



EMALAHLENI LOCAL MUNICIPALITY

ELM 16/2023

REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON- PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS

<p style="text-align: center;"><i>EMPLOYER:</i> Emalahleni Local Municipality P.O Box 3 Witbank 1035</p> <p style="text-align: center;">Acting Municipal Manager Tel No.: +27 (13) 690 6911 Fax No.: +27 (17) 690 6207 E-mail: matleboanes@emalahleni.gov.za</p>	<p style="text-align: center;"><i>QUERIES:</i> Directorate: Corporate Services Mr M Radingwana Tel No.: +27 (13) 690 6718 E-mail: radingwanam@emalahleni.gov.za</p> <p style="text-align: center;">Supply Chain Management Mr LD Nkosi Tel No.: +27 (13) 690 6502 E-mail: nkosild@emalahleni.gov.za</p>
---	---

Tender Closing Date:
11 August 2023

TENDER PRICE	
TOTAL MONTHLY COST (INCL. VAT)	:.....
AMOUNT IN WORDS	:.....

Bidder's Details:

<i>Company Name</i>	
<i>Physical Address</i>	
<i>Contact No.</i>	
<i>E-mail Address</i>	
<i>Contact Person</i>	
<i>Central Supplier Database No.</i>	
<i>Company Registration No.</i>	

EMALAHLENI LOCAL MUNICIPALITY

REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON-PREMISE
VOIP SYSTEM/HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS

TENDER NO: ELM 16/2023

CONTENTS

SECTION DESCRIPTION

COVER PAGE

CONTENTS

THE TENDER

PART T1 **TENDERING PROCEDURES**

T1.1 Tender Notice and Invitation to Tender

T1.2 Tender Data

PART T2 **RETURNABLE DOCUMENTS**

T2.1 List of Returnable Documents

T2.2 Returnable Schedules

THE CONTRACT

PART C1 **AGREEMENT AND CONTRACT DATA**

C1.1 Form of Offer and Acceptance

C1.2 Contract Data

PART C2 **PRICING DATA**

C2.1 Pricing Instructions

C2.2 Bills of Quantities

PART C3 **SCOPE OF WORK**

C3.1 Description of the Works

APPENDICES

APPENDIX A **General Conditions of Contract (GCC)**



EMALAHLENI LOCAL MUNICIPALITY

**REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON-
PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS**

T1.1: TENDER NOTICE AND INVITATION TO TENDER

Tender Notice and Invitation to Tender

TENDER NO.: ELM 16/2023
CLOSING DATE: 11 AUGUST 2023

REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON-PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS

Emalahleni Local Municipality hereby invites service providers to submit proposals for telephone system hosted VoIP system /on-premise VoIP system /hybrid IP system

Tender documents with full specifications can be obtained from www.emalahleni.gov.za or www.etenders.gov.za.

None Compulsory site briefing will be held **on Thursday, 20 July 2023 from 10:00am**. The closing time for receipt of tenders is **11:00 on 11 August 2023**

Telegraphic, telephonic, telex, facsimile, e-mail, unmarked and **late tenders** will under no circumstances be considered and accepted. The tender box will be emptied just after closing time on the closing date. Thereafter all bids will be opened in public.

Any technical enquiries relating to the tender document may be directed to Mr Tau Radingwana at telephone number 013 690 6718 and during working hours or e-mails may be sent to radingwanam@emalahleni.gov.za. Supply Chain Management Office may also be contacted on (013) 690 6483/6497/6484.

Fully completed tender documents, clearly marked "**Tender No. ELM 16/2023 REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON-PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS**" must be placed in a sealed envelope and placed in the **tender box** situated on the **First floor**, Emalahleni Local Municipality, Civic Centre, 29 Mandela Street, eMalahleni 1035 **by no later than 11h00am on 11 August 2023**.

No awards will be made to a person:

- Who is not registered on the **Central Supplier Database (CSD)**;
- Who is in the service of the state;
- If that person is not a natural person, of which any director, manager, principal shareholder or stakeholder is a person in the service of the state; and/or
- Who is an advisor or consultant contracted with the municipality or municipal entity.

The municipality reserves the right to withdraw any invitation to tender and/or to re-advertise or to reject any tender or to accept a part of it. The municipality does not bind itself to accepting the lowest tender or award a contract to the bidder scoring the highest number of points.

Should you not hear from us within 90 days after the closing date, please consider your tender unsuccessful.

S. MATLEBJOANE
ACTING MUNICIPAL MANAGER

T1.2: TENDER DATA

Wording

The employer is the EMALAHLENI LOCAL MUNICIPALITY.

The tender documents issued by the employer comprise:

PART T1: TENDERING PROCEDURES

T1.1: Tender Notice and Invitation to Tender

T1.2: Tender Data

PART T2: RETURNABLE DOCUMENTS

T2.1: List of Returnable Documents

T2.2: Returnable Schedules

PART C1: AGREEMENTS AND CONTRACT DATA

C1.1: Form of Offer and Acceptance

C1.2: Standard Conditions of Tender

PART C2: PRICING DATA

C2.1: Pricing Instructions

C2.2: Bills of Quantities

C2.3 Evaluation and Adjudication Criteria

PART C3: SCOPE OF WORKS

C3 Scope of Work

C3.1 Description of the Works

APPENDICES

The Employer is represented by:

Name: Mr. M Radingwana

Address: 29 Mandela Street, eMalahleni, 1035

Tel: 082 481 0671

E-mail: radingwanam@emalahleni.gov.za

No alternative tender offer will be considered; however, proposals and suggestions are welcomed provided that they clearly state the manner of approach, designs if any, calculations and cost implications.

Parts of each tender offer communicated on paper shall be submitted as an original, plus 0 (nil) copies.

Wording
All documents accompanying this invitation must be completed in detail where applicable, be sealed in an envelope and be deposited in the bid box before the closing date and time. The bid box is situated at Civic Centre, First Floor, Mandela Street, eMalahleni
The Employer's address for delivery of tender offers and identification details to be shown on each tender offer package are: Location of tender box: EMALAHLENI LOCAL MUNICIPALITY Physical address: 29 Mandela Street, eMalahleni, 1035
Duly completed and signed original bid documents should be sealed in an envelope marked: "TENDER NO. ELM 16/2023 REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON- PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS Closing date: 11 August 2023 Closing time: 11:00am Name of bidder: _____
The closing time for submission of tender offers is stated in the Tender Notice/Invitation to Tender
Late bids shall not be accepted. Please note that bids are late if they are not received at the address given in the invitation after the bid closing date and time.
Telephonic, telegraphic, telex, facsimile or e-mailed tender offers will not be accepted.
All bid prices must be quoted in South African currency on a fixed price basis and include VAT.
The tender offer validity period is 90 Days from the closing date.
All relevant documents attached to this bid must be completed and signed in black ink by an authorized representative of the business. The authorized representative of the business is required to initial each page of the bidding document.
The tender shall, when requested by the Employer to do so, submit the names of all management and supervisory staff that will be employed to supervise the labour-intensive portion of the works together with satisfactory evidence that such staff members satisfy the eligibility requirements.
Access shall be provided for the following inspections, tests and analysis: Due to the spatial displacement of the various sites the site clarification meeting shall be conducted at the offices of Emalahleni Local Municipality, whereby a site briefing shall be presented. The Employer shall discuss the scope of works and answer any questions raised. The site briefing shall be compulsory for all prospective bidders.
Tender offers will be opened immediately after the closing time at 11:00 for tenders at the Civic Centre Building of the municipality in the presence of a municipal representative and the tenderers whom wish to attend the session. The tender offer amounts shall be read out publicly and the list of returnable documents shall be stamped by the employer.
The conditions contained in the General Conditions of Contract (GCC) 2010, and the attached bid forms, as well as any other conditions accompanying this invitation are applicable.
The work procedure, the bidder proposes to follow in order to obtain the required result must be clearly outlined and its terms may not conflict with those contained in the General Conditions of Contract.
The Emalahleni Local Municipality reserves the right to accept any bid in whole or in part and does not bind itself to accept the lowest or any bid at all.

Wording

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).

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

Tender offers will only be accepted on condition that:

- a) the tenderer is registered on the Central Supplier Database (CSD) of the National Treasury;
- b) the tenderer or any of its directors is not listed in the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector; and
- c) the tenderer has not:
 - i) abused the Employer's Supply Chain Management System; or
 - ii) failed to perform on any previous contract and has been given a written notice to this effect; and
- d) has completed the Compulsory Municipal Bidding Documents (MBD) and there are no conflicts of interest which may impact on the tenderer's ability to perform the contract in the best interests of the employer or potentially comprise the tender process.

The number of paper copies of the signed contract to be provided by the Employer is ONE (1).

EMALAHLENI LOCAL MUNICIPALITY

**REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON-
PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS**

TENDER NO: ELM 16/2023

PART T2: RETURNABLE DOCUMENTS

T2.1 List of Returnable Documents

T2.2 Returnable Schedules

TENDER NO: ELM 16/2023

T2.1: LIST OF RETURNABLE DOCUMENTS

The following documents are to be completed and returned as they constitute the tender. Whilst many of the returnable are required for the purpose of evaluating the tenders, some will form part of the subsequent contract, as they form the basis of the tender offer. For this reason, it is very important that tenderers return **all information requested**

1. RETURNABLE SCHEDULES REQUIRED FOR TENDER EVALUATION PURPOSES (included hereafter for completion)

Schedule: 1A	MBD 1 - Invitation to Bid
Schedule: 1C	MBD 4 - Declaration of Interest
Schedule: 1D	MBD 6.1 - Preference Points Claim Form in Terms of the Preferential Procurement Regulations 2017
Schedule: 1E	MBD 8 - Declaration of Bidder's Past Supply Chain Management Practices
Schedule: 1F	MBD 9 - Certificate of Independent Bid Determination
Schedule: 1G	Authority of Signatory
Schedule: 1H	Record of Addenda to Tender Documents
Schedule: 1I	Schedule of Similar Work satisfactorily carried out by the Tenderer
Schedule: 1J	List of previous client and certificate of excellence

2. OTHER MANDATORY DOCUMENTS REQUIRED FOR TENDER COMPLIANCE PURPOSES

Schedule: 2A	Proof of Authority of Signatory
Schedule: 2B	Municipal water and lights statement or written confirmation that municipal rates and taxes and municipal service charges of the prospective bidder and directors of the business are not in arrears from the relevant municipality for more than 90 days.
Schedule: 2C	Proof of registration on the Central Suppliers Database (CSD) of the National Treasury
Schedule: 2D	Joint Venture Agreement in case of a Joint Venture signed by both parties
Schedule: 2E	ICASA Certificate/ ICASA Exemption Certificate
Schedule: 2F	Reference letter from 3 Companies

3. RETURNABLE SCHEDULES THAT WILL BE INCORPORATED INTO THE CONTRACT (to be attached with submission)

This should include the project plan, risk management plan, project risk register and contingency plan.

4. OTHER SCHEDULES AND AFFIDAVITS THAT WILL BE INCORPORATED INTO THE CONTRACT (included hereafter for completion)

C1.1: The offer portion of the Form of Offer and Acceptance

C1.2: Standard Conditions of Tender

C2.1: Pricing instructions

C2.2: Bills of Quantities

C2.3: Evaluation and Adjudication Criteria

C3.1: Description of the Works

SCHEDULE 1A: MBD 1 - INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE EMALAHLENI LOCAL MUNICIPALITY

BID NUMBER:	ELM 16/2023	CLOSING DATE:	11 AUGUST 2023	CLOSING TIME:	11:00
DESCRIPTION	REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON-PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS				

THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN NTRACT FORM (MBD7).

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT

**EMALAHLENI LOCAL MUNICIPALITY
CIVIC CENTRE
29 MANDELA STREET
eMALAHLENI**

SUPPLIER INFORMATION

NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
TAX COMPLIANCE STATUS	TCS PIN:		OR	CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	<input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	<input type="checkbox"/> Yes <input type="checkbox"/> No	

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]

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]
TOTAL NUMBER OF ITEMS OFFERED		TOTAL BID PRICE	R
SIGNATURE OF BIDDER	DATE	

CAPACITY UNDER WHICH THIS BID IS SIGNED

BIDDING PROCEDURE ENQUIRIES MAY BE TECHNICAL INFORMATION MAY BE DIRECTED

DIRECTED TO:		TO:	
DEPARTMENT	SCM	CONTACT PERSON	MR M Radingwana
CONTACT PERSON	MS Z Moroku	TELEPHONE NUMBER	082 481 0671
TELEPHONE NUMBER	(013) 690 6497 / 6483	FACSIMILE NUMBER	(013) 690 6207
FACSIMILE NUMBER	(013) 690 6207	E-MAIL ADDRESS	radingwanam@emalahleni.gov.za

PART B

TERMS AND CONDITIONS FOR BIDDING

1. 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. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
2. 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 THE TAX COMPLIANCE STATUS (TCS) CERTIFICATE 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 FOREIGN SUPPLIERS MUST COMPLETE THE PRE-AWARD QUESTIONNAIRE IN PART B:3.
2.5 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.6 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.7 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS
3.1. IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.2. DOES THE ENTITY HAVE A BRANCH IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.3. DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.4. DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? <input type="checkbox"/> YES <input type="checkbox"/> NO
3.5. 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 ABOVE.

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID. NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

.....

DATE:

.....

SCHEDULE 1C: MBD 4 - DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, 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 a price quotation, advertised competitive bid, limited bid or proposal). 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 authorised representative declare his/her positioning 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 declaring 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 representative:

2.2 Identity Number:

2.3 Position occupied in the Company (director, trustee, shareholder²):

2.4 Company Registration Number:

2.5 Tax Reference Number:

2.6 VAT Registration Number:

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

¹ "State" means -

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (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 / trustee / 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**

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

(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 spouses conduct business with the state in the previous twelve months? **YES/NO**

2.8.1 If so, furnish particulars:

.....

.....

.....

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 Reference Number	Tax Number	State Number	Employee Pearsal Number

4 DECLARATION

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

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 AND 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder

MBD 6.1

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.

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.

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 PREFERENCE POINT SYSTEMS

The 80/20 preference point systems will be used to evaluate this bid

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

80/20

$$Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax} \right)$$

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.

Item no.	The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
A total of 15 preference points shall be allocated on a proportional or pro rata basis for contracting an enterprise owned by historically disadvantaged persons or individuals who meet the following requirements -			
1.	for 100% black person or people owned enterprise	5 points	
2.	for at least 30% woman or women shareholding or owned enterprise	5 points	

3.	For at least 30% youth shareholding or owned enterprise	2.5 points	
4.	for at least 30% people living with disability shareholding or owned enterprise	2.5 points	
A total of 5 preference points shall be allocated on a proportional or pro rata basis for implementing of programmes for RDP -			
7.	for enterprise regarded as EME located within the local area of jurisdiction.	5 points	
The Municipality will utilize the CSD report for the above-mentioned information.			

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 propriety
- 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:

.....

.....

.....

SCHEDULE 1E: MBD 8 - 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's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed 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 as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).	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)? To access this Register, enter the National Treasury's website, www.treasury.gov.za, click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 3265445.	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 outside of 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

SCHEDULE 1F: MBD 9 - CERTIFICATE OF INDEPENDENT BID DETERMINATION
--

- 1 This Municipal Bidding Document (MBD) must form part of all bids¹ 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).² Collusive bidding is a *per 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. disregards 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. cancels 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 MBD 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 (MBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² 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. However, communication between partners in a joint venture or consortium³ will not be construed as collusive bidding.
7. 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.
8. 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.
9. 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 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

SCHEDULE 1G: AUTHORITY OF SIGNATORY
--

Indicate the status of the tenderer by ticking the appropriate box hereunder. The tenderer must complete the certificate set out below for the relevant category.

A Company	B Partnership	C Joint Venture	D Sole Proprietor	E Close Corporation

A. Certificate for Company

I,, chairperson of the board of directors of ...
, hereby confirm that by resolution of the
 board (**copy attached**) taken on 20..., Mr./Ms.
 acting in the capacity of, was authorized to sign all documents in
 connection with this tender for contract and any contract resulting from it on
 behalf of the company.

As witnesses:

- | | |
|---------|------------------|
| 1. | Chairman : |
| 2. | Date : |

Tenderers must attach a copy of the Resolution of the Board.

B. Certificate for Partnership

We, the undersigned, being the key partners in the business trading as
 hereby authorize Mr. / Ms.

 acting in the capacity of to sign all documents in
 connection with the tender for Contract and any contract resulting from it
 on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

NOTE: This certificate is to be completed and signed by all of the key partners upon whom rests the direction of the affairs of the Partnership as a whole

C. Certificate for Joint Venture

We, the undersigned, are submitting this tender offer in Joint Venture and hereby authorise Mr/Ms.

....., authorised signatory of the company
 , acting in the capacity of lead partner, to sign all documents in connection with the tender offer for Contract and any contract resulting from it on our behalf.

This authorization is evidenced by the attached power of attorney signed by legally authorized signatories of all the partners to the Joint Venture.

NAME OF FIRM	ADDRESS	AUTHORISING SIGNATURE, NAME & CAPACITY
Lead partner		

D. Certificate for Sole Proprietor

I, hereby confirm that I am the sole owner of the business trading as

.....

As witnesses:

1. _____ Sole owner Signature: _____
 2. _____ Date : _____

E. Certificate for Close Corporation

We, the undersigned, being the key members in the business trading as
 hereby authorie Mr./Ms.

acting in the capacity of, to sign all documents in connection with the tender for Contract and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

CERTIFICATE OF AUTHORITY FOR JOINT VENTURES (if applicable)

This returnable schedule is to be completed by joint ventures.
 We, the undersigned, are submitting this tender offer in joint venture and hereby authorize Mr/Ms, authorised signatory of the company, close corporation or partnership , acting in the capacity of lead partner, to sign all documents in connection with the tender offer and any contract resulting from it on our behalf.

NAME OF FIRM	ADDRESS	DULY SIGNATORY	AUTHORISED
		Signature	
		Name	
		Designation	
		Signature	
		Name	
		Designation	
		Signature	
		Name	
		Designation	

NOTE: A copy of the Joint Venture Agreement showing clearly the **percentage contribution of each partner** to the Joint Venture shall be appended to this schedule.

EMALAHLENI LOCAL MUNICIPALITY

SCHEDULE 1H: RECORD OF ADDENDA TO TENDER DOCUMENTS

We confirm that the following communications received from the Employer before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer:

No.	Date	Title or Details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Attach additional pages if more space is required.

Signed Date

Name Position

Tenderer

EMALAHLENI LOCAL MUNICIPALITY

SCHEDULE 1I: SCHEDULE OF WORK SATISFACTORILY CARRIED OUT BY THE TENDERER

The following is a statement of similar work successfully executed by myself/ourselves:

Employer, contact person and telephone number	Description of Contract	Value of Work Inclusive of VAT (Rand)	Date Completed

Signed

Date

Name

Position

EMALAHLENI LOCAL MUNICIPALITY

SCHEDULE 1J: SUITABLE REFERENCES AND PROOF OF EXCELLENCE

Five (5) Suitable references, may include: International Organizations, Banks, other financial institutions, Large Public or Private Companies, large NGO's. Must have successfully carried out similar projects in large institutions in similar business areas.

SCHEDULE 2A: PROOF OF AUTHORITY OF SIGNATORY

EMALAHLENI LOCAL MUNICIPALITY

REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM/ON- PREMISE VOIP SYSTEM/HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS

SCHEDULE 2B: MUNICIPAL RATES AND TAXES

Section 38 (d) (i) of Municipal Supply Chain Regulations requires that the municipality must reject a bidder whose municipal rates and taxes are in arrears for more than three months.

The purpose of this schedule is to obtain proof that municipal services, rates and taxes of the service provider are not in arrears for more than three months, with the relevant municipality / landlord in the municipal area where the service provider conduct his / her business.

The tenderer must attach to this page proof of registration with the Municipalities (local and/or district) as a payer of municipal levies and valid proof that municipal rates and taxes and municipal service charges of the prospective bidder and directors of the business are not in arrears from the relevant municipality for more than 90 days.

EMALAHLENI LOCAL MUNICIPALITY

**REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM/ON-
PREMISE VOIP SYSTEM/HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS**

SCHEDULE 2C: CSD REGISTRATION

The tenderer must attach to this page proof of registration on the Central Suppliers Database (CSD) of the National Treasury.

EMALAHLENI LOCAL MUNICIPALITY

**REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM/ON-
PREMISE VOIP SYSTEM/HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS**

SCHEDULE 2D: JOINT VENTURE AGREEMENT

The tenderer must attach to this page proof of Joint Venture Agreement in case of a Joint Venture signed by both parties.

EMALAHLENI LOCAL MUNICIPALITY

**REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM/ON-
PREMISE VOIP SYSTEM/HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS**

SCHEDULE 2E: ICASA CERTIFICATE/ ICASA EXEMPTION CERTIFICATE

EMALAHLENI LOCAL MUNICIPALITY

**REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM/ON-
PREMISE VOIP SYSTEM/HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS**

SCHEDULE 2F: REFERENCE LETTER FROM 3 COMPANIES

EMALAHLENI LOCAL MUNICIPALITY
REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON-
PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS

TENDER NO: ELM 16/2023

PART C1: AGREEMENT AND STANDARD CONDITIONS OF TENDER

- C1.1 Form of Offer and Acceptance**
- C1.2 Standard Conditions of Tender**

EMALAHLENI LOCAL MUNICIPALITY

REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON-PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS

TENDER NO: ELM 16/2023

C1.1: FORM OF OFFER AND ACCEPTANCE

1. OFFER

The employer, identified in the acceptance signature block, has solicited offers to enter into a contract for the procurement of:

REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON-PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS

The tenderer, identified in the offer signature block, has examined the documents listed in the tender data and addenda thereto as listed in the tender schedules, and by submitting this offer has accepted the conditions of tender.

By the representative of the tenderer, deemed to be duly authorized, signing this part of this form of offer and acceptance, the tenderer offers to perform all of the obligations and liabilities of the Contractor under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the Conditions of Contract identified in the Contract Data.

The offered total of the prices inclusive of Value-Added Tax is:

.....
.....

Rand (in words);

.....R (in figures)

This offer may be accepted by the employer by signing the acceptance part of this form of offer and acceptance and returning one copy of this document to the tenderer before the end of the period of validity stated in the tender data, whereupon the tenderer becomes the party named as the contractor in terms of the conditions of contract identified in the contract data.

Signature(s)

Name(s)

Capacity

for the **Tenderer**
(Name and address of organization)

Name and signature
of witness Date

2. ACCEPTANCE

By signing this part of this form of offer and acceptance, the employer identified below accepts the tenderer’s offer. In consideration thereof, the employer shall pay the contractor the amount due in accordance with the conditions of contract identified in the contract data. Acceptance of the tenderer’s offer shall form an agreement between the employer and the tenderer upon the terms and conditions contained in this agreement and in the contract that is the subject of this agreement.

The terms of the contract are contained in

Part C1: Agreements and conditions of tender (which includes this agreement)

Part C2: Pricing data

Part C3: Scope of work

Part C4: Site Information

and drawings and documents or parts thereof, which may be incorporated by reference into Parts C1 to C4 above.

Deviations from and amendments to the documents listed in the tender data and any addenda thereto, as listed in the tender schedules as well as any changes to the terms of the offer agreed by the tenderer and the employer during this process of offer and acceptance, are contained in the schedule of deviations attached to and forming part of this agreement. No amendments to or deviations from said documents are valid unless contained in this schedule.

The tenderer shall, within two weeks after receiving a completed copy of this agreement including the schedule of deviation (if any), contact the employer’s agent (whose details are given in the contract data) to arrange the delivery of any bonds, guarantees, proof insurance and any other documentation to be provided in terms of the conditions of contract identified in the contract data. Failure to fulfil any of the obligations in accordance with those terms shall constitute a repudiation of this agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the date when the tenderer receives one fully completed original copy of this document, including the schedule of deviations (if any). Unless the tenderer (now contractor), within five (5) working days of the date of such receipt, notifies the employer in writing of any reason why he cannot accept the contents of this agreement, this agreement shall constitute a binding contract between the parties.

Signature(s)

Name(s)

Capacity

for the **Employer**
(Name and address of organization)

Name and signature
of witness Date

C 1.2: Standard Conditions of Tender

1 GENERAL

1.1 Actions

1.1.1 The employer and each tenderer submitting a tender offer shall comply with these conditions of tender. In their dealings with each other, they shall discharge their duties and obligations timeously and with integrity, and behave equitably, honestly and transparently, comply with all legal obligations and not engage in anticompetitive practices.

1.1.2 The employer and the tenderer and all their agents and employees involved in the tender process shall avoid conflicts of interest and where a conflict of interest is perceived or known, declare any such conflict of interest, indicating the nature of such conflict. Tenderers shall declare any potential conflict of interest in their tender submissions. Employees, agents and advisors of the employer shall declare any conflict of interest to whoever is responsible for overseeing the procurement process at the start of any deliberations relating to the procurement process or as soon as they become aware of such conflict, and abstain from any decisions where such conflict exists or recuse themselves from the procurement process, as appropriate.

Note:

- a) A conflict of interest may arise due to a conflict of roles which might provide an incentive for improper acts in some circumstances. A conflict of interest can create an appearance of impropriety that can undermine confidence in the ability of that person to act properly in his or her position even if no improper acts result.
- b) Conflicts of interest in respect of those engaged in the procurement process include direct, indirect or family interests in the tender or outcome of the procurement process and any personal bias, inclination, obligation, allegiance or loyalty which would in any way affect any decisions taken.

1.1.3 The employer shall not seek and a tenderer shall not submit a tender without having a firm intention and the capacity to proceed with the contract

1.2 Tender documents

The documents issued by the employer for the purpose of a tender offer are listed in the tender data.

1.3 Interpretation

1.3.1 The tender data and additional requirements contained in the tender schedules that are included in the returnable documents are deemed to be part of these conditions of tender.

1.3.2 These conditions of tender, the tender data and tender schedules which are only required for tender evaluation purposes, shall not form part of any contract arising from the invitation to tender.

1.3.3 For the purposes of these conditions of tender, the following definitions apply:

- a) **conflict of interest** means any situation in which:
 - i) someone in a position of trust has competing professional or personal interests which make it difficult to fulfill his or her duties impartially;
 - ii) an individual or organization is in a position to exploit a professional or official capacity in some way for their personal or corporate benefit; or
 - iii) Incompatibility or contradictory interests exist between an employee and the organization which employs that employee.
- b) **comparative offer** means the tenderer's financial offer after all tendered parameters that will affect the value of the financial offer have been taken into consideration in order to enable comparisons to be made between offers on a comparative basis
- c) **corrupt practice** means the offering, giving, receiving or soliciting of anything of value to influence the action of the employer or his staff or agents in the tender process; and
- d) **fraudulent practice** means the misrepresentation of the facts in order to influence the tender process or the award of a contract arising from a tender offer to the detriment of the employer, including collusive practices intended to establish prices at artificial levels
- e) **organization** means a company, firm, enterprise, association or other legal entity, whether incorporated or not, or a public body
- f) **quality (functionality)** means the totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs

1.4 **Communication and employer's agent**

Each communication between the employer and a tenderer shall be to or from the employer's agent only, and in a form that can be read, copied and recorded. Writing shall be in the English language. The employer shall not take any responsibility for non-receipt of communications from or by a tenderer. The name and contact details of the employer's agent are stated in the tender data.

1.5 **The employer's right to accept or reject any tender offer**

1.5.1 The employer may accept or reject any variation, deviation, tender offer, or alternative tender offer, and may cancel the tender process and reject all tender offers at any time before the formation of a contract. The employer shall not accept or incur any liability to a tenderer for such

cancellation and rejection, but will give written reasons for such action upon written request to do so.

- 1.5.2 The employer may not subsequent to the cancellation or abandonment of a tender process or the rejection of all responsive tender offers re-issue a tender covering substantially the same scope of work within a period of three months unless only one tender was received and such tender was returned unopened to the tenderer.

1.6 Procurement procedures

1.6.1 General

Unless otherwise stated in the tender data, a contract will be concluded with the tenderer who is the highest ranked or the tenderer scoring the highest number of tender evaluation points, as relevant, based on the tender submissions that are received at the closing time for tenders.

1.6.2 Competitive negotiation procedure

1.6.2.1 Where the tender data require that the competitive negotiation procedure is to be followed, tenderers shall submit tender offers in response to the proposed contract in the first round of submissions.

1.6.2.2 All responsive tenderers, or not less than three responsive tenderers that are highest ranked in terms of the evaluation method and evaluation criteria stated in the tender data, shall be invited in each round to enter into competitive negotiations, based on the principle of equal treatment and keeping confidential the proposed solutions and associated information. Notwithstanding, the employer may request that tenders be clarified, specified and fine-tuned in order to improve a tenderer's competitive position provided that such clarification, specification, fine-tuning or additional information does not alter any fundamental aspects of the offers or impose substantial new requirements which restrict or distort competition or have a discriminatory effect.

1.6.2.3 At the conclusion of each round of negotiations, tenderers shall be invited by the employer to make a fresh tender offer, based on the same evaluation criteria, with or without adjusted weightings. Tenderers shall be advised when they are to submit their best and final offer.

1.6.2.4 The contract shall be awarded in accordance with the provisions of the General Conditions of Contract after tenderers have been requested to submit their best and final offer.

2 TENDERER'S OBLIGATIONS

2.1 Eligibility

2.1.1 Submit a tender offer only if the tenderer satisfies the criteria stated in the tender data and the tenderer, or any of his principals, is not under any restriction to do business with employer.

2.1.2 Submit a tender offer only if the tenderer satisfies that the minimum score for functionality criteria will be met.

2.1.3 Notify the employer of any proposed material change in the capabilities or formation of the tendering entity (or both) or any other criteria which formed part of the qualifying requirements used by the employer as the basis in a prior process to invite the tenderer to submit a tender offer and obtain the employer's written approval to do so prior to the closing time for tenders.

2.2 Cost of tendering

Accept that, unless otherwise stated in the tender data, the employer will not compensate the tenderer for any costs incurred in the preparation and submission of a tender offer, including the costs of any testing necessary to demonstrate that aspects of the offer comply with requirements.

2.3 Check documents

Check the tender documents on receipt for completeness and notify the employer of any discrepancy or omission.

2.4 Confidentiality and copyright of documents

Treat as confidential all matters arising in connection with the tender. Use and copy the documents issued by the employer only for the purpose of preparing and submitting a tender offer in response to the invitation.

2.5 Reference documents

Obtain, as necessary for submitting a tender offer, copies of the latest versions of standards, specifications, conditions of contract and other publications, which are not attached but which are incorporated into the tender documents by reference.

2.6 Acknowledge addenda

Acknowledge receipt of addenda to the tender documents, which the employer may issue, and if necessary apply for an extension to the closing time stated in the tender data, in order to take the addenda into account.

2.7 **Clarification meeting**

Attend, where required, a clarification meeting at which tenderers may familiarize themselves with aspects of the proposed work, services or supply and raise questions. Details of the meeting(s) are stated in the tender data.

2.8 **Seek clarification**

Request clarification of the tender documents, if necessary, by notifying the employer at least five working days before the closing time stated in the tender data.

2.9 **Insurance**

Be aware that the extent of insurance to be provided by the employer (if any) may not be for the full cover required in terms of the conditions of contract identified in the contract data. The tenderer is advised to seek qualified advice regarding insurance.

2.10 **Pricing the tender offer**

2.10.1 Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except Value Added Tax (VAT)), and other levies payable by the successful tenderer, such duties, taxes and levies being those applicable 14 days before the closing time stated in the tender data.

2.10.2 Show VAT payable by the employer separately as an addition to the tendered total of the prices.

2.10.3 Provide rates and prices that are fixed for the duration of the contract and not subject to adjustment except as provided for in the conditions of contract identified in the contract data.

2.10.4 State the rates and prices in Rand unless instructed otherwise in the tender data. The conditions of contract identified in the contract data may provide for part payment in other currencies.

2.11 **Alterations to documents**

Not make any alterations or additions to the tender documents, except to comply with instructions issued by the employer, or necessary to correct errors made by the tenderer. All signatories to the tender offer shall initial all such alterations. Erasures and the use of masking fluid are prohibited.

2.13 **Submitting a tender offer**

2.13.1 Submit one tender offer only, either as a single tendering entity or as a member in a joint venture to provide the whole of the works, services or supply identified in the contract data and described in the scope of works, unless stated otherwise in the tender data.

- 2.13.2 Return all returnable documents to the employer after completing them in their entirety, either electronically (if they were issued in electronic format) or by writing legibly in non-erasable ink.
- 2.13.3 Submit the parts of the tender offer communicated on paper as an original plus the number of copies stated in the tender data, with an English translation of any documentation in a language other than English, and the parts communicated electronically in the same format as they were issued by the employer.
- 2.13.4 Sign the original and all copies of the tender offer where required in terms of the tender data. The employer will hold all authorized signatories liable on behalf of the tenderer. Signatories for tenderers proposing to contract as joint ventures shall state which of the signatories shall be the lead partner whom the employer shall hold liable for the purpose of the tender offer.
- 2.13.5 Seal the original and each copy of the tender offer as separate packages marking the packages as "ORIGINAL" and "COPY". Each package shall state on the outside the employer's address and identification details stated in the tender data, as well as the tenderer's name and contact address.
- 2.13.6 Seal the original tender offer and copy packages together in an outer package that states on the outside only the employer's address and identification details as stated in the tender data.
- 2.13.7 Accept that the employer will not assume any responsibility for the misplacement or premature opening of the tender offer if the outer package is not sealed and marked as stated.
- 2.13.8 Accept that tender offers submitted by facsimile or e-mail will be rejected by the employer, unless stated otherwise in the tender data.
- 2.14 **Information and data to be completed in all respects**
- Accept that tender offers, which do not provide all the data or information requested completely and, in the form, required, may be regarded by the employer as non-responsive.
- 2.15 **Closing time**
- 2.15.1 Ensure that the employer receives the tender offer at the address specified in the tender data not later than the closing time stated in the tender data. Accept that proof of posting shall not be accepted as proof of delivery
- 2.15.2 Accept that, if the employer extends the closing time stated in the tender data for any reason, the requirements of these conditions of tender apply equally to the extended deadline.
- 2.16 **Tender offer validity**
- 2.16.1 Hold the tender offer(s) valid for acceptance by the employer at any time during the validity period (**not less than 90 days**) stated in the tender data after the closing time stated in the tender data.

- 2.16.2 If requested by the employer, consider extending the validity period stated in the tender data for an agreed additional period with or without any conditions attached to such extension.
- 2.16.3 Accept that a tender submission that has been submitted to the employer may only be withdrawn or substituted by giving the employer's agent written notice before the closing time for tenders that a tender is to be withdrawn or substituted.
- 2.16.4 Where a tender submission is to be substituted, submit a substitute tender in accordance with the requirements of **clause 2.13** with the packages clearly marked as "SUBSTITUTE".

2.17 Clarification of tender offer after submission

- 2.17.1 Provide clarification of a tender offer in response to a request to do so from the employer during the evaluation of tender offers. This may include providing a breakdown of rates or prices and correction of arithmetical errors by the adjustment of certain rates or item prices (or both). No change in the competitive position of tenderers or substance of the tender offer is sought, offered, or permitted.

Note:

Clause 2.17.1 does not preclude the negotiation of the final terms of the contract with a preferred tenderer following a competitive selection process, should the employer elect to do so.

2.18 Provide other material

- 2.18.1 Provide, on request by the employer, any other material that has a bearing on the tender offer, the tenderer's commercial position (including notarized joint venture agreements), preferencing arrangements, or samples of materials, considered necessary by the employer for the purpose of a full and fair risk assessment. Should the tenderer not provide the material, or a satisfactory reason as to why it cannot be provided, by the time for submission stated in the employer's request, the employer may regard the tender offer as non-responsive.
- 2.18.2 Dispose of samples of materials provided for evaluation by the employer, where required.

2.19 Inspections, tests and analysis

Provide access during working hours to premises for inspections, tests and analysis as provided for in the tender data.

2.20 Submit securities, bonds, policies etc.

If requested, submit for the employer's acceptance before formation of the contract, all securities, bonds, guarantees, policies and certificates of insurance required in terms of the conditions of contract identified in the contract data.

2.21 **Check final draft**

Check the final draft of the contract provided by the employer within the time available for the employer to issue the contract.

2.22 **Return of other tender documents**

If so instructed by the employer, return all retained tender documents within 28 days after the expiry of the validity period stated in the tender data.

2.23 **Certificates**

Include in the tender submission or provide the employer with any certificates as stated in the tender data

EMALAHLENI LOCAL MUNICIPALITY

**REQUEST FOR PROPOSAL FOR TELEPHONE SYSTEM HOSTED VOIP SYSTEM /ON-
PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS**

TENDER NO: ELM 16/2023

PART C2: PRICING DATA

C2.1 Pricing Instructions

Core PBX Features:	AVAILABLE	COST OFF	ONCE	RECURRING FEE
Extensions	1200			N/A
Phone Directory	1			N/A
MS 365 Integration	1			N/A
CALL CENTER FEATURES				
Call Queues	YES/NO			N/A
Call Recording	YES/NO			N/A
Switchboard	YES/NO			N/A
Wallboard for call center	YES/NO			N/A
Speed dial to mobile numbers	YES/NO			N/A
Broadcasting (Announcement)	YES/NO			N/A
Call Reports	YES/NO			N/A
CRM integration	YES/NO			N/A
ENTERPRISE FEATURES				
Soft phones	500			N/A
Porting of Current Numbers From Current Service Provider	1200			N/A
Visual impairment software provision and support (2 licenses)				N/A
Extension naming and numbering	1200			N/A
Speed Dial Configurations	500			N/A
Total				

Table 1

Other Cost	Cost Year1	Cost Year 2	Cost Year3
Installation and commission			
Internet charge per month for sites without internet, per year			
Total			

Table 2

SUPPORT	COST YEAR 1	COST YEAR 2	COST YEAR 3
Support Service 24/7 with dedicated technician			
Annual License Fees			
MONTHLY PABX LINE RENTALS			
1200-line rentals			
TOTAL			

Table 3

HARDWARE	Quantity	Cost Year 1	Cost Year 2	Cost Year 3
Desk telephone handset (cost per unit)	1			
Mobile office telephone handset without internet (cost per unit)	1			
Mobile office telephone handset with internet (cost per unit)	1			
Cordless telephone handset (cost per unit)	1			
Smartphone handset	1			
Data sim cards with 10 Gigs per month per user,100 minutes talk time per month per user	1			
Switchboard telephone handset (cost per unit)	1			
Executive telephone handset (cost per unit)	1			
Headphones with microphone (cost per unit)	1			

Table 4

CALL CHARGES	Cost Year 1	Cost Year2	Cost Year3
Call cost per minute to landlines			
Call cost per minute across all networks			
Total			

Table 5

Video Conferencing	AVAILABLE	COST ONCE OFF	RECURRING FEE
Polls			
PDF Sharing			
Screen Sharing			
Remote Assistance			
Whiteboard			
Max no. participants			
Live Chat & Messaging			
Live chat			
WhatsApp integration			
Facebook integration			
SMS & MMS			
Chat Reports			
TOTAL			

Table 6

The total bid price must include the sum of tables 1, table 2 and 3 above. This will be the basis for the bidding price. Bidders should ensure that correct pricing is reflected/demonstrated in line with the tables.

EMALAHLENI LOCAL MUNICIPALITY

**REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM/ON-
PREMISE VOIP SYSTEM/HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS**

PART C2.2: BILL OF QUANTITIES

EMALAHLENI LOCAL MUNICIPALITY

REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM/ON- PREMISE VOIP SYSTEM/HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS

PART C2.3: Evaluation and Adjudication Criteria

All bid proposals received will be evaluated and adjudicated on the **80/20** preference point system. Price will not be the only determining factor; it should be noted that the municipality reserves the rights not to appoint the lowest bid amount.

Determination of Responsiveness

1. The municipality's determination of a proposal's responsiveness is to be based on the contents of ~~te~~ submitted proposal. A substantially responsive proposal is one that meets the requirements of the RFP without material deviation, reservation or omissions.
 - a. "Deviation" is a departure from the requirements specified in the RFP;
 - b. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the RFP; and
 - c. "Omission" is the failure to submit part or all of the information or documentation required in the RFP.
2. A material deviation, reservation or omission is one that:
 - a) Affect in any substantial way the scope, quality or performance of the requirements as specified in the RFP;
 - b) Limit in any substantial way, inconsistent with the RFP, the municipality's rights or the bidder's obligations under the proposed contract; or
 - c) If rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive proposals.
3. The municipality shall examine the technical proposals to determine whether proposals are substantially responsive with the requirements.

If a proposal is not substantially responsive to the requirements of the RFP, it shall be rejected and may not subsequently be made responsive by correction of the material ~~devi~~ reservation or omission.

Evaluation Criteria

All responses to this RFP will be evaluated based on, but not limited to, the following factors:

- Cost
- Functionality of standard equipment and features to meet the specific business needs
- Availability of additional capabilities to add as needed
- System growth and expansion
- Ability to save communications costs by using Internet Technologies
- Ease of use
- Product quality, reliability, and warranty plan
- Overall reputation in the telecom space
- Experience and expertise with the product being offered
- Service and support resources, including training
- Plan for the installation and maintenance
- References where similar systems have been installed

Proposal Content

Proposals should include the following information:

- Service Provider's Overview
- Service Provider Partners for the solution proposed if any will be used
- Service Provider Experience in implementing similar proposed systems
- Service Provider References (include a minimum of 3)
- Overview of Service Provider project staff, qualifications and certifications
- **Software and Hardware:**
 - Clearly specify each piece of hardware (server, switches, proprietary hardware) with model numbers and software with version numbers. List must be complete and include all costs. If cost is to be escalated annually such should be reflected.
 - Planned/warranted lifespan (based on the manufacturer or creator's intention to support) of hardware
 - All quantities of equipment (hardware, software, licenses)
 - Licenses with costs
 - Implementation plan and costs
 - Risk assessment
 - Failover option or plan
 - Maintenance or support contracts, etc.
 - Maintenance requirements and size of windows to perform maintenance

- Migration path of upgrades or updates and their respective impact to operations
- Skill sets recommended to support proposed hardware and software
- Readiness Statement as to the state of ELM's data network
- Assumed infrastructure needed based on the manufacturer or creator's recommendations

PRE-EVALUATION SYSTEM CAPABILITY COMPLIANCE CHECKLIST

This section will be used by the Bid Evaluation Committee to evaluate the responsiveness of the proposed system. Bidders should ensure that they furnish sufficient information on the returnable documents.

If 52 of the pre-evaluation items are not available/ provided for in the tender proposal in relation to the proposed system the bid will be regarded as non-responsive, the bidder must comply to all the 48 Mandatory items and get at least 4 on the none mandatory items

Description	Comply	Does Not Comply	Comments
CALL METHOD			
VoIP (Mandatory)			
SIP Trunking (Mandatory)			
4-digit dialing to existing system			
CALL CONTROL			
Hold (Mandatory)			
Assisted Transfer (Mandatory)			
Blind Transfer			
Call Parking (Mandatory)			
Do Not Disturb (Mandatory)			
Send Calls (Mandatory)			
Directed and Group Pickup (Mandatory)			
UNIFIED COMMUNICATIONS			
Voice Over IP (Mandatory)			
Chat (instant messaging)			
IMAP Mailbox/Microsoft Exchange for voicemail-to-email			
Fax			
EXTENSIONS			
IP Phone extensions (Mandatory)			
Call Queue Extensions			
Virtual extensions			
Find Me/ Follow Me Rules set by admin and/or user, including "converging" to a cellular or other external number			
Extensions Templates (Mandatory)			
Control permissions for each extension			
4,5, or 6 digit long extensions (Mandatory)			
Extension/Hunt groups with multiple ringpatterns (Mandatory)			
Masking of outbound Caller ID on a per call basis or permanent (Executive extensions masked with Secretary's, etc.) (Mandatory)			

Description	Comply	Does Not Comply	Comments
CONFERENCING			
Standard ad hoc conferencing via any handset			
Meet Me Conferencing			
Ability to record voice			
MUSIC ON HOLD			
Custom Music on Hold			
Music on Hold included (Mandatory)			
Queue specific Music on Hold			
VOICEMAIL			
Multiple Custom Greetings (Mandatory)			
Custom Message Notification (Mandatory)			
Voicemail to your Email Inbox (Mandatory)			
Automatic Mailbox Creation			
Zero out of voicemail			
SWITCHBOARD PANEL (OPERATOR PANEL)			
Profile Panel			
Chat Panel			
Directory (Mandatory)			
Centralized presence			
Queue Member			
Click-to-call			
See who else is on the phone (Mandatory)			
Click-to-transfers (Mandatory)			
Current call control			
ad hoc recording			
Record other's calls			
Pickup other's calls (Mandatory)			
Monitor, Whisper, Barge			
Queue supervisor view			
Call Parking Lot Panel			
Presence information			
RECORDING AND MONITORING			
Call Recording (ad hoc or always on)			
Call Monitoring			
IVR / AUTO ATTENDANT			
Record Sound/message (Mandatory)			
Play Recorded Sound/message (Mandatory)			
Email Recorded Sound (Mandatory)			
Dial Extension (Mandatory)			

Description	Comply	Does Not Comply	Comments
IRV / AUTO ATTENDANT (continued)			
Send to external number			
Store Recorded message (Used primarily for snow days and important informational updates)			
Send an Email			
Go to another IVR menu (Mandatory)			
Upload Recorded message (Mandatory)			
CALL CENTER / ACD			
Log in/Log out/Unavailable from set or by administrator (Mandatory)			
Supervisor Barge-in/Listen-in/Whisper			
Multiple Call Queues (Mandatory)			
Route when max queue length reached			
Route when no members logged in			
Custom caller message per queue (Mandatory)			
Announce Position in Queue (Mandatory)			
Announce Estimated Hold Time			
Announcement Frequency Control			
Log in queue members			
Permanent queue members			
Real Time Queue Status			
Historical Queue Logs			
Historical Queue Statistics			
Advanced Queue Information Charts			
Auto Log Off (Mandatory)			
Queue Member Presence			
Round Robin/Fewest Calls/Least Recently/Called/ Random Call Patterns			
PAGING AND INTERCOM			
1-way Intercom			
1-way Paging			
Overhead Paging			
Direct Paging and Intercom			
ONLINE TOOLS			
User's web-based presence application			
Administrator's Web interface (Mandatory)			
Switchboard Web Interface (Operator Console)			
Softphone application on Mobile Phone (Mandatory)			

Description	Comply	Does Not Comply	Additional Cost
ADMINISTRATION			
Phone Setup (Mandatory)			
Disk-space quotas			
Bulk import for extensions (Mandatory)			
Access Control			
Comprehensive Monitoring (Mandatory)			
Distinctive Ringtones			
LOGGING AND REPORTING			
Scheduled reports (Mandatory)			
Current Calls (Mandatory)			
Real-time views of SIP and PRI channel activity (Mandatory)			
Call Logs (Mandatory)			
Call Reporting (Mandatory)			
Queue Status (Mandatory)			
Queue Reports (Mandatory)			
Error Log (Mandatory)			
MORE FEATURES			
Dial By Name Directory			
VOIP Provider Diagnostic Tool (Mandatory)			
Microsoft Team integration (Mandatory)			

Table 7

Further to the above table bidders who obtain 50 and above will be evaluated on the functionality as per the below table. Responsive bids are expected to obtain 70/100. All non-responsive bids will not be evaluated further on the next stage which will be pricing.

EVALUATION AND ADJUDICATION

Responsive bids are expected to obtain 70/100 on the functionality. All non-responsive bids will not be evaluated further on the next stage which will be pricing

FUNCTIONALITY

Criteria	Guidelines	Points out of 100
Experience	Three (3) signed contactable reference letters on the client's letterhead of similar projects, which must include in them scope, period, and contacts. > 5 letters = 15 Points > 3 letters = 10 Points >1 letters = 5 Points.	15
ICASA Certificate/ICASA Exemption Certificate	Provide ICASA Electronic Communication Service/Electronic Communication Network Service License or exception letter for operating in the telecommunication space.	20
System Manuals	Provide system manuals for: Operators/ users, technical support (troubleshooting purposes)	10
Types of devices to be offered (Provide asset register)	List of devices to be offered including user manuals for each >desk phones including cordless= 5 Points >soft phones = 5 Points >mobile devices with data bundles and voice minutes = 10 Points	20
Capability	>Provide proof of online reports (various system reports) Top 20 most expensive report calls = 2 Points Top 20 longest call report = 2 Points Top 20 most-dialled numbers report =2 Points Cost for Inter-branch calls report =2 Points Calls exceeding a certain length of time/cost (e.g.>10 minutes/ > R20.00) report = 2 Points Report per extension/user =2 Points Departmental reports =2 Points Abandoned call reports =2 Points Monthly total cost summary reports = 2 Points >Call Centre module = 5 > remote support technology = 2	25
Project plan and methodology	Project plan and methodology for the system which includes: Project Plan = 5 Points Risk management plans and risk register = 5 Points	10
	TOTAL	100

All bidders who are considered to be responsive will be further evaluated on pricing, in which the municipality will use the commission percentage quoted in the pricing section.

EMALAHLENI LOCAL MUNICIPALITY
**REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM /ON-
 PREMISE VOIP SYSTEM /HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS**

C3.1: DESCRIPTION OF THE WORKS

3.1.1 OBJECTIVE

Emalahleni Local Municipality hereby invites proposals for a supply, installation and maintenance of a hosted VOIP (voice over the internet protocol) telephone system, call centre system. The period of appointment will be thirty-six (36) months

3.1.2 BACKGROUND

3.1.3 CURRENT SYSTEM CONFIGURATION

The current telephony environment consists of a Voice over internet protocol (VoIP) system.

This system allows for VoIP connections, has voice mail and serves close to 650 users.

**The table below outlines our current environment
 CURRENT SYSTEM INVENTORY**

NAME OF THE OFFICE	TELEPHONE NO.	Number of users	ADDRESS AND ESTIMATED DISTANCE FROM HEAD OFFICE
1.Head Office		300	
2.Community Services		30	50m
3.Cultural Center		8	50m
4.License Witbank	013 690 6383 013 690 6384 013 690 6390	7	3km
5.Lynnville Municipal	013 690 6611	5	10km
6.Parks	013 692 4021/22	9	7km
7.Transport	013 653 5680/81	8	5km
8.Main Library	013 690 6229 013 690 6232 013 690 6231	8	700m
9.Kwa-guqa Library	013 690 1057	2	10km
10.Klipfontein Library	013 690 3514	2	7km
11.Bima Court	013 690 6231	25	5km
12.Pre-paid Offices	013 690 6231	15	7km
13.Klarinet	013 690 6231	1	20km
14.Klarinet Library	013 690 6634	2	8km

15.Waste	013 653 5631	10	5km
16. Roads workshop	013 690 5622/25	3	5km
17.Stores	013 653 5688	7	5km
18.Electrical Workshop	013 653 5642	5	5km
19.Witbank Dam	013 697 0151/47	4	10km
20.Water Works		6	5km
21.Fire Station	013 653 5675	9	5km
22.Ogies Municipal	013 643 1027	15	30km
23.Phola Municipal	013 645 2210	10	39km
24.Kriel Municipal	017 648 6200	18	70km
25.Kriel Stores	017 648 6290	1	71km
26.Kriel License	017 648 6284	2	71km
27. Kriel Fire Station	017 648 6281	2	71km
28.Market	013 690 6286	2	3km
29.Water treatment plants	Cordless phones		71km
30.Sports facilities	Cordless phones		71km
31.Phola Library	013 645 0094		40km
32.Halls (thubelihle, Kriel, Klarinet, Kwa-Guqa, Lynville)	Cordless phones		The further is 70km
33. Mobile users	Cordless phones	40	

Table 8

The municipal network infrastructure consists of over 21 satellite offices in various locations, not all offices are connected internally with multimode & single mode fiber with a single entry/exit point for network traffic. The current SDWAN infrastructure is as follows:

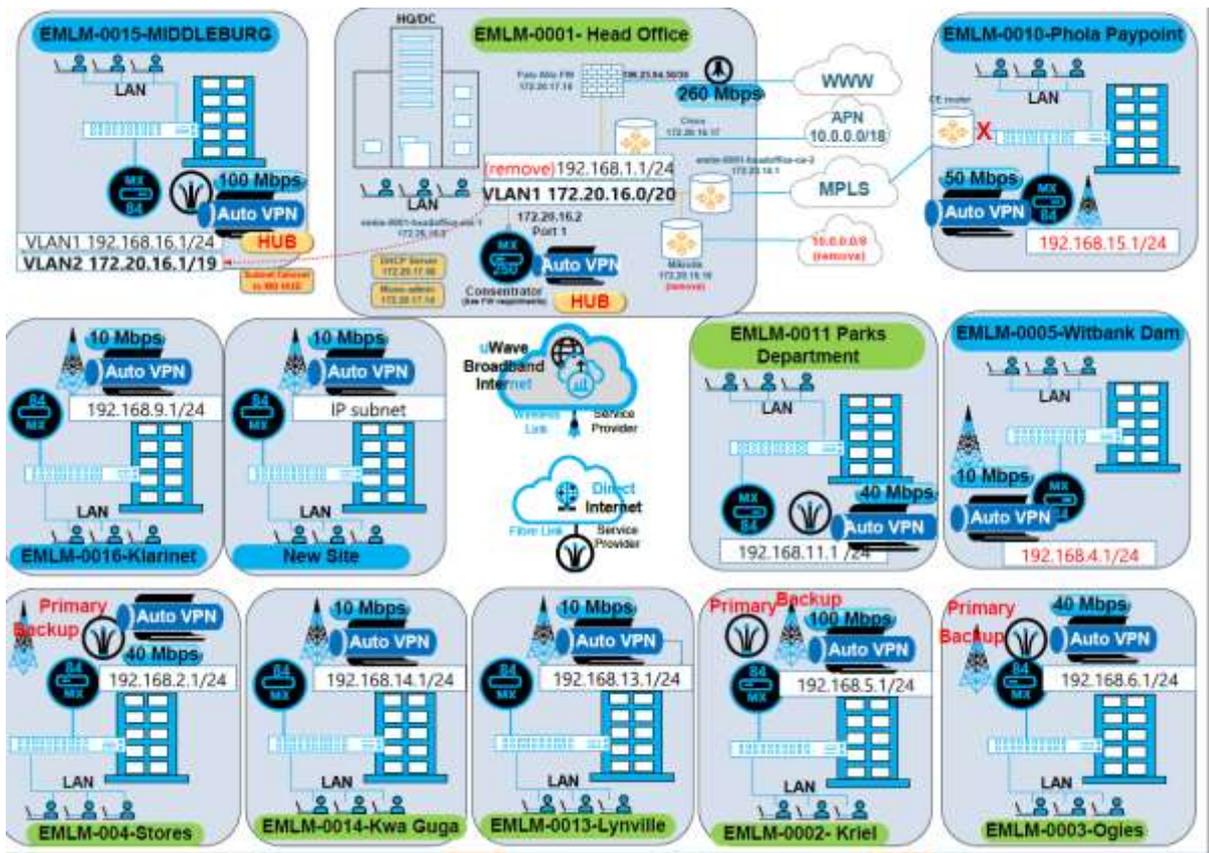


Figure 1

The sites are operating primarily with HP/Aruba POE products and in small sites where there is one person the sites use mobile handset linked to the PABX. Each location has multiple data closets with category 5e and category 6 running to each desired phone location. Each workstation has 1 network point which is currently used by the pc and the telephone.

CURRENT SWITCH INVENTORY

NAME OF THE OFFICE	Switch Model	Ports	PoE (Power over Ethernet)
1.Head Office	HP/Aruba 2920	18x 48 3x24	11 PoE(all 48 ports) 10 None PoE(3 of 24 ports,7 of 48 ports)
2.Community Services	Aruba 2920	2x48 & 1x 24	None PoE
3.Cultural Center	HP ProCurve 2810	24	None PoE
4.License Witbank	TP-LinkTL-SG1016PE	24	PoE
5.Lynville Municipal	Aruba 2920	2 x 24(48)	PoE
6.Parks	Aruba 2920	24	PoE
7.Transport	HP ProCurve 2810	3x 24	None PoE
8.Main Library	HP ProCurve 2810	24	None PoE

9.Kwa-guqa Library	HP ProCurve 2810	24	None PoE
10.Klipfontein Library	HP ProCurve 2810	24	None PoE
11.Bima Court	HP & Aruba 2530	4 x 24	PoE
12.Pre-paid Offices	Aruba 2530	24	PoE
13.Klarinet	HP Office1420	24	PoE
14.Klarinet Library	HP ProCurve 2810	24	None PoE
15.Waste	HP ProCurve 2810	48	None PoE
16. Roads workshop	HP ProCurve 2810	24	None PoE
17.Stores	Aruba 2530	24	None PoE
18.Electrical Workshop	Aruba 2920	24	None PoE
19.Witbank Dam	HP ProCurve 2810	24	None PoE
20.Water Works	HP ProCurve 2810	24	None PoE
21.Fire Station	HP ProCurve 2810	24	None PoE
22.Ogies Municipal	Aruba 2530 HP ProCurve 2810	8 24	PoE None PoE
23.Phola Municipal	Aruba 2530	2x24	PoE
24.Kriel Municipal	Aruba 2530	24	None PoE
25.Kriel Stores	HP ProCurve 2810	24	None PoE
26.Kriel License	TP-LinkTL- SG1016PE	24	PoE
27. Kriel Fire Station	HP ProCurve 2810	24	None PoE
28.Market	HP ProCurve 2810	24	None PoE
29.Water treatment plants	HP ProCurve 2810	24	None PoE
30.Sports facilities	Aruba 2920	24	None PoE
31.Phola Library	Aruba2920	24	None PoE
32.Halls (thubelihle, Kriel, Klarinet, Kwa-Guqa, Lynville)	None	–	–
33. Mobile users	Cordless Phones	–	–

Table 9

INTERNET SPEED AND PROVIDER

NAME OF THE OFFICE	Name of provider	Internet Speed
1.Head Office	Telkom	260Mbps
2.Community Services	Telkom	260Mbps
3.Cultural Center	Telkom	260Mbps
4.License Witbank	MTN New provider to supply	10Mbps
5.Lynnville Municipal	Vodacom	10Mbps
6.Parks	Vodacom	40Mbps
7.Transport	Vodacom	40Mbps
8.Main Library	Telkom Via HQ	260 Mbps
9.Kwa-guqa Library	MTN New provider to supply	10Mbps
10.Klipfontein Library	MTN New provider to supply	10Mbps
11.Bima Court	Telkom Via HQ	260Mbps
12.Pre-paid Offices	Telkom Via HQ	260Mbps
13.Klarinet	Vodacom	10Mbps

14.Klarinet Library	MTN10Mbps	10Mbps
15.Waste	Vodacom	40Mbps
16. Roads workshop	Vodacom	40Mbps
17.Stores	Vodacom	40Mbps
18.Electrical Workshop	Vodacom	40Mbps
19.Witbank Dam	MTN New provider to supply	10Mbps
20.Water Works	Vodacom	40Mbps
21.Fire Station	Vodacom	40Mbps
22.Ogies Municipal	Vodacom	40Mbps
23.Phola Municipal	Vodacom	50Mbps
24.Kriel Municipal	Vodacom	100Mbps
25.Kriel Stores	Vodacom Via Kriel Office	100Mbps
26.Kriel License	MTN New provider to supply	10Mbps
27. Kriel Fire Station	MTN New provider to supply	10Mbps
28.Market	MTN New provider to supply	10Mbps
29.Water treatment plants	Vodacom	40Mbps
30.Sports facilities	MTN New provider to supply	10Mbps
31.Phola Library	MTN New provider to supply	10Mbps
32.Halls (thubelihle, Kriel, Klarinet, Kwa-Guqa, Lynville)	MTN New provider to supply	10Mbps
33. Mobile users	MTN New provider to supply	10Mbps

Table 10

A. Scope of Future Telephone System

The purpose of the RFP is to obtain the installation and maintenance of a unified communications system. The municipality is looking to lease a VoIP/hybrid system, that is current and functional for a municipality of our size and type, but further a system that can quickly and inexpensively be updated to accommodate changes in technology and needs. The municipality seeks a system that can be used in the office, on softphones, on smartphones potentially from one's home and in other locations this should also be incorporated to Microsoft Team (application).

B. Description of Current Telephone System

Emalahleni Local Municipality currently utilizes cloud-based VoIP telephone extensions hosted by the current service provider, there are over 650 direct telephone extension in

various satellite offices which operate over SDWAN network however they are linked to internal extensions. Furthermore, The current telephony environment consists of Yealink desk phones, current service provider's proprietary cordless and mobile handsets are linked to cloud PBX, there are 40 smartphones phones used by field technicians. These smart phones uses the current extensions not cellular phone numbers. The callback function which allows employees to use their cellphones however they do not consume their airtime as the facility in linked to their cellphone number is also in place. This reduces the number of cellphone allowances which can be given to employees. A speed dial facility which allows office phones to dial cellular numbers without dialing the long number. Some of the mobile phones allocated to employees are also fitted with internet facility to enable employees to work from home.

Description of Network

Each office has at least one port wall panel that is used to connect Ethernet PC(white). All of the offices are connected through Ethernet (CAT6/5) back into the 6 wiring closets (on each floor). The wiring closets are connected by fiber to the server room/ network cabinet. All the ethernet cables are connected into either POE Unmanaged Switches in the closets. Upgrading of the POE switches for the IP phone system is expected as some switches are not performing optimally. The prospective bidder should include quotes of switches in their proposal (see the list of switches as listed under Table 2).

BUSINESS TELEPHONE SYSTEM PRODUCT REQUIREMENTS

A. General Requirements

1. The service provider should provide product descriptions and brochures for the proposed business telephone system, voice mail system, telephone handsets, attendant consoles, software (this should include license to integrate Microsoft Teams) and other related equipment.

B. System Requirements

1. System Capacities – The VoIP/ hybrid-IP telephone system must be scalable via different versions that are applicable to different business needs.

The service provider should describe the scalable capacities available on the proposed hybrid-IP telephone system.

2. Station Configuration Flexibility – Confirm the proposed VoIP/hybrid-IP telephone system's support for all of the following types of telephones: desk handsets, mobile phones, softphones, wireless, and SIP endpoints.

C. System Architecture

1. Infrastructure Review

It will be the responsibility of the Service Provider to assure that they have performed adequate network performance reviews, assessments, or a site visit, in order to make assurances that the proposed VoIP/hybrid-IP telephone system will function at optimal performance under the current network structure.

It is expected that the Service Provider "Shall Provide" a readiness statement as to the capabilities of the current data network readiness to provide the support necessary for the proposed system.

System Architecture and Design

Describe the proposed VoIP/hybrid-IP telephone system design and space required. What is the maximum user capacity of the proposed IP communications system?

D. System Administration

Administration

Provide a detailed description of the configuration and management tools available on the proposed VoIP/ hybrid-IP telephone system.

1. Remote Monitoring

The proposed VoIP/hybrid-IP telephone system must be capable of remote monitoring.

2. Centralized Licensing

The proposed VoIP/ hybrid-IP telephone system should include annual license fees charged for all licensing requirements which comes with the proposed system.

3. Long Distance Tracing and Reporting

Can the proposed telephone system track long distance calls and provide reporting for individual extensions?

4. Security

How is security provided to prevent unauthorized access to the administration application?

Can some administrators be defined with “view-only” permissions?

E. Voice over Internet Protocol (VoIP) Features

1. Voice Communication Features

Provide an overview list of voice communication features available on the proposed VoIP/hybrid-IP telephone system. The list should include at a minimum PBX functionality, number of extensions supported, types of telephones supported, conferencing capacities, call routing and call duration limiting.

2. Data Communication Features

Provide an overview list of data communication features available on the proposed VoIP/hybrid-IP telephone system. The list should include a minimum firewall capability, routing and addressing protocols, remote access, Ethernet ports, and LDAP support.

3. Virtual Private Network (VPN)

Is a VPN required to support remote IP telephone communication via the private IP network or the Internet?

4. IP Protocols Supported

Which IP or gateway protocols does the proposed system use with its IP telephones (MEGACO, MGCP, H.248 H.323, SIP, SCCP, etc.)? What are the advantages/disadvantages?

5. Softphone Capabilities

The proposed VoIP/hybrid-IP telephone system should have the ability to provide softphone extensions that reside on our employees' personal computers linked to Microsoft Teams. These extensions should provide an equal or better level of functionality as the proposed hardware station equipment.

6. Smartphone & Mobile Capabilities

The proposed VoIP/hybrid-IP telephone system should have the ability to be used/accessed from a smartphone and/or a mobile device similar to a desk phone without using a cellular phone number but the current available extensions.

F. Call Handling

1. The proposed VoIP/hybrid-IP telephone system must permit station users to forward incoming calls to another phone of their choice based on busy, no answer, and all calls conditions.
2. Any station in the proposed VoIP/ hybrid-IP telephone system must be able to park a call for retrieval at another station.
3. The proposed VoIP/hybrid-IP telephone system must allow station users to answer calls intended for other stations within a common call pickup group.
4. Station users of the proposed VoIP/hybrid-IP telephone system must be able to transfer a call in progress to an internal extension or external number.
5. Queues be configured on demand while calls are in queue.
6. The proposed VoIP/hybrid-IP telephone system announce the estimated wait time.
7. The proposed VoIP/hybrid-IP telephone system announce the user's position in the queue.
8. The proposed VoIP/hybrid-IP telephone system allow the users to leave a message rather than wait in the queue.

9. The proposed VoIP/hybrid-IP telephone system support real-time monitoring?
10. The proposed VoIP/hybrid-IP telephone system offer real-time graphs and statistics.
11. Call center management system with 30 attendance (5 per shift) with 4 supervisors.

G. Integration and Customization

1. The proposed VoIP/hybrid IP telephones system support integration with email.
2. The proposed VoIP/hybrid-IP telephone system support integration of the phone system with other business applications. (this will be an added advantage)
3. The proposed VoIP/hybrid-IP telephone system offer database options for IVR applications.
4. The proposed VoIP/hybrid-IP telephone system provide integration to emergency communication software.

I. Messaging and Voice Mail Systems

1. The solution provide a single-user interface for email, voicemail and instant messages. Describe the solution or unified communication capabilities of the system.
2. The proposal should describe the architecture of the proposed voicemail solution, including how voicemail is accessed by users from their extension remotely, from their mobile devices and from their desktop computer.
3. The solution provide users to have their phone calls forwarded to other numbers when they are not available?
4. How are users notified of new voicemail messages or faxes?
5. How many users are supported by the proposed voice mail system?

J. Reporting

1. The solution should provide basic call reporting for billing and accounting purposes.
2. The solution should provide a more robust call reporting system.

K. Station Hardware

1. The proposed IP phones to be provided should be submitted as annexure (specification).
2. Specify the power requirements for each station IP phone (this option should only be provided for mobile phones and not office phones, no office phone should use separate power except ethernet cable).
3. Provision of headsets for call center should be made available.
4. The proposed telephone system must have provision for the use of phones other than desk phones. The municipality has over 60 field technicians who require mobile office phones which use the same technology as office phone and the number range should be that of the office phones not the cellular network numbers. Cordless phones in some offices is crucial for operations.

L. **Functionality**

1. **Conference** – The proposed VoIP/hybrid-IP telephone system must provide the ability to initiate a conference call with a minimum of five (5) additional parties. Please indicate the maximum number of simultaneous parties that may be included in a conference call with a minimum loss of audio call quality.
2. **Stored Numbers** – The proposed VoIP/hybrid-IP telephone system must have the ability to store a list of frequently called numbers and make those available on a system wide basis to station users.
3. **Call on Hold** – Describe the proposed VoIP/hybrid-IP telephone system's ability to provide waiting callers' music-on-hold.
4. **Status/Availability Indication (presence)** – Describe the proposed VoIP/hybrid-IP telephone system's status/availability feature.
5. **Direct Dialing** – The proposed VoIP/ hybrid-IP telephone system must support direct dialing to extensions from outside callers.
6. **User Mobility** – The proposed VoIP/hybrid-IP telephone system should have the ability to allow users to log in as their designated extension from any telephone.
7. **Single Number Reach** – The solution should have the ability to simultaneously ring a user's IP deskphone, mobile phone, and other user-defined devices. Describe the capability.

M. **System Reliability**

1. The proposed solution should demonstrate how the system will provide reliability for

voice services. It should also explain how the service provider will avoid any single point of failure (single site as well as multi-site).

INSTALLATION SERVICE AND MAINTENANCE

A. Project planning

The service provider should submit a detailed project plan which explains in detail the installation plan.

B. Warranty Service

1. Maintenance and Warranty: A complete maintenance and warranty agreement, as well as quote, must be included as part of the bidder's proposal.
2. Defective Parts supplied should also be addressed in the proposal.
3. Service Calls – the response times for the following should also be outlined in the proposal:
 - Complete system failure. Please define system failure.
 - Major service malfunction. Please define a major failure.
 - Minor service malfunction. Please define a minor malfunction.
 - Station outages. Please define a station outage.

BIDDERS SELF-COMPLIANCE CHECK SHEET

Ref no	Question	ELM'S Requirement	Bidder's Response
		YES *	YES / NO
1	Have you initialed all the pages of the bid document?		
2	Have you completed and signed the Returnable Schedules required?		
3	Have you completed and signed the MBD 4 form - Declaration of Interest?		
4	Have you completed and signed the MBD 8 - Declaration of bidder's past Supply Chain Management Practices and MBD 9 - Certificate of Independent Bid Determination?		
5	Is the Company registered with the Central Supplier Database (CSD) of the National Treasury in terms of the category required in this Specification? Have you submitted a copy of your CSD Report?		
	Have you taken note of the contents of MBD 5?	N/A	
8	Do you understand the Scope of Work that includes the Standard Specifications / Project Specifications and Particular Specifications?		
9	Have you attached the Letter/Certificate from Original Equipment Manufacturer?		

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

EMALAHLENI LOCAL MUNICIPALITY

**REQUEST FOR PROPOSAL FOR TELEPHONE SYTEM HOSTED VOIP SYSTEM/ON-
PREMISE VOIP SYSTEM/HYBRID IP SYSTEM FOR A PERIOD OF 36 MONTHS**

TENDER NO: ELM 16/2023

APPENDICES

APPENDIX A General Conditions of Contract (GCC)