

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE MEDIA INFORMATION AND
COMMUNICATIONS TECHNOLOGIES SECTOR EDUCATION AND TRAINING AUTHORITY**

REQUEST FOR BID REF: MICT/SETA/TTS/13/2025

REQUIREMENT DESCRIPTION:

**APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION, SUPPLY AND MAINTENANCE
OF A MANAGED AND HOSTED MICROSOFT (MS) TEAMS TELEPHONY SYSTEM ON A RENTAL
BASIS TO THE MICT SETA FOR A PERIOD OF THIRTY- SIX (36) MONTHS**

BID CLOSING DATE: 30 JANUARY 2026 at 11:00 AM (SOUTH AFRICAN TIME)

BID REFERENCE NUMBER	MICT/SETA/TTS/13/2025
BID DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION, SUPPLY AND MAINTENANCE OF A MANAGED AND HOSTED MICROSOFT (MS) TEAMS TELEPHONY SYSTEM ON A RENTAL BASIS TO THE MICT SETA FOR A PERIOD OF THIRTY- SIX (36) MONTHS
SUPPLIER BRIEFING SESSION	<p>Compulsory Virtual Briefing Session will be held as follows: Date: 22 January 2026, Time: 11:00 am South African Time Location: Microsoft Teams, Meeting ID: 366 234 866 306 77 Passcode: z6Es9iF6</p> <p>PLEASE NOTE: BIDDERS THAT DO NOT ATTEND THE COMPULSORY BIDDERS CONFERENCE WILL BE ELIMINATED FROM FURTHER EVALUATION PROCESS.</p>
BID CLOSING DATE & TIME	<p>30 JANUARY 2026 @ 11:00 am South African Time.</p> <p>*Note: A bid will not be considered if it arrives a second after 11:00 am or any time thereafter. Bidders are therefore strongly advised to ensure that bids are dispatched allowing enough time for any unforeseen events that may delay the delivery of the bid.</p>
INSTRUCTION FOR SUBMISSION OF BID	<p>NB: Bid must be received in a sealed envelope (<u>1 hard copy and 1 USB</u>) marked with this RFB reference number and deposited in a tender box at the location indicated hereunder.</p>
LOCATION FOR BID SUBMISSIONS	<p>MICT SETA Head Office: Reception 19 Richards Drive, Gallagher Convention Centre West Wing, level 3 Midrand</p>
BID VALIDITY PERIOD	<p>Bids received shall remain valid for acceptance for a period of 120 days counted from the closing date of the bid.</p>

CLARIFICATION AND COMMUNICATION

- All enquiries relating to this bid must be addressed in writing to bidqueries@mict.org.za five (5) days **before the closing date and time**. Queries received after this period will not be entertained.
- The bid reference number must be mentioned in all correspondences.
- Bids sent to any other platform other than the one specified herein will not be considered for evaluation. It is the bidder's responsibility to ensure that the bid is sent to the correct platform and that this is received by the MICT SETA before the closing date and time in MICT SETA's dedicated platform
- All the documentation submitted in response to this RFP must be in English.

Note: Bidders are advised that a response will be disqualified should any attempt be made by a bidder either directly or indirectly to canvass any officer(s) or employees of **MICT- SETA** in respect of the RFB, between the closing and award date of the business.

TABLE OF CONTENTS

Description	Number of pages
CONTENTS	
Section 1: Checklist Information	1
Section 2: MICT SETA – bid conditions	1
Section 3: Form A: bidder's eligibility form	1
SBD 1: Part A: Invitation to bid	1
SBD 1: Part B: Terms and Conditions for bidding	1
Section 4: Bidding structure	1
SECTION 5: TERMS OF REFERENCE	1
Introduction	1
Scope of the Project/ Services	10
SECTION 7: EVALUATION CRITERIA	1
Mandatory Criteria	1
Functional Criteria	4
Pricing and Specific Goals	4
SBD 4: Declaration of interest	3
SBD 6.1: Preferential Procurement Claim Form	3

SECTION 1: CHECKLIST INFORMATION

RETURNABLE DOCUMENTS CHECKLIST

Request For Bid invitation document must be completed, signed and submitted as a whole by the authorised Company representative. All forms must be properly completed, list below serve as a checklist of your RFB submission.

(Tick in the relevant block below)

DESCRIPTION	YES	NO
CSD Central Supplier Database (CSD) Registration Report.		
SUPPLIER REGISTRATION ON CSD Prospective suppliers must register on the National Treasury Central Supplier database in terms of National Treasury circular no 4A of 2016/17. The bidder shall register prior submitting a proposal/bid.		
SBD 1 - Fully completed with required proof (Where applicable)		
CIPC registration documents		
Bidder's eligibility: Form A		
Valid Tax Clearance Certificate (S) and or proof of application endorsed by SARS / and or SARS issued verification pin		
SBD 4 - Declaration of interest		
SBD 6.1: Preferential Procurement Claim Form		
Copy of joint venture/ consortium or sub-contracting agreement duly signed by all parties. (Where applicable)		
Certified Copy of director(s) ID(s) not older than (six) 6 months		
Shareholding Certificate (Where applicable)		
Pricing / Financial Proposal envelope and USB (Must be submitted in a separate sealed envelope)		
Financial Statements for 2023/2024 FY of the bidder		

Note: This BID must be completed and signed by the authorised Company representative

SECTION 2: MICT SETA -BID CONDITIONS**1. BID CONDITIONS**

- a. MICT SETA considers this bid and all related information, either written or verbal, which is provided to the respondent, to be proprietary to MICT SETA. The respondent shall not disclose, publish, or advertise this RFB or related information to any third party without the prior written consent of MICT SETA.
- b. Bids for the supply of goods or services described in this document are invited in accordance with the provision of Government Procurement: General Conditions of Contract available for download from <http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions/>
- c. MICT SETA does not bind itself to accept the lowest or any RFB, nor shall it be responsible for or pay any expenses or losses which may be incurred by the bidder in the preparation and delivery of the RFB.
- d. No Bid shall be deemed to have been accepted unless and until a formal contract / letter of intent is prepared and executed.
- e. The technical proposal shall not include any price or financial information, technical proposal containing material financial information may be declared non-responsive.

1.1 MICT SETA reserves the right to:

- a. Not evaluate or award RFB that do not comply strictly with the requirements of this RFB.
- b. Make a selection solely on the information received in the RFBs and Enter into negotiations with any one or more of preferred bidder(s) based on the criteria specified in the evaluation of this RFB.
- c. Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders and no change in the content of the RFB shall be sought, offered or permitted.
- d. Award a contract to one or more bidder(s).
- e. Withdraw or amend the RFB at any stage.
- f. Accept a separate RFB or any RFB in part or full at its own discretion.
- g. Cancel this RFB or any part thereof at any stage as prescribed in the PPPFA regulation.

2. COST OF BIDDING

The bidder shall bear all costs and expenses associated with preparation and submission of its RFB or RFB, and the MICT SETA shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

3. EXTENSION OF PROPOSAL VALIDITY PERIOD

In exceptional circumstances, prior to the expiration of the proposal validity period, MICT SETA may request Bidders to extend the period of validity of their bid proposals in writing and shall be considered integral to the proposal.

**SECTION 3: FORM A: BIDDER'S ELIGIBILITY FORM**

Name of Bidder:	
RFB Number:	

We, the undersigned, offer to provide the required services in accordance with the above Request for quotation and hereby declare that our firm, persons, or its directors, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by National Treasury, *from doing business with the public sector,"*
- b) have not declared bankruptcy, are not involved in bankruptcy or engaged in corrupt / fraudulent practices, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- c) undertake not to engage in prescribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the MICT SETA or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the MICT SETA.
- d) *We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this RFQ submission may lead to elimination of our RFQ submission.*

Name: _____

Title: _____

Date: _____

Signature: _____

SBD 1: PART A: INVITATION TO BID

SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE		NUMBER	
E-MAIL ADDRESS				
COMPANY REGISTRATION NUMBER				
DATE OF REGISTRATION				
VAT REGISTRATION NUMBER				
	TCS PIN:		OR	CSD No:
AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX	<input type="checkbox"/>	AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)		
	<input type="checkbox"/>	A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS)		
	<input type="checkbox"/>	A REGISTERED AUDITOR NAME:		
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	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 BELOW]
SIGNATURE OF BIDDER		DATE	
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)				
TOTAL NUMBER OF ITEMS OFFERED	Refer to pricing schedule/costing		TOTAL BID PRICE (ALL INCLUSIVE)	Refer to pricing schedule/costing

**PART B: TERMS AND CONDITIONS FOR BIDDING****BID SUBMISSION:**

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED – (NOT TO BE RE-TYPED) OR ONLINE.**
- 1.3. **BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES).**
- 1.4. **WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION.**
- 1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.

TAX COMPLIANCE REQUIREMENTS:

- 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 VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / 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.

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?	<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 OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.

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

SECTION 4: BIDDING STRUCTURE

Bidding structure

Indicate the type of bidding structure by marking with an 'X':

Individual bidder	
Joint Venture	
Consortium	
Subcontractors	
Other	

If the bid is submitted as a Consortium or Joint Venture or Sub-Contracting Arrangement list the members of such Consortium or Joint Venture and Sub-Contractors below:

Bidder's Information (includes bids submitted Individual or as a Consortium or Joint Venture)

Supplier size type (Large or QSE or EME)	
First time business with MICT SETA (Yes/No)	
Number of existing running contracts and total value	
Total number of Employees	

Entity ownership

Ownership category	% of ownership
Black or historically disadvantaged individual owned	
Black women owned	
Black youth owned	
People living with disability	
Military veteran	
Other ownership	
Total (100%)	

**SECTION 5:
ANNEXURE A: TERMS OF REFERENCE /SPECIFICATION****REQUIREMENT DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION, SUPPLY AND MAINTENANCE OF A MANAGED AND HOSTED MICROSOFT (MS) TEAMS TELEPHONY SYSTEM ON A RENTAL BASIS TO THE MICT SETA FOR A PERIOD OF THIRTY- SIX (36) MONTHS****1. INTRODUCTION**

The Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act (Act No. 97 of 1998). The MICT SETA plays a pivotal role in achieving South Africa's skills development and economic growth within the 5 distinct sub-sectors it operates in, i.e., Advertising, Film and Electronic Media, Electronics, Information Technology, and Telecommunications. To deliver on its mandate, key amongst the priorities of the organisation is:

- Organisational sustainability through internal business excellence by resource management such as financial, human capital, technology, and information and knowledge management.
- Increase in innovation through digital transformation.
- Prevention, detection, and resilience against increased risk of cyber-crime.

2. BACKGROUND

The MICT SETA intents to modernise its value chain by introducing technology solutions that improve management and processing of its data and information in an efficient and effective manner, provide instant and accurate reporting and reduce manual processes in its value chain. The lack of adequate infrastructure has a negative effect on the organisation's ability to provide specific focused services in line with its Value on customer centricity.

In line with the vision of the MICT SETA of "a global leader in the development and delivery of revolutionary ICT skills", the MICT SETA seeks to modernise its telephone infrastructure to enable accessibility of the MICT SETA and improve communication with its stakeholders.

The MICT SETA is looking to appoint a suitably qualified, experienced, and accredited service provider for the provision, supply and maintenance of a managed and hosted

telephone system rental to the MICT SETA for a period of thirty-six (36) months. The project should address the above challenges and enable the organisation to achieve project objectives as detailed herein under.

3. PURPOSE AND OBJECTIVES

3.1 Purpose

- 3.1.1 The MICT SETA is looking to appoint a suitably skilled and experienced service provider with required accreditations for the provision, supply and maintenance of a managed and hosted MS Team based Telephony System, on a rental basis to the MICT SETA for a period of thirty-six (36) months.
- 3.1.2 The project will assist the MICT SETA to implement the framework of unified communications to integrate voice, video, email, and messaging services into a single system for easier communication management.
- 3.1.3 The required services under this bid will enable the MICT SETA to implement an improved telephone system through the enhancing internal and external communication with clearer voice quality and additional functionalities.

3.2 Objectives

Through this bid, the MICT SETA seeks to achieve the following objectives:

- 3.2.1 Convergence of communication services and systems.
- 3.2.2 Ensure high availability of corporate communication systems.
- 3.2.3 Improve communication security and reliability.
- 3.2.4 Reduce telecommunication costs by using internet-based calls instead of traditional phone lines.
- 3.2.5 On demand and simplified scalability where users and phone lines are easily added or removed without complex infrastructure modifications.
- 3.2.6 Have a flexible and mobile telephony system that allows employees to make and receive calls from any location with an internet connection, supporting remote and flexible work.
- 3.2.7 To continually improve resilience of services.
- 3.2.8 Cost Reduction: Making use of internet-based calls to significantly reduce telecommunication expenses compared to traditional phone lines.

4 PROJECT SCOPE AND REQUIREMENTS

Overview

- 4.1 The MICT SETA national footprint spans several towns in different provinces of the country as articulated below:

PROVINCE	DESCRIPTION	NUMBER OF USERS	ADDRESS
Gauteng	Midrand (Head Office)	125	Block 2, Level 3 West Wing, Gallagher House Gallagher Convention Centre 19 Richards Drive Halfway House Midrand, 1685
KwaZulu-Natal	Durban Regional Office	8	Ridge 8, 14th Floor 32 Vuna Close Umhlanga Ridge Durban, 4319
Eastern Cape	East London Regional Office	6	12 Esplanade Quigney East London 5201
Western Cape	Cape Town Regional Office	8	The Boulevard Office Park Block F, Ground Floor Searle Street Woodstock, 7925
Free State	Bloemfontein Regional Office	2	61 Bastion Street Bloemfontein 9300
North-west	Klerksdorp Satellite Office	1	Vuselela TVET College Jourberton Centre for Engineering Studies 11900 5th Street, Jourberton Township

5 MINIMUM REQUIREMENTS

Current System functionality / features

The organization is currently using A356 licensing model which is licensed separately. The service will be required to integrate the Telephony Solution to the current licensing environment. The MS

Team based Telephony System currently deployed at MICT SETA has the following functionality features, which must form part of the minimum requirements of the bid:

Phone System feature	Description
Cloud auto attendants	<p>Let's you create a menu system that enables external and internal callers to locate and place or transfer calls to company users or departments in your organization.</p> <p>Note that users do not need to be voice enabled to receive calls from the auto attendant.</p>
Cloud call queues	<p>Let's you configure how call queues are managed for your organization: for example, set up greetings and music on hold, search for the next available call agent to handle the call, and so on.</p> <p>Note that users do need to be voice enabled to receive calls from a call queue.</p>
Music on hold	<p>Plays default music defined by the service when an external call from the Public Switched Telephone Network (PSTN) is placed on hold. This feature works for one-to-one PSTN-to-Teams calls in addition to calls made to a call queue. This feature provides on-hold notification parity with other platforms. This feature is configurable by the administrator but currently only via PowerShell. Hold music is also not supported in consultative transfer of a PSTN call.</p>
Call answer/initiate (by name and number)	<p>Let's users answer inbound calls with a touch, and place outbound calls either by dialling the full phone number or by clicking a name in the client.</p>
Call forwarding options and simultaneous ring	<p>Let's users set up forwarding rules so calls can go with them anywhere, or calls can be forwarded to colleagues or to voicemail.</p>
Group call pickup and forward to group	<p>Let's users share incoming MICT SETA calls with colleagues so that the colleagues can answer calls that occur while the user is unavailable. Less disruptive to recipients than other forms of call sharing (such as call forwarding or simultaneous ringing) because users can configure how they want to be notified of an incoming MICT SETA shared call.</p>

Transfer a call and consultative transfer	Let's users transfers calls to another person. Or, if they need to leave their office but want to continue the conversation, they can transfer the calls from their PC or MS TEAMS phone to their cell phone. Note that users do not need to be voice enabled to receive transferred calls from another user.
Transfer to voicemail mid call	Let's users transfer to voicemail during a call.
Call Park and retrieve	Let's users place a call on hold in the Teams service in the cloud. When a call is parked, the service generates a unique code for call retrieval. The user who parked the call or someone else can then use that code and a supported app or device to retrieve the call.
Call phone number from search	Let's users place a call from the search box by using the /call command and specifying a name or a number.
Caller ID	Calls from inside the company display a detailed caller ID that pulls information from the corporate directory, showing picture ID and job title instead of just a phone number. For calls from external phone numbers, the caller ID as provided by the phone service provider is displayed. If the external phone numbers are secondary numbers in the corporate directory, then the information from the corporate directory will be displayed.
Device switching	Let's users play a call or meeting on another HID device that is connected to Teams; for example, switching from their PC speakers to a headset.
Presence-based call routing	Controls inbound communications with presence, enabling the user to block all including MICT SETA ng communication except from those specifically indicated.
Integrated dial pad	Let's users dial by name or by number anywhere in the search bar and in the dial pad, speeding up the process of making outbound calls.
Federated calling	Let's users securely connect, communicate, and collaborate with users in federated tenants.
Make and receive a video call	If the user's account is enabled for video calls, the user can make face-to-face video calls with their contacts. All they need is a

	camera, their computer's speakers and microphone. Users can also use a headset if their computer doesn't have a built-in audio device.
Cloud Voicemail	When a user receives a voicemail, it is delivered to their Exchange mailbox as an email with the voicemail message as an attachment. Users can listen to their messages on their certified desktop phone, and on all Teams or Skype for Business applications. Support for voicemail transcription has been added as of March 2017 and is enabled by default for all organizations and users. Note that users do not need a Phone System license, nor do they need to be voice enabled to use Cloud Voicemail features.
Cloud Voicemail user settings	Let's users configure their client settings for voicemail greetings, call answering rules, and greeting language, including out-of-office greetings. Note that users do not need a Phone System license, nor do they need to be voice enabled to use Cloud Voicemail features.
Secondary ringer	Users with multiple speaker devices connected to their PC can choose to set a secondary device to ring in addition to their default speaker. For example, a user with a headset connected to the PC and desk speakers can choose to have both headset and desk speakers ring when a call comes in so that they don't miss a call.
Distinctive ring alerts	Let's users choose separate ringtones for normal calls, forwarded calls, and delegated calls so they can distinguish the type of call.
Shared Line Appearance	Let's users share their phone line so that another user can make and receive calls on their behalf.
Busy on Busy (Teams only)	A calling policy that lets you configure how MICT SETA incoming calls are handled when a user is: <ul style="list-style-type: none"> • in a call • in a conference • has a call placed on hold.

	<p>The caller will receive one of the following responses:</p> <ul style="list-style-type: none"> • hear a busy signal when the callee is on the phone. • will be routed accordingly to the user's unanswered settings. One option lets the caller leave a voicemail for the user who is already on a call. <p>The callee gets a missed call notification but isn't able to answer incoming MICT SETA calls. This feature is disabled by default, but can be turned on by the tenant admin.</p>
Call blocking	Let's users add (PSTN) phone numbers to a blocked list so that the next call from that number is blocked from ringing the user.
Common Area Phones	A common area phone is typically placed in an area like a lobby or conference room making it available to multiple people. Common area phones are set up as devices rather than users and can automatically sign into a network.
Media bypass support (for Teams Direct Routing only)	For better performance, media is kept between the Session Border Controller (SBC) and the client instead of sending it via the Microsoft Phone System.

At a minimum, the new MS Teams based Telephony System must have the above-mentioned functionality / features.

6 PROJECT SCOPE

The scope of the bid is as follows:

- 6.1 Supply, configure, implement and maintain a cloud-based, fully managed MS Teams Telephone Solution.
- 6.2 Supply, configure and deploy two MS Teams compatible Switchboard Operator Consoles including headsets. All headsets must have embedded mouth pieces.
- 6.3 Supply, configure and deploy MS Teams compatible headsets for all staff members.
- 6.4 Supply, configure and deploy a Telephone Management System (TMS).
- 6.5 Supply, configure, deploy and maintain network switches.
- 6.6 Support and maintain Managed Collaboration Services to the MICT SETA throughout

the duration of the contract, including integration.

- 6.7 Security Requirements.
- 6.8 Geographic Number Porting.
- 6.9 Training and Skills Transfer.
- 6.10 Ongoing Support and Maintenance.

7 DETAILED PROJECT SCOPE

7.1 Supply, configure, implement and maintain a cloud-based, fully managed MS Teams Telephone Solution.

- User licenses, 169, 149 current users and 20 to cater for organizational growth.
- Cloud based solution.
- Set up users, assigning roles, numbers, and voice policies based on organizational requirements.
- Configure call delegation, group call pickup, and shared-line appearances.
- Deploy the solution in a manner that ensures minimal disruption to business operations.
- Migrate configurations, call history, and settings from the existing telephony system to the new solution.
- Migrate from the current MS Teams Telephony System to the new, also MS Team based Telephony System with minimal downtime.
- Configure necessary hardware, software, and licensing for successful deployment.

7.2 Supply, configure and deploy two MS Teams compatible Switchboard Operator Consoles with headsets equipped with embedded mouth pieces.

- Switchboard Consoles.
- Supply two MS Teams-certified switchboard consoles.
- Ensure the consoles have the following features:
- Seamless integration with Microsoft Teams.
- Multi-call handling capabilities.
- Compatibility with advanced call management features (e.g., call transfer, call queues).
- Headsets with Embedded Microphones.
- Provide headsets certified for use with Microsoft Teams.
- Ensure headsets meet the following specifications:
- Embedded microphones with noise-cancelling technology.
- High audio fidelity for clear communication.
- Lightweight and comfortable for extended use.
- Connectivity options (USB, Bluetooth, etc.



- Accessories.
- Include required accessories such as power supplies, cables and adapters.
- Configure user profiles on the switchboard consoles, assigning roles and permissions for receptionists and operators.
- Enable advanced features such as call queues, auto attendants, and voicemail management.

7.3 Supply, configure and deploy a Telephone Management System.

Provide a robust TMS solution with the following features:

- Call logging and tracking capabilities.
- Cost allocation by user, department, or cost center.
- Customizable reporting and analytics tools.
- Real-time monitoring of call activity.
- Set up user accounts, groups, and departments in the TMS.
- Customize reports and dashboards to meet organizational needs, including:
 - Usage statistics, call patterns, and cost analysis.
 - Departmental and individual usage breakdowns.
 - Migrate historical call data from current system to the new TMS.

7.4 Supply, configure, deploy and maintain network switches

- Supply, configure, deploy, LAN switches.
- Support and maintain the supplied LAN switches.
- Integrate the supplied LAN switches with the current LAN setup, including current Wi-Fi network, etc.
- Implement Quality of Service (QoS) settings to prioritize voice traffic.
- The switches to be supplied must be based on the below specifications and quantities:

6200F 24G Class4 PoE 4SFP+ 370W Switch (JL725A)

Office	Quantity
Midrand	6
Cape Town	1
East London	1
Durban	1
Klerksdorp	1
Bloemfontein	0

- It must be noted that the organisation owns the switch in Bloemfontein, therefore there is no supply expected but the bidder will be expected to provide configuration, support and maintenance.

7.5 Support and maintain Managed Collaboration Services to the MICT SETA throughout the duration of the contract, including integration.

- Platform Management.
- Deployment and management of collaboration platforms such as: Microsoft 365 (Teams, SharePoint, Outlook, OneDrive).
- Unified Communication Support.
- Integration of voice, video, messaging, and conferencing solutions.
- Ensure the new MS Teams based Telephony System integrates seamlessly with current business tools, such as the ERP, and other collaboration platforms.
- Provide API support for future integrations.

7.6 Security Requirements.

- Incorporate end-to-end encryption, firewall protection, and threat monitoring for voice and data traffic.
- Ensure compliance with relevant data privacy and protection regulations.

7.7 Geographic Number Porting.

- Eligibility Check:
 - Verify the number is eligible for porting based on regulatory guidelines and agreements.
 - Ensure the number is active and not under any lock or suspension.
- Documentation Collection.
- Collect and validate required documents such as:
 - Letter of Authorization (LOA) from the MICT SETA.
 - Proof of number ownership (bills, contracts, or identification).
- Ensure the details provided match the records with the current service provider.
- Service Assessment.
- Evaluate the services tied to the number, such as:
 - Voicemail services.
 - Call forwarding.
 - Internet or bundled services (if any).
- Inform the MICT SETA about any potential loss of non-portable features.
- Agreement with Stakeholders
- Coordinate with all parties involved, including:
 - The current service provider (donor network).
 - The new service provider (recipient network).
 - Regulatory authorities, if required.

7.8 Training and Skills Transfer.

- Training Plan Development.
- Develop a structured training plan that includes:
 - Topics to be covered.
 - Training methods (e.g., workshops, hands-on sessions, online courses).
 - Resources needed (e.g., training materials, software, or equipment).
 - Schedule and timeline for the training.
- User Training.
 - Provide training sessions for end-users to familiarize them with the new system, including hardware and software features. Different user groups must receive specific training as below:
 - Receptionists or Switchboard Operators:
 - Using the switchboard consoles for call handling and management.
 - Managers or Finance Team on the TMS.
 - Offer customized training for power users or specific departments, such as customer service teams.
- Support Staff Training.
 - Deliver in-depth technical training for IT support staff to manage and troubleshoot the new system.
 - Include topics such as system configuration, maintenance, and advanced troubleshooting techniques.
 - Monitoring system health and usage analytics.
- Documentation and Manuals.
 - Supply user guides, administrator manuals, and technical documentation to support ongoing operations.

7.9 Ongoing Support and Maintenance

- Provide post-implementation support, including system updates, patches, and remote support.
- Helpdesk Support.
- Establish a helpdesk for troubleshooting and user support with defined call logging and escalation procedures.
- Offer service-level agreements (SLAs) with defined response times for issue resolution.
- Deliver routine maintenance services for optimal system performance.

8 RISK MANAGEMENT PLAN

Bidders are required to submit a Risk Management Plan which will include mitigation of potential risks. At a minimum the plan should cater for the following risks:

- Technical Risks.
- Operational Risks.
- Compliance & Legal Risks.
- Financial Risks.
- User Experience Risks.



CHANGE MANAGEMENT PLAN

- Appointment duration of the supply, installation, and maintenance of the system shall be for a period of 36 months from date of activation of services.

10 COSTING MODEL

- The solution objectives together with scope of work should be considered when compiling the pricing for the delivery of the solution.
- All costing must be projected inclusive of any applicable taxes. These costs should consider unit costs.
- Costing must be inclusive of any applicable travel or allowances of any kind and should therefore be inclusive of all foreseeable costs to achieve the project objectives.
- The costing model provided below shall guide bidders on how their costing shall be indicated. The below model is for illustration only. Bidders may include all deliverables required for this project, which must be linked to the project deliverables.
- A fixed fee associated with the delivery of the services shall be submitted in the using the Costing Model in a separate sealed envelope:

#	Category	Amount (Per Unit)	Total amount
1.	Supply	Telephone system	R
		Network Switches (10)	R
		Headsets (169)	R
2.	Installation and configuration		R
3.	Maintenance		R
4.	Training		R
5.	Grand Total		R



11. PRICING SCHEDULE

Name of bidder: _____

Bid number: _____

Closing date: _____

Bid shall remain valid for acceptance for a period of **120 days** counted from the closing date.

Bidders to provide further cost breakdown where necessary under each line item, and sub-total and the overall RFB price (Total) should be included. The below table is for illustration only:

ITEM #	DESCRIPTION OF SERVICES		UNIT COSTS (Each item)	FREQUENCY (Once-off, Monthly, Quarterly, Annually)	QUANTITY	TOTAL COST		
1	Supply	Telephone system	R		1	R		
		Network switches	R		10	R		
		Headsets	R		169	R		
2	Installation and configuration		R		1	R		
3	Maintenance		R		1	R		
4	Training		R		1	R		
					Sub-Total	R		
					VAT @15%	R		
					Total	R		

NB: Bidders must submit this pricing schedule and related Annexure on a Separate envelope.

I/We, the undersigned, agree that this bidding price shall remain binding on me/us and open for acceptance for the period stipulated above.

Authorised Company Representative:

Capacity under which this quote is signed:

Signature:

Date:

SECTION 6: BID EVALUATION CRITERIA

MICT SETA complies with the provisions of the Public Finance Management Act, Act No. 1 of 1999 as amended; Treasury Regulations of 2005; the Preferential Procurement Policy Framework Act, Act No. 5 of 2000; Preferential Procurement Regulations of 2022; and the MICT SETA Supply Chain Management (SCM) Policy.

Bids received will be evaluated on the following set criteria.

Stage 1(A): Mandatory Criteria.

Stage 1(B): Functional Evaluation.

Stage 2: Pricing and Specific Goals.

6.1. STAGE 1(A): MANDATORY CRITERIA

(a) Compulsory Briefing Session

The virtual Briefing Session is a compulsory part of the acquisition process for all participating Service Providers. Non-attendance of thereof will automatically disqualify any prospective bidder.

Proof of compliance to (a)

Attendance Register of the compulsory briefing session held on Microsoft Teams. Representatives are required to write the name of the bidder and contact details.

(b) Proof of accreditation

Bidders must be accredited by the OEM, Microsoft, to supply, install, configure and maintain Microsoft Products, which includes MS Teams Telephone System.

Proof of Compliance to (b)

Bidders must submit valid proof that are accredited by Microsoft to supply, install, configure and maintain Microsoft Products, which includes MS Teams Telephone System. The accreditation certificate or letter submitted must be specific with regards to the Microsoft Products they are accredited to supply, install, configure and maintain.

(c) Proof of accreditation

Bidders must be OEM certified for the headsets and switch board operator consoles required.

Proof of Compliance to (c)

Bidders must submit valid proof of OEM accreditation certificate or letter endorsed by the OEM of the headsets and switch board operator consoles proposed.

(d) Proof of ICASA accreditation

Bidders must be in possession of ICASA Electronic Communications Network Services (ECNS) license/certificate to provide electronic communications services.

Proof of Compliance to (d)

Bidders must submit a valid proof of ICASA ECNS certificate or license.

NB: Failure to comply with the requirements of set mandatory criteria will lead to bidder's proposal being eliminated from further evaluation process.

6.2 STAGE 1(B): FUNCTIONAL EVALUATION CRITERIA

Only bidders that have complied to the requirements of the set mandatory criteria will be considered for functionality evaluation. Bids submitted will be evaluated on technical/ functionality out of a maximum of **100 points**. A threshold of **80** out of the **100** points has been set.

Only bidders that have met or exceeded the qualification threshold on technical/ functionality of **80** points will qualify for further evaluation on Price and Specific Goals.

Note: All bidders achieving less than the set threshold of 80 points will be declared non-responsive.

Assessment of evaluation of the technical/ functionality criteria will be based on the table below:

Note: Bidders that do not meet the requirements of set functional criteria will be eliminated from further evaluation process.

FUNCTIONAL CRITERIA			
NO.	CATEGORY	FUNCTIONAL EVALUATION CRITERIA	MAX POINTS
1	SOLUTION PROPOSAL	<p>The Bidder must submit a proposal for the MS Teams Telephony System. The proposal must cover the minimum requirements for the proposed solution as detailed in the bid and summarised below:</p> <ul style="list-style-type: none"> o System Design and Architecture o System Implementation o System Integration o Security Implementation o Network Switches o TMS o Geographic Number Porting o Ongoing Support and Maintenance <p>Points on submission of proposed MS Teams Telephony System will be allocated as follows:</p>	30

		<ul style="list-style-type: none"> • Bidder submitted a proposal that meets or exceeds all the components of the MS Teams Telephony System requirements of the bid = 30 points • Bidder submitted a proposal that does not meet all the components of the MS Teams Telephony System requirements of the bid = 0 points <p>NB: Non-compliance with the minimum requirements will be declared non-responsive.</p>	
2	EXPERIENCE AND REFERENCE LETTERS	<p>The bidder must submit proof of relevant experience in the supply and maintenance of a managed and hosted Microsoft (MS) teams' telephony system and reference letters indicating experience in designing, supplying, installing, configuring and maintaining MS Team Telephony Systems (as outlined in the scope of work) with experience of five (5) years or more.</p> <p>The reference letters must be from bidder's clients within the Republic of South Africa (RSA), must indicate project duration, must be on company letterhead, and signed by the Bidder's client. [15 points]</p> <p>Points on submission of reference letters, with experience in MS Teams Telephony System will be allocated as follows:</p> <ul style="list-style-type: none"> ○ Five (05) or more signed reference letters from different clients with five (05) years' experience or more in implementing MS Teams Telephony Systems = 15 points ○ Four (04) signed reference letters from different clients or more in implementing MS Teams Telephony Systems = 12 points ○ Three (03) signed reference letters from different clients with five (05) years' experience or more in implementing MS Teams Telephony Systems = 09 points ○ Two (02) signed reference letters from different clients with five (05) years' experience or more in implementing MS Teams Telephony Systems = 06 points ○ One (01) signed reference letter from different clients with five (05) years' experience or more in implementing MS Teams Telephony Systems = 03 points ○ No signed reference letter = 0 points <p>NOTE: Reference lists or award letters will not be considered for point allocation. In the event of sub-contracting, the bidder must furnish the above reference letters of the main bidder. MICT SETA reserves the right to contact references prior to award. Bidders with no track record of rendering similar services will be deemed nonresponsive.</p>	15

3	METHODLOGY AND APPROACH <p>Bidders are required to provide a detailed Project Implementation Methodology, approach, and Project Implementation Plan in executing the project and support services.</p> <p>The methodology and approach should include all elements of the bid, in particular:</p> <ul style="list-style-type: none"> ○ System Design and Architecture: ○ System Implementation: ○ System Integration: ○ Security Implementation: ○ Ongoing Support and Maintenance <p>Points on submission of Project Implementation Methodology and Approach will be allocated as follows [20 points]:</p> <ul style="list-style-type: none"> • A detailed methodology and approach that meets all five (05) elements of the bid = 20 points • A detailed methodology and approach that meets only four (04) elements of the bid = 16 points • A detailed methodology and approach that meets only three (03) elements of the bid = 12 points • A detailed methodology and approach that meets only two (02) elements of the bid = 08 points • A detailed methodology and approach that meets only one (01) element of the bid = 04 points • A detailed methodology and approach that meets no (0) elements of the bid = 0 points <p>The Project Plan should clearly indicate the following (but not limited to) key processes:</p> <ul style="list-style-type: none"> ○ Project team and resource allocation. ○ Project deliverables. ○ Project sub-activities; and ○ Project timelines. <p style="color: red;">• NB: all elements must be covered in detail.</p> <p>Points on submission of Project Plan will be allocated as follows: [10 points]</p>	30
----------	---	-----------

		<ul style="list-style-type: none"> Detailed project plan that meets four (04) areas of the project plan = 10 Points Detailed project plan that meets three (03) areas of the project plan = 07 Points Detailed project plan that meets two (02) area of the project plan = 05 Points Detailed project plan that meets only one (01) area of the project plan = 03 Points Project implementation plan that meets none of the areas of the project plan / non submission of the project implementation plan = 0 Points <p>NB: all elements must be covered in detail.</p>	
4.	RISK MANAGEMENT PLAN	<p>Bidders must provide a detailed risk management plan which at a minimum caters the following: [15 points]</p> <ul style="list-style-type: none"> Technical Risks. Operational Risks. Compliance and Legal Risks. Financial Risks. User Experience Risks <p>Points on submission of the Risk Management Plan will be allocated as follows:</p> <ul style="list-style-type: none"> A detailed risk management plan that covers the above risk management elements of the bid = 15 points A detailed Risk Management Plan that covers only four (04) elements of the Risk Management Plan = 12 points A detailed Risk Management Plan that covers only three (03) elements of the Risk Management Plan = 09 points A detailed Risk Management Plan that covers only two (02) elements of the Risk Management Plan = 06 points A detailed Risk Management Plan that covers only one (01) element of the Risk Management Plan = 03 points A detailed Risk Management Plan that covers no element of the Risk Management Plan = 0 points 	15

		<p>NOTE: A detailed risk management plan should clearly indicate risk examples for each risk category identified above with clear mitigation strategies.</p>	
4	PROJECT TEAM	<p>Project Manager and Technical Lead</p> <p>CVs of key Project Team members to be attached, specifically for the Project Manager and Technical Lead. [10 points]</p> <p>Project Manager with relevant experience of project manager. Profile or CV should clearly indicate experience in managing ICT projects, such as infrastructure, telephony, related and names of clients. [05 points]</p> <p>Points on submission of CV or profile of project manager with experience in ICT projects, such as infrastructure, telephony and related will be allocated as follows:</p> <ul style="list-style-type: none"> • CV of project Manager with Five (05) years and above experience in ICT projects, such as infrastructure, telephony and related = 05 points • CV of project Manager with four (04) years' experience in ICT projects, such infrastructure, telephony and related = 04 points • CV of project Manager with three (03) years' experience in ICT projects, such infrastructure, telephony and related = 03 points • CV of project Manager with Less than three (03) years' experience in ICT projects, such infrastructure, telephony and related = 02 points • CV of project Manager with Less than two (02) years' experience in ICT projects, such infrastructure, telephony and related = 01 point • CV of project Manager with Less than one (01) years' experience in ICT projects, such infrastructure, telephony and related = 0 points <p>Technical Lead. Relevant experience of Project Technical Lead in implementing similar ICT projects, such as infrastructure, telephony and related. Profile or CV should clearly indicate the names of clients: [05 points].</p>	10

	<p>Points on submission of CV or profile of Project Technical Lead with experience in ICT projects, such infrastructure, telephony and related will be allocated as follows:</p> <ul style="list-style-type: none"> • CV of Project Technical Lead with Five (05) years and above experience in ICT projects, such as infrastructure, telephony and related = 05 points • CV of Project Technical Lead with four (04) years ICT projects, such as infrastructure, telephony and related = 04 points • CV of Project Technical Lead with three (03) years in ICT projects, such as infrastructure, telephony and related = 03 points • CV of Project Technical Lead with Less than three (03) years' experience ICT projects, such as infrastructure, telephony and related = 02 points • CV of Project Technical Lead with Less than two (02) years' experience ICT projects, such as infrastructure, telephony and related = 01 points • CV of Project Technical Lead with Less than one (02) year experience ICT projects, such as infrastructure, telephony and related = 0 point <p>Note: the projects in this factor refer to those delivered by the project team in any current or past company, not limited to the bidding company, i.e. linked to the individual.</p> <p>Bidders with no project competent team members will fail risk analysis on their capacity to deliver on the project and will therefore be deemed non-responsive.</p>	
	TOTAL	100
	MINIMUM THRESHOLD	80

6.3 STAGE 2: PRICE AND SPECIFIC GOALS

Only bidder/s or bid proposals received that have met the requirements of set technical/ functionality evaluation criteria will qualify for further evaluation on Price and Specific Goals according to the 80/20 preference point system in terms of the Preferential Procurement Regulations 2022, where 80 points will be for Price and 20 points will be for Specific Goals. Bids will be awarded to the bidder scoring the highest points.

Specific Goal to be evaluated out of **20 Points**:

Criteria	Points
Enterprise owned by historically disadvantaged persons.	10
Enterprise owned by historically disadvantaged women.	05
Enterprise owned by historically disadvantaged youth.	05
Total	20

**** Enterprises that are not owned by historically disadvantaged persons will be allocated 0 points.**

Bidder must submit the following documents:

- Certified ID copies of the company's directors as per the CIPC documents. (Certified copies must not be older than six (06) months).
- CIPC Documents and/or share certificate (for companies with more than one (01) Director).

Failure on the part of a service provider to submit proof or documentation required in terms of this Bid to claim points for specific goals, will be interpreted to mean that preference points for specific goals are not claimed

BIDDER'S DISCLOSURE
1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

1.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;
3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
3.4 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.
3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
3.6 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.

² 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.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder

PREFERENCE PROCUREMENT CLAIM FORM

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1 GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- 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 **To be completed by the organ of state**

a) The applicable preference point system for this tender is the **80/20** preference point system.

b) the **80/20 preference point system** will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

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

2 DEFINITIONS

- (a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3 FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) \quad \text{or} \quad Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where:

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \quad \text{or} \quad Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where:

Ps = Points scored for price of tender under consideration
 Pt = Price of tender under consideration
 Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.
Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) <i>(To be completed by the organ of state)</i>	Number of points claimed (80/20 system) <i>(To be completed by the tenderer)</i>
Enterprises which are at least 51% owned by historically disadvantaged persons.	10	
Enterprises which are at least 51% owned by historically disadvantaged women.	05	
Enterprises which are at least 51% owned by historically disadvantaged youth.	05	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole property
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I 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 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (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 tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted 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, if deemed necessary.

SIGNATURE(S) OF TENDERER(S)
SURNAME AND NAME:

DATE:

ADDRESS:

....