceability and validity of the remaining provisions of this agreement; and

1.4.6.3 This clause 1.3 shall survive termination of this agreement.

## **1.5. NON-COMPLIANCE WITH DELIVERY TERMS**

1.5.1 As soon as it becomes known to the Service provider that he will not be able to deliver the goods/services within the delivery period and/or against the bid price and/or as specified, the SASSETA must be given immediate written notice to this effect. The SASSETA serves the right to implement remedies as provided for in the GCC.

## **1.6. WARRANTIES**

1.6.1 The Service provider warrants that it is able to conclude this Agreement to the satisfaction of the SASSETA.

1.6.2 Although the Service provider will be entitled to provide services to persons other than SASSETA, the Service provider shall not without the prior written consent of SASSETA, be involved in any manner whatsoever, directly or indirectly, in any business or venture which competes or conflicts with the obligations of the Service provider to provide the Services.

## **1.7. PARTIES NOT AFFECTED BY WAIVER OR BREACHES**

1.7.1 The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this contract by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof.

1.7.2 No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this contract shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this agreement.

## **1.8.RETENTION**

1.8.1 On termination of this agreement, the Service provider shall on demand hand over all documentation, information, etc., relating to the provision of services as per this bid without the right of retention, to the SASSETA.

1.8.2 No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall

## **2. GENERAL CONDITIONS OF CONTRACT**

2.1 The General Conditions of Contract must be accepted. The general conditions applicable to government entity bids, contracts and order are attached herein as **Annexure A** as they will apply to this bidding process.

2.2 Bidders are required to initial each page of the General Conditions of Contract as an indication of acceptance.

## INVITATION TO BID

<p><b>YOU ARE HEREBY INVITED TO SUBMIT A PROPOSAL FOR REQUIREMENTS OF THE SASSETA</b></p>
---

**RFP NUMBER:** RFP/SASSETA/201819129/1 **DATE:** 15 March 2019 **CLOSING TIME:** 11h00

**DESCRIPTION:** Provision of IP Based PABX and Call Centre Management System to SASSETA including Maintenance and Support on a Once off Basis or for a Lease / Rental Period of 12 Months with the option to extend for a further period of 24 Months

**VALIDITY PERIOD:** Offer to be valid for 120 days from the closing date of the bid

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**The successful bidder will be required to fill in and sign a written Contract Form.**

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**BID DOCUMENT MUST BE DEPOSITED IN THE BID BOX SITUATED AT (*STREET ADDRESS*)**

Mr Jackie Kwinika  
 Supply Chain Management  
 SASSETA Offices  
 Riverview Office Park  
 3 Janadel Avenue (off Bekker Road)  
 Halfway Gardens Midrand  
 1685

Faxed or e-mailed bids will not be accepted.

**Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration.**

**Bids can be delivered between 08h00 and 16h00, Mondays to Friday, prior to the closing date and between 08h00 and 11h00 on the closing date.**

**All bids must be submitted on the official forms (not to be re-typed).**

**This RFP is subject to the following:**

- General Conditions of Contract (GCC) and, if applicable, any other Special Conditions of Contract.
- the Preferential Procurement Policy Framework Act, 2000
- the Preferential Policy Regulations, 2017
- All other SCM prescripts
- Bids submitted that do not comply with the following will be disqualified**
  - A late Bid (a bid arriving one second after 11h00 or any time thereafter)
  - A proposal from a bidder who did not attend the compulsory briefing session
  - A proposal not recorded in the Tender submission register

## PART A - INVITATION TO BID

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)</b>					
BID NUMBER:	RFP/SASSETA/201819129/1	CLOSING DATE:	15 March 2019	CLOSING TIME:	11h00
DESCRIPTION	Provision Of IP Based PABX and Call Centre Management System to SASSETA including Maintenance and Support on a Once off Basis or for a Lease / Rental Period of 12 Months with the option to extend for a further period of 24 Months				
<b>BID RESPONSE DOCUMENTS MAY BE DELIVERED AT:</b>					
SASSETA Offices, Riverview Office Park, 3 Janadel Avenue (off Bekker Road), Halfway Gardens, Midrand, 1685					
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>			<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>		
CONTACT PERSON	Mr Jackie Kwinika		CONTACT PERSON	Mr Jackie Kwinika	
E-MAIL ADDRESS	<a href="mailto:scm02@sasseta.org.za">scm02@sasseta.org.za</a>		E-MAIL ADDRESS	<a href="mailto:scm02@sasseta.org.za">scm02@sasseta.org.za</a>	
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]	
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

## PART B

### TERMS AND CONDITIONS FOR BIDDING

<b>1. BID SUBMISSION:</b>
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. <b>ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.</b>
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. <b>THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</b>
<b>2. TAX COMPLIANCE REQUIREMENTS</b>
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

**NAME OF SIGNATORY** .....

**SIGNATURE OF BIDDER:** .....

**N/B.:** If a Company has one director as listed on CSD, the one Director MUST sign these documents on behalf of the Company. Any other member of the Company will require a Company Resolution to be attached to this submission signed by the duly Authorised Director

**N/B.:** If the Company has more than one Director as listed on CSD, a signed Company Resolution must be attached to confirm that the one Director can sign on behalf of the Company. Any other member of the Company will require a Company Resolution to be attached to this submission signed by the duly Authorised Directors.

**CAPACITY UNDER WHICH THIS BID IS SIGNED:** .....  
(Proof of authority must be submitted e.g. company resolution)

**DATE:** .....



**PRICING SCHEDULE**  
**(Professional Services)**

NAME OF BIDDER: .....	BID NO.: RFP/SASSETA/201819129/1
CLOSING TIME: 11: 00	CLOSING DATE: 15 March 2019

OFFER TO BE VALID FOR **90** DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
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- The accompanying information must be used for the formulation of proposals.
- Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project.

**TOTAL COST OF ALL RESOURCES REQUIRED FOR THE PROJECT**

R.....  
(total bid price incl. VAT)

DESCRIPTION	AMOUNT
Call Centre Management System	
PABX System	
Total Inc. VAT	

<u>Features</u>	<u>SASSETA Requirements</u>	<u>COMPLY (YES/NO)</u>	<u>BIDDER'S OFFER</u>
<b>Basic Setup</b>	Call centre Agents x 6 Telephone: Wireless headphonesOverhead (Bluetooth)		
	Integrates seamlessly into PABX how?		
	Links to main Switchboard Operator with different number Separate from general organisational telephone		
<b>Hardware</b>	Supplier provide own PC based server to be secured, compatible with the solution provided.		
<b>Agents' Desktops</b>	Minimum requirements: :  <ul style="list-style-type: none"> <li>Name of Agent, Number, Status, Group, DNIS (Dial Number Identification, Specification, Call Length, Start Time, End Time,</li> </ul>		

	<p>Outbound or inbound</p> <ul style="list-style-type: none"> <li>• Integration into MS365 for CRM</li> <li>• Integration into email</li> </ul>		
<b>Agent Status</b>	<p>Provides following minimum agent status</p> <ul style="list-style-type: none"> <li>• Ready or Not Ready</li> <li>• Agent logged in or out</li> <li>• Agents Busy</li> <li>• Agents Idle</li> <li>• Call abandoned</li> <li>• Calls Dropped</li> <li>• Missed calls</li> <li>• Call back</li> <li>• Talk time</li> <li>• Conference calls <ul style="list-style-type: none"> <li>• Key word segmentation of call nature (minimum of up to 30 Segments)</li> </ul> </li> </ul>		
<b>IVR (Interactive Voice Response) capabilities</b>	(Thank you for calling SASSETA...)		
<b>Auto Attendant (on hold messaging after hours)</b>	SASSETA offices are currently closes and will reopen....)		
<b>Managing Call Queues</b>	Distribution of calls to first available agent)		
<b>Call Transfers</b>	(to other employees)		
<b>Group Pick ups</b>	Anyone can answer a ringing phone in a department		
<b>Placing calls on Hold</b>	(IVR in background)		
<b>Multilingual Customer support call routing</b>	Language preferences. available		
<b>Simultaneous call distribution</b>	Calls alert all available agents at once. The first available agent handles the call		
<b>Skills base routing</b>	Connects a particular call to a specific agent.		

<b>Automatic call back</b>	A caller who gets a signal that an agent is busy can instruct the system to call him back		
<b>Predictive Dialler-Blending outbound calls with inbound calls</b>	Telephone control system that automatically calls a list of telephone no's. Can be used for bookings, surveys and confirmations of events.		
<b>Voicemail Routing when agents are busy</b>	The calls are routed to the agent's voice mail when busy or dial the direct extension of the agent		
<b>Real Time (ACD) Monitoring (HD Television)</b>	<ul style="list-style-type: none"> <li>• An HD Monitoring display (Minimum 32 Inches)</li> <li>• Monitor display real time call activities in the call centre e.g. Calls received/dropped or abandoned. Duration of calls and calls holding in the queue</li> <li>• Real-time resource management tools for the supervisor to display how management will view information by agent groups, queues, answering agent, or call treatments.</li> <li>• The real time information must be able sortable and offer a minimum of 10 simultaneous accesses</li> <li>• Screen refresh rate should be a minimum of every 60 seconds for the real time display stations and exceptions should be highlighted and identified.</li> <li>• The real time display solution must provide for the display of real time statistics on wallboards that are visible to all agents in the contact centers at all sites.</li> <li>• The display must make use of multiple colors.</li> <li>• The wall board must be able to display messages to all CRAs generated by supervisors or the contact centre manager. These messages can be generated and edited through a desktop application.</li> <li>• Communication between Wallboards and CTI Server must be IP based</li> </ul>		

	<ul style="list-style-type: none"> <li>• Integrated approach with website required: Website Quick Chat metrics must be displayed on screen.</li> </ul>		
<b>Call Configurations/Call Overflows and diverting of call capabilities</b>	<p>Calls can be diverted the other departments for assistance in the call centre without being present in the call centre</p>		
<b>RECORDING</b>	<ul style="list-style-type: none"> <li>• The voice recording solution must be integrated into the contact centre application. Recording should be configured to allow automatic recording or to allow agent requested recording.</li> <li>• All recordings must be stored in a database on a server and allow searches by agent or caller's account number and allow play back via the headset either at the agent's desk or at the supervisor's desk.</li> <li>• A supervisor / manager must be able to select to record an agent's call for training purposes.</li> <li>• An application must provide for search and retrieval or recordings.</li> <li>• Recordings should be available for e-mailing to a client, supervisor or agent.</li> </ul>		
<b>Management Reporting</b>	<ul style="list-style-type: none"> <li>• Statistical and use base reporting must be available on both summary as well as detailed level with the ability to draw analytical information on granular level.</li> <li>• Standard reports must be provided together with a report writing tool to allow the development of customer</li> </ul>		

	<p>reports.</p> <ul style="list-style-type: none"> <li>• The definitions of data elements must be available and readily accessed and clearly defined to allow the development of reports directly off the database.</li> <li>• Historical ACD statistic information must be available by agent, group, queue, day of week, etc.</li> <li>• Thresholds and exceptions must be set through a control or management tool and then highlighted or tracked within the historical information during reporting and online displays.</li> <li>• To allow “cradle to grave” reporting it must be possible to filter historical information application by application or information elements not relevant to desired end-user reports.</li> <li>• Agents must be able to move from desk to desk and have their statistics follow them.</li> <li>• Up-to-the minute reports must be available for queues, stations, agents, and lines without causing problems with the real-time processing of calls.</li> <li>• Reports must be exportable in HTML and Excel format and made available on an Intranet.</li> <li>• Once information from call statistics is logged, there must not be any process that will allow the manual changing of the information and data.</li> <li>• Must be able to export reports to text files or MS Excel spreadsheets.</li> </ul>		
<b>Supervisor or call</b>	<ul style="list-style-type: none"> <li>• Supervisor OR Manager need a</li> </ul>		

<b>center management</b>	<p>LAN based workstation or terminal to display the Contact Centre data, define limitations and provide access to ACD configuration and routing changes, queue assignments and queue routing changes.</p> <ul style="list-style-type: none"> <li>Supervisors or Manager must be provided with the necessary tools to quickly respond to the changes in call volumes between various queues.</li> <li>Supervisors or Manager must also be able to exist in different states i.e. monitoring, observing, and reporting.</li> </ul>		
<b>Additional requirements</b>	The Call centre software should be Windows based and run on Hyper-V Windows 2012 or 2016		
<b>Call Centre Software upgrades</b>	Regular upgrades of software should be conducted and service reports from the supplier must be included the SLA agreement		
<b>Emails and CRM</b>	Emails must be automatically echoed on the call centre CRM system for reporting and statistical purposes.		
<b>Workforce Management and Workforce Optimisation</b>	<p>This is a reporting system the measure performance, skills requirements and labour intensity of agents.</p> <p>Multi media reports for marketing Adherence and time off monitoring</p> <p>Monitor peak times and call volumes per day.</p>		
<b>Monitor and improved quality of calls</b>	Manager can listen in on calls for quality assurance and assessment of agents		
<b>Submissions</b>	A detailed brochure of the suggested solution should be provided		

3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

PERSON AND POSITION	HOURLY RATE	DAILY RATE
-----	R-----	-----
-----	R-----	-----
-----	R-----	-----
-----	R-----	-----

4. PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT

-----	R-----	----- days
-----	R-----	----- days
-----	R-----	----- days
-----	R-----	----- days

4.1 Travel expenses (specify, for example rate/km and total km, class of air travel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
-----	.....	.....	R.....
-----	.....	.....	R.....
-----	.....	.....	R.....
-----	.....	.....	R.....

TOTAL: .....

\*\*\*all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

4.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices.

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
-----	.....	.....	R.....
-----	.....	.....	R.....
-----	.....	.....	R.....
-----	.....	.....	R.....

TOTAL: R.....

-----  
Signature

-----  
Date

.....  
**Position**

.....  
**Name of bidder**

(To be signed by a duly Authorised Delegate. A signed Company Resolution to be submitted).



**DECLARATION OF INTEREST**

1. Any legal person, including persons employed by the state, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a bid or written price quotation). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorized representatives declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/ a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

**2. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representatives: .....

2.2 Identity Number: .....

2.3 Position occupied in the Company (director, trustee, shareholder, member):

.....

2.4 Registration number of company, enterprise, close corporation, partnership agreement or trust:

.....

2.5 Tax Reference Number: .....

2.6 VAT Registration Number: .....

2.6.1 The names of all directors/trustees/shareholders/members, their individually Identity numbers, tax reference numbers and, if applicable, employee/PERSAL number must be indicated in paragraph 3 below.

1“state means-

- (a) any national or provincial department, national or provincial public entity or constitutional within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament

2“shareholder “means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? **YES/NO**

2.7.1 If so, furnish the following particulars:

Name of person /director /trustees /shareholder /member: .....

Name of state institution at which you or the person connected to the bidder is employed: .....

Position occupied in the state institution: .....

Any other particulars:

.....  
.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES/NO/N/A**

**NB: (Please tick NO or N/A if your answer was NO on 2.7. above)**

2.7.2.1 If yes, did you attach proof of such authority to the bid document? **YES/NO/N/A**

**NB: (Please tick NO or N/A if your answer was NO on 2.7. above)**

**(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.)**

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....  
.....

2.8 Did you or your spouse, or any of the company's directors/ trustees/ shareholders / members or their spouse conduct business with the state in the previous twelve months? **YES/NO**

2.8.1 If so, furnish particulars:

.....  
.....

**NB.: (If a bidder has had a contract with any government department, /municipality/entity/parastatal/SOE, etc. please tick YES on 2.8 above and name the institutions worked for)**

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? **YES/NO**

2.9.1 If so, furnish particulars:

.....  
.....

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? **YES/NO**

2.10.1 If so, furnish particulars:

.....

2.11 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract?

YES/NO

2.11.1 If so, furnish particulars:

.....  
 .....  
 .....

**3 Full details of directors /trustees / members /shareholders.**

Full Name	Identity Number	Personal Income Tax Reference Number	State Number/ Peral Number	Employee Number
<b>Directors listed here to be the same as those listed on CSD.</b>				

**N/B. If more space required, Service providers are to copy this table onto their letterhead and provide information on all their directors/trustees/members/shareholders**

**4 DECLARATION**

I, THE UNDERSIGNED (NAME).....  
 CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPH 2 and 3 ABOVE IS CORRECT.  
 I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS DECLARATION PROVES TO BE FALSE.

.....  
**Signature**

.....  
**Date**

.....  
**Position**

.....  
**Name of bidder**

(To be signed by a duly Authorised Delegate. A signed Company Resolution to be submitted).

## PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

**NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.**

### 1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2

a) The value of this RFP is estimated **not to exceed R50 000 000, therefore the 80/20 reference point system shall be applicable.**

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	<b>POINTS</b>
<b>PRICE</b>	80
<b>B-BBEE STATUS LEVEL OF CONTRIBUTOR</b>	20
<b>Total points for Price and B-BBEE must not exceed</b>	<b>100</b>

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

### 2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;

- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
  - 1) B-BBEE Status level certificate issued by an authorized body or person;
  - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
  - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. **POINTS AWARDED FOR PRICE**

3.1 **THE 80/20 PREFERENCE POINT SYSTEMS**

A maximum of 80 points is allocated for price on the following basis:

**80/20**

$$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P<sub>s</sub> = Points scored for price of bid under consideration

P<sub>t</sub> = Price of bid under consideration

P<sub>min</sub> = Price of lowest acceptable bid

4. **POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR**

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (80/20 system)</b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
<b>Non-compliant contributor</b>	<b>0</b>

**5. BID DECLARATION**

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

**6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1**

6.1 B-BBEE Status Level of Contributor: = Level .....  
*(Bidder to state their B-BBEE level from level 1 to level 8)*

6.2 Number of points claimed = ..... (maximum of 20 points)  
*(Bidder to state the number of points claimed from 20 to 0)*

(Points claimed in respect of paragraph 6.1 and 6.2 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor)

**7. SUB-CONTRACTING**

7.1 Will any portion of the contract be sub-contracted?  
*(Tick applicable box)*

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted?.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

*(Tick applicable box)*

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at last 51% owned by:	EME	QSE
Black people	√	√
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
<b>OR</b>		
Any EME		
Any QSE		

8. **DECLARATION WITH REGARD TO COMPANY/FIRM**

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

8.4 TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
  - One person business/sole propriety
  - Close corporation
  - Company
  - (Pty) Limited
- [TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....  
.....  
.....  
.....

8.6 COMPANY CLASSIFICATION

- Manufacturer
  - Supplier
  - Professional service provider
  - Other service providers, e.g. transporter, etc.
- [TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
  - (a) disqualify the person from the bidding process;

**SBD 6.1**

- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

WITNESSES
1. ....
2. ....
<b>(Both witnesses are required to sign this document)</b>

.....
SIGNATURE(S) OF BIDDERS(S)
DATE: .....
ADDRESS .....
.....
.....

**(To be signed by a duly Authorised Delegate. A signed Company Resolution to be submitted).**



**DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES**

- 1 This Standard Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by Institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
  - a. abused the institution supply chain management system
  - b. committed fraud or any other improper conduct in relation to such system; or
  - c. failure to perform on any previous contract.

4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?  <b>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</b>  The Database of Restricted Suppliers now resides on the National Treasury's website( <a href="http://www.treasury.gov.za">www.treasury.gov.za</a> ) and can be accessed by clicking on its link at the bottom of the home page.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?  <b>The Register for Tender Defaulters can be accessed on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) by clicking on its link at the bottom of the home page.</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		

**CERTIFICATION**

**I, THE UNDERSIGNED (FULL NAME) .....**

**CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.**

**I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.**

.....  
**Signature**

.....  
**Date**

.....  
**Position**

.....  
**Name of Bidder**

**(To be signed by a duly Authorised Delegate. A signed Company Resolution to be submitted).**

**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

- 1 This Standard Bidding Document (SBD) must form part of all bids<sup>1</sup> invited.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).<sup>2</sup> Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
  - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
  - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

<sup>1</sup> Includes price quotations, advertised competitive bids, limited bids and bids.

<sup>2</sup> Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

I, the undersigned, in submitting the accompanying bid:

\_\_\_\_\_  
(Bid Number and Description)

in response to the invitation for the bid made by:

\_\_\_\_\_  
(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: \_\_\_\_\_ that:  
(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
  - (a) has been requested to submit a bid in response to this bid invitation;
  - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
  - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.

- 7. However, communication between partners in a joint venture or consortium<sup>3</sup> will not be construed as collusive bidding.
- 8. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
  - (a) prices;
  - (b) geographical area where product or service will be rendered (market allocation)
  - (c) methods, factors or formulas used to calculate prices;
  - (d) the intention or decision to submit or not to submit, a bid;
  - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
  - (f) bidding with the intention not to win the bid.
- 9. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 10. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

**<sup>3</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.**

**10.** I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....	.....
Signature	Date
.....	.....
Position	Name of Bidder

**(To be signed by a duly Authorised Delegate. A signed Company Resolution to be submitted).**

**11. BIDDERS ARE ENCOURAGED TO USE THE FOLLOWING CHECKLIST WHEN SUBMITTING THEIR BIDS:**

NO.	DETAILS	TICK BY BIDDER
1.	Part 1: Completed and signed the invitation to bid document (SBD 1) • <b>To be signed by a duly Authorised Delegate.</b>	
2.	Part 2: Completed and signed the Pricing schedule (SBD 3.3) • <b>To be signed by a duly Authorised Delegate.</b>	
3.	Part 3: Completed and signed the declaration of interest document (SBD 4). <i>(In case of a consortium/ joint venture, or where sub-Service providers are utilised, each party to the bid <b>must</b> complete and sign the declaration of interest document)</i> • <b>To be signed by a duly Authorised Delegate.</b>	
4.	Part 4: Completed and signed the Preference Points Claim form in terms of the Preferential Procurement Regulations 2017 (SBD 6.1) • <b>To be signed by a duly Authorised Delegate.</b> • <b>Not claiming points as per bullet 6.1 and 6.2 on SBD 6.1 will lead to B-BBEE points not awarded</b>	
5.	Part 5: Completed and signed the Declaration of bidders past Supply Chain Management Practices document (SBD 8). <i>(In case of a consortium/ joint venture, or where sub-Service providers are utilised, each party to the bid <b>must</b> complete and sign the Declaration of bidders past Supply Chain Management Practices document )</i> • <b>To be signed by a duly Authorised Delegate.</b>	
6.	Part 6: Completed and signed the Certificate of Independent Bid Determination (SBD 9) • <b>To be signed by a duly Authorised Delegate.</b>	
7.	Part 7: Submitted an original/ certified copy of a valid BBEE Certificate/Sworn Affidavit signed by a Commissioner of Oath. <i>(In case of a trust, consortium or joint venture, bidders will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity <b>submits their consolidated B-BBEE scorecard</b> as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.</i> • <b>Non submission of a valid B-BBEE Certificate/sworn affidavit will lead to zero points awarded</b>	
8.	Part 8: Submitted the General Conditions of Contract (initialled each page)	
9.	Part 8: Submitted the Technical approach	
10.	Part 9: Submitted the Details of the team and included their CV	
11.	Part 10: Submitted Experience in the field document and reference letters	
12.	Part 11: Bidders National Treasury Central Supplier Database (CSD) forms indicating the validity of the bidder's registration • <b>Directors listed on SBD 4 to be the same as those listed on the CSD report</b>	
13.	Part 12: Bidder's quotation on the Company letterhead inclusive of VAT and any other applicable costs	

**NB.: Bidders are required to return the SASSETA attached Standard Bidding (SBD) forms and not submit SBD forms from other entities.**