

**PART A**  
**INVITATION TO BID**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)</b>			
BID NUMBER:	PPSA 009/2023	CLOSING DATE:	02 FEBRUARY 2024
CLOSING TIME:	11H00	APPOINTMENT OF THE SERVICE PROVIDER FOR THE LEASING OF PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) AND TELEPHONE MANAGEMENT SYSTEM (TMS) FOR THREE (03) YEARS INCLUDING MAINTENANCE PLAN FOR FIVE (05) PROVINCIAL AND FIVE (05) REGIONAL OFFICES FOR PUBLIC PROTECTOR SOUTH AFRICA (PPSA).	
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>			
Public Protector South Africa			
175 Lunnon Street			
Hillcrest Office Park			
Pretoria			
<b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO</b>		<b>TECHNICAL ENQUIRIES MAY BE DIRECTED TO:</b>	
CONTACT PERSON	Lesego Tlou	CONTACT PERSON	Thabang Maswi
TELEPHONE NUMBER	012 366 7178	TELEPHONE NUMBER	012 366 7079
FACSIMILE NUMBER	N/A	FACSIMILE NUMBER	N/A
E-MAIL ADDRESS	LesegoT@pprotect.org	E-MAIL ADDRESS	ThabangMa@pprotect.org
<b>SUPPLIER INFORMATION</b>			
NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE	NUMBER	
CELLPHONE NUMBER			
FACSIMILE NUMBER	CODE	NUMBER	
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:	OR	CENTRAL SUPPLIER DATABASE No: MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT  [TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES &amp; QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]</b>			

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW ]
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#### QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?  YES  NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?  YES  NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?  
 YES  NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?  YES  
 NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?  YES  NO

**IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.**

## **PART B**

### **TERMS AND CONDITIONS FOR BIDDING**

#### **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 IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

#### **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 PUBLIC PROTECTOR SOUTH AFRICA (PPSA) TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.”

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

**SIGNATURE OF BIDDER:**

.....

**CAPACITY UNDER WHICH THIS BID IS SIGNED:**

.....  
(Proof of authority must be submitted e.g. company resolution)

**DATE:**

.....

## SBD 3.1

### PRICING SCHEDULE – FIRM PRICES (PURCHASES)

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....	Bid number <b>PPSA 009/2023</b>
Closing Time 11:00	Closing date <b>02 FEBRUARY 2024</b>

OFFER TO BE VALID FOR **120 DAYS** FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY INCLUDED)	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES
-	Required by:		.....
-	At:		.....
.....			
-	Brand and model		.....
-	Country of origin		.....
-	Does the offer comply with the specification(s)?		*YES/NO
-	If not to specification, indicate deviation(s)		.....
-	Period required for delivery		.....
-	Delivery basis		.....

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

APPOINTMENT OF THE SERVICE PROVIDER FOR THE LEASING OF PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) AND TELEPHONE MANAGEMENT SYSTEM (TMS) FOR THREE (03) YEARS INCLUDING MAINTENANCE PLAN FOR FIVE (05) PROVINCIAL AND FIVE (05) REGIONAL OFFICES FOR PUBLIC PROTECTOR SOUTH AFRICA (PPSA).

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

\*Delete if not applicable

## **BIDDER'S DISCLOSURE**

### **1. PURPOSE OF THE FORM**

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

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

### **2. Bidder's declaration**

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

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

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

2.2.1 If so, furnish particulars:

.....  
.....

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

2.3.1 If so, furnish particulars:

.....  
.....

### **3 DECLARATION**

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or

<sup>2</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

terms of reference for this bid.

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

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

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

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

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

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

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

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### **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

**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:

	<b>POINTS</b>
<b>PRICE</b>	80
<b>SPECIFIC GOALS</b>	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

**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**

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

## **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:

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

***Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)***

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Historically Disadvantaged individual (HDI)		
Enterprises with ownership of 51% or more by person/s who are black person/s.	10	
Enterprises with ownership of 51% or more by person/s who are women	5	
Enterprises with ownership of 51% or more by person/s who are youth	3	
Enterprise with ownership of 51% or more by person/s with disability	2	
Enterprises with ownership of less than 51% by person/s who are black or less than 51% by person/s who are women or less than 51% by person/s who are youth or less than 51% by person/s with disability	0	
Total	20	

#### **DECLARATION WITH REGARD TO COMPANY/FIRM**

4.2. Name of  
company/firm.....

4.3. Company registration number:  
.....

#### **4.4. TYPE OF COMPANY/ FIRM**

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

[TICK APPLICABLE BOX]

4.5. 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:** .....

.....

.....

.....



**APPOINTMENT OF THE SERVICE PROVIDER FOR THE LEASING OF PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) AND TELEPHONE MANAGEMENT SYSTEM (TMS) FOR THREE (03) YEARS INCLUDING MAINTENANCE PLAN FOR FIVE (05) PROVINCIAL AND FIVE (05) REGIONAL OFFICES FOR PUBLIC PROTECTOR SOUTH AFRICA (PPSA).**

**BID NUMBER: PPSA 009/2023**

**ISSUE DATE: 14 DECEMBER 2023**

**VIRTUAL COMPULSORY BREIFING SESSION DATE: 17 JANUARY 2024 @ 11h30AM – 13h30PM**

**LINK:** [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_MjUwMDM2ZTQtMWM2Ny00MTUwLWEyYmQtZjZjYTk0YTM2Zml2@thread.v2/0?context=%7B%22Tid%22%3A225794590e-ee6e-4a8b-86f5-8db96801b3b9%22,%22Oid%22%3A22146faaa6-f9f4-47fc-bc9d-57ec82ea6441%22%7D](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MjUwMDM2ZTQtMWM2Ny00MTUwLWEyYmQtZjZjYTk0YTM2Zml2@thread.v2/0?context=%7B%22Tid%22%3A225794590e-ee6e-4a8b-86f5-8db96801b3b9%22,%22Oid%22%3A22146faaa6-f9f4-47fc-bc9d-57ec82ea6441%22%7D)

**CLOSING DATE AND TIME OF BID: 02 FEBRUARY 2024 AT 11:00 AM**

**BID VALIDITY PERIOD: 120 DAYS**

## **PART A: TERMS OF REFERENCE**

### **ABBREVIATIONS**

**B-BBEE** – Broad Based Black Economic Empowerment

**CSD** – Central Supplier Database

**CV** – Curriculum Vitae

**DTI** – Department of Trade and Industry

**FICA** – Financial Intelligence Centre Act

**LAN** – Local Area Network

**NPA** – National Prosecuting Authority

**PABX** – Private Automatic Branch Exchange

**PIN** – Personal Identification Number

**PPR** – Preferential Procurement Regulations,2022

**PPSA** – Public Protector South Africa

**RFP** – Request for Proposal

**SARS** – South African Revenue Services

**SBD** – Standard Bidding Document

**SLA** – Service Level Agreement

**SMME** – Small Medium and Micro Enterprise

**TCS** – Tax Compliance Status

**TOR** – Terms of reference

**TMS** – Telephone Management System

**WAN** – Wide Area Network

## **1. BACKGROUND**

- 1.1 Public Protector South Africa (PPSA) is a Chapter 9 institution constituted under Section 181 of the Constitution of the Republic of South Africa, in which the PPSA has the power to:
  - 1.1.1 Investigate any conduct in state affairs or in the public administration in any sphere of government that is alleged or suspected to be improper or that will result in impropriety or prejudice;
  - 1.1.2 Report on that conduct; and
  - 1.1.3 Take appropriate remedial action.

PPSA is independent and subject only to the Constitution and the law, always impartial and must exercise its powers and perform its functions without fear, favour or prejudice. PPSA is accountable to the National Assembly and must report on its activities and performance to the National Assembly at least once a year. PPSA has the power as regulated by the national legislation to investigate any conduct in state affairs, or in the public administration in any sphere of government that is alleged or suspected to be improper or to result in any impropriety or prejudice.

## **2. OBJECTIVE OF THE BID**

- 2.1 The appointment of the service provider for the leasing of Private Automatic Branch Exchange (PABX) and Telephone Management System (TMS) for a period of three (03) years including maintenance plan for five (05) Provincial and five (05) Regional Public Protector South Africa (PPSA) offices.

## **3. PROBLEM STATEMENT**

- 3.1 The current Private Automatic Branch Exchange (PABX) and Telephone Management System (TMS) installed in Durban, Bisho, Mthatha, Mafikeng, Bloemfontein, Phuthaditjhaba, Cape Town, George, Rustenburg and Upington, are outdated and dysfunctional and as a result some of the offices are not able to receive and make calls.

- 3.2 Both systems have not been maintained and the parts are no longer available on the market to fix them.
- 3.3 The above-mentioned offices are still utilizing the analogue telephone system.

#### **4. SCOPE OF WORK**

- 4.1 The scope of work for this assignment includes the following steps and activities:
  - 4.1.1 Supply, configuration, installation, testing and support.
  - 4.1.2 The bidder must provide connectivity with failover/redundancy mechanism configured to achieve high availability.
  - 4.1.3 The service provider must install a separate data-line, new network points and cabling for the telephone system and all handsets.
  - 4.1.4 To generate and submit to PPSA monthly telephone bills for the offices including monthly rental fees.
  - 4.1.5 Allocation of a technical team to deploy the system from start to finish.
  - 4.1.6 Training of sixteen (16) PPSA officials (nd users, Facilities, and ICT Technicians) on how to operate the system.
  - 4.1.7 The service provider will be responsible for porting the existing numbers.
  - 4.1.8 The proposed system must be able to run on CAT5, CAT5e, CAT6 and CAT6e local area networks, bidders to also supply cabling.
  - 4.1.9 Bidders must be a telecommunications company.
  - 4.1.10 The recorded data at the end of the contract should be relinquished to PPSA, as it remains to be the property of institution.
  - 4.1.11 A multi-disciplinary team is required to demonstrate experience in implementing telecommunication system, the team must have the following skilled and experienced persons:
    - LAN and WAN
    - Project Management

## 4.2 Technical requirements for PABX System

- 4.2.1 1 x Supply, deliver, install, and configure hosted PABX system. 1 x Telephone management system per office.
- 4.2.2 Able to receive and divert calls to/from the cellphones.
- 4.2.3 Budget Control Management.
- 4.2.4 Scalable from 10-30 ports/extensions.
- 4.2.5 Pin code control.
- 4.2.6 Call Management System
  - i. Monitor the incoming and outgoing calls for each user.
  - ii. Call routing, call parking, call forwarding, call waiting, picking up and music on hold.
  - iii. Attended transfer.
  - iv. Busy lamp fields.
  - v. Intercom
  - vi. Speed dial
  - vii. Recording systems to retain telephone records for the duration of the contract (03) years.

4.3 The PABX must also offer mobile smartphone applications that will be able to transfer to the smart phone as an extension.

## 5. Five (05) Provincial Offices

ID	Office name	Delivery address	Staff compliment	No of existing Telkom lines	No of extensions	Handset split
1	Durban	22 <sup>nd</sup> Floor, Suite 2114, Commercial City Building, Durban	20 staff members	9 lines	20	18x Standard, 1x Switchboard/ Reception 1x Executive
2	Mafikeng	06 Martin Street,	25 staff	12 lines	25	23x Standard,

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		Mafikeng	members			1x Executive 1x Switchboard/ Reception
3	Bloemfontein	49 Charlotte Maxeke Street, Fedsure Building, 5 <sup>th</sup> Floor, CBD Bloemfontein	17 staff members	4 lines	17	1x Switchboard/ Reception 1x Executive 17 x Standard Handsets
4	Bisho (office to relocate to East London)	Unathi House, Independent Avenue (To locate coordinates use, Independence Avenue, Parliament Hill, 5605/ SAPS Bisho to Is opposite PPSA Office)	20 staff members	10 lines	20	18x Standard, 1x Executive 1x Switchboard/ Reception
5	Cape Town	51 Wale Street, Cape Town	20 staff members	8 lines	20	1x Switchboard / Reception 2x Executive 17 x Standard Handsets
6	Upington	Vloere Building, 56 Nelson Mandela Rd, Upington	4 staff members	2 lines	4	1x Reception 1 x Executive x Standard
7	Rustenburg	135 Klopper Street, Old SARS Building Rustenburg	6 staff members	6 lines	6	1x Reception 1 x Executive 4x Standard
8	George	1 <sup>st</sup> Floor, South Wing, Bataleur Park, Cnr. Cathedral and Cradock Street, George	3 staff members	3 lines	4	1 x Reception 1 x Executive 2 x Standard
9	Phuthaditjhaba	Shop No. 1, Naledi Mall, 9866 Mampoi Street, Phuthaditjhaba	4 staff members	3 lines	4	1 x Reception 1 x Executive 2x Standard

APPOINTMENT OF THE SERVICE PROVIDER FOR THE LEASING OF PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) AND TELEPHONE MANAGEMENT SYSTEM (TMS) FOR THREE (03) YEARS INCLUDING MAINTENANCE PLAN FOR FIVE (05) PROVINCIAL AND FIVE (05) REGIONAL OFFICES FOR PUBLIC PROTECTOR SOUTH AFRICA (PPSA).

10	Mthatha	No. 6 Knorf Street, Fortgale, Mthatha <b>(Near University of Walter Sisulu Mthatha Campus or ECDC (Block of Offices in Fortgale) to locate coordinates)</b>	4 staff members	4 lines	5	1x Reception 1 x Executive 3x Standard
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## 6. PRICING SCHEDULE

### 6.1 PART A

ITEM DESCRIPTION	TOTAL PRICE INCLUDING 15% VAT OVER THE CONTRACT PERIOD
<b>1. Five (10) PABX's and TMS systems</b>	R
a) Hardware and software supply	R
b) Installation and configuration	R
<b>2. Maintenance for the entire system for the period of three (03) years</b>	R
<b>3. Training cost of 16 officials (users, Facilities, and ICT technicians)</b>	R
<b>4. Other (bidder to specify)</b>	R
<b>5. Part 1 total project cost including 15% VAT over the contract period</b>	R

APPOINTMENT OF THE SERVICE PROVIDER FOR THE LEASING OF PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) AND TELEPHONE MANAGEMENT SYSTEM (TMS) FOR THREE (03) YEARS INCLUDING MAINTENANCE PLAN FOR FIVE (05) PROVINCIAL AND FIVE (05) REGIONAL OFFICES FOR PUBLIC PROTECTOR SOUTH AFRICA (PPSA).

**6.2 PART B: BIDDER MUST PROVIDE ESTIMATED CALL CHARGES FOR A PERIOD OF THREE (3) YEARS (IF THE PRICING SCHEDULE IS LIMITING PROVIDE DETAILED SCHEDULE SEPARATELY AND TRANSFER THE TOTAL COST)**

ID	Office name	Estimated /average call charges per month	Estimated call charges for a period of three (3) year VAT inclusive (Call charges per minute and payment will be based on the actuals)
1	Durban	R3 200,00	R
2	Mafikeng	R3 700,00	R
3	Bloemfontein	R4 750, 00	R
4	Bisho (office to relocate to East London)	R3 000, 00	R
5	Cape Town	R5 000, 00	R
6	Upington	R1 450,00	R
7	Rustenburg	R1 100,00	R
8	George	R1000,00	R
9	Phuthaditjhaba	R1 560,00	R
10	Mthatha	R450,00	R
<b>Part 2 estimated total project cost including 15% VAT over the contract period</b>			R

### 6.3 ESTIMATED TOTAL PROJECT COST

ID	DESCRIPTION	TOTAL INCLUDING 15% VAT
1	<b>Part 1 total project cost including 15% VAT over the contract period</b>	R
2	<b>Part 2 estimated total project cost including 15% over the contract period</b>	R
	<b>Grand estimated total project cost including 15% VAT</b>	R

The bid will be evaluated in four (04) phases as outlined below:

### 7. EVALUATION PROCESS

**7.1 Phase 1 evaluation:** Bidders must ensure that they complete, and sign documents as indicated below, and the documents must be submitted as part of the bid document by the closing date and time:

- 7.1.1 Signed SBD 1: Invitation to Bid
- 7.1.2 Fully completed SBD 3.1: Pricing Schedule Firm Price
- 7.1.3 Signed SBD 4: Bidders Disclosure
- 7.1.4 Signed SBD 6.1: Preference Points claim form in terms of the Preferential Procurement Regulations, 2022

**7.2 Phase 2 evaluation:** Below are mandatory required documents which must be submitted with the bid document and only bidders that have submitted all the documents will be evaluated for **Pricing and Specific Goals**. Non submission of all mandatory documents may disqualify the bidder.

7.2.1 The bidder must provide at least minimum of three (03) clients reference letters with contactable telephone numbers where supply, delivery, configuration, and maintenance of PABX has been successfully rendered not older than five (5) years and the reference letters to indicate the following:

- a) Name of client and the industry/sector where the contract was carried out

- b) Description of Project
- c) Name of Contact Person
- d) Telephone numbers and/or email address

7.2.2 **The bidder must be registered on Central Supplier Database (CSD):** The bidder must ensure that their company is registered on CSD (attach the CSD report with the bid document or provide bidder CSD registration number).

- 7.2.3 Position to archive all the data recordings per financial year.
- 7.2.4 Allow data recordings to be retrieved by PPSA as and when required.
- 7.2.5 Allow call recording (up to 60 seconds)
- 7.2.6 Picking up calls from different extensions.
- 7.2.7 Attendance of compulsory briefing session (virtual register / manual)

### 7.3 **Phase 3 evaluation:** Due diligence process

7.3.1 Only bidder that have submitted all required mandatory documents indicated in phase 2 of the evaluations will be eligible for due diligence process.

7.3.1.1 The BEC will visit the hosting center / bidder's site to verify the information evaluated under Phase 2 and should the system demonstration not be able to proof compliant to anyone of the four (4) capabilities as outlined below the bidder will be disqualified.

- 7.3.1.1.1 Position to archive all the data recordings per financial year.
- 7.3.1.1.2 Allow data recordings to be retrieved by PPSA as and when required.
- 7.3.1.1.3 Allow call recording (up to 60 seconds)
- 7.3.1.1.4 Picking up calls from different extensions.

**7.4 Phase 4 evaluation:** Only bidders qualified through phase 3 of the evaluations will further be evaluated for **Pricing and Specific goals**.

**7.4.1 Pricing = 80 points and Specific goals = 20 points**

A Maximum of 20 points may be awarded to a tenderer for specific goals specified for the tender as follows:

Specific goals	Points
<b>Historically Disadvantaged individual (HDI)</b>	
Enterprises with ownership of 51% or more by person/s who are black person/s.	10
Enterprises with ownership of 51% or more by person/s who are women	5
Enterprises with ownership of 51% or more by person/s who are youth	3
Enterprise with ownership of 51% or more by person/s with disability	2
Enterprises with ownership of less than 51% by person/s who are black or less than 51% by person/s who are women or less than 51% by person/s who are youth or less than 51% by person/s with disability	0
<b>Total</b>	<b>20</b>

7.4.1.1 The points scored for the specific goal will be added to the points scored for price and the total will be rounded off to the nearest two decimal places.

7.4.1.2 The contract will be awarded to the tenderer scoring the highest points.

7.4.1.3 A contract may be awarded to a tenderer that did not score the highest number of points, only in accordance with section 2(1) (f) of the Act.

7.4.1.4 If two or more tenders score an equal total number of points, the contract will be awarded to the tenderer that scored the highest points for specific goals, and if two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.

## **PART B: ADDITIONAL REQUIREMENTS AND CONDITIONS OF BID**

APPOINTMENT OF THE SERVICE PROVIDER FOR THE LEASING OF PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) AND TELEPHONE MANAGEMENT SYSTEM (TMS) FOR THREE (03) YEARS INCLUDING MAINTENANCE PLAN FOR FIVE (05) PROVINCIAL AND FIVE (05) REGIONAL OFFICES FOR PUBLIC PROTECTOR SOUTH AFRICA (PPSA).

## **8. ADDITIONAL REQUIRED INFORMATION**

### **8.1. Company profile**

Bidders must furnish the following information clearly indicated per annexure regarding their company as part of the bid. Where not applicable, it must clearly be indicated as such:

8.1.1 Personnel complement, divided into -

8.1.1.1 Management personnel.

8.1.1.2 Supervisors; and

8.1.1.3 Workers. Full time: ..... Part time: .....

8.1.2 Composition in terms of shareholding

8.1.3 Address of Head Office.

8.1.4 Addresses of regional offices/branches

8.1.5 Bidders to indicate date from when the company commenced its operations.

8.1.6 Bidders to provide the details of completed contracts where appointment of service provider for the leasing of PABX and TMS including maintenance plan.

8.1.7 Bidders to indicate their company financial position i.e. annual turnover.

8.1.8 Bidders to submit the names, postal address and telephone number(s) of banker(s) and the name of the contact person where financial enquiries may be answered.

8.1.9 Bidders to submit the name, address and telephone number of auditor(s) and the name of the contact person where financial enquiries may be answered.

8.1.10 Bidders to indicate the name, identity numbers and street addresses of all partners must be indicated where persons, who are a partnership or a company / Joint Ventures / Consortium comprising a partnership, tender.

## **9. Previous experience**

9.1 Bidders must submit provide at least minimum written and signed three (03) clients reference letters with contactable telephone numbers where supply, delivery, configuration, and maintenance of PABX has been successfully rendered. Provide signed reference letters that indicates the following:

- 9.1.1 Value of the project,
- 9.1.2 Contract period and
- 9.1.3 The industry/sector where the contract was carried out.

9.2 Due diligence will be conducted to verify all information that has been provided on the qualified bidders.

## **10. CONDITIONS OF BIDS**

### **10.1 PPSA reserve the rights:**

- 10.1.1 The PPSA reserves the right to disqualify any bidder which does not comply with any one or more of the required pieces of information as indicated below:
- 10.1.2 If the bidder/s submit their bids without all the data and information requested.
- 10.1.3 Proposal that did not submit mandatory documents stipulated in the RFP document.
- 10.1.4 Proposal that fails to comply with the specification.
- 10.1.5 Proposal that contains any information that is found to be incorrect or misleading in anyway or Bidders who submit information that is fraudulent, factually untrue, or inaccurate information.
- 10.1.6 Bidders who submit incomplete information and documentation according to the requirements of this RFP document.
- 10.1.7 Bidders who receive information not available to other potential bidders through fraudulent means.
- 10.1.8 Bidder local content requirement does not comply with National Treasury designated sectors. as updated from time to time.
- 10.1.9 PPSA further reserve the right to:
- 10.1.9.1 Not to award or cancel this bid at any time.
- 10.1.9.2 To negotiate with one or more Preferred or Reserved Bidders identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other Bidder who has not been awarded the status of the Preferred or Reserved Bidder.
- 10.1.9.3 To award in part or in full.

- 10.1.9.4 To award this bid to one or more bidders.
- 10.1.9.5 To negotiate prices of items that are contracted, and should these items be available at a competitive price than the contracted price, PPSA will request the current bidder to reduce their price to be inline failing which; these will be purchase out of contract.
- 10.1.9.6 To cancel and/or terminate the bid process at any stage, including after the Closing Date and/or after presentations have been made, and/or after bids have been evaluated and/or after the Preferred Bidders have been notified of their status as such.
- 10.1.9.7 To carry out explanatory meetings to verify the nature and quality of the services bided for, whether before or after adjudication of the bid at bidder's corporate offices and / or at client sites if so required.
- 10.1.9.8 To award the contract to a Bidder whose bid was not the lowest in price.
- 10.1.9.9 To award the bid to a Bidder who is not the highest scoring Bidder.
- 10.1.9.9 To correct any mistakes at any stage of the bid that may have been in the bid documents or occurred at any stage of the bid process.
- 10.1.9.10 To amend any bid conditions, bid validity period, RFP specifications, or extend the bid closing date, all before the bid closing date. All bidders, to whom the RFP documents have been issued and where the PPSA have record of such bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the PPSA's website under the relevant tender information. All prospective bidders should therefore ensure that they visit the website regularly and before they submit their bid response to ensure that they are kept updated on any amendments in this regard.
- 10.1.9.11 Not to accept the lowest priced bid or any bid in part or in whole. It normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is functionally acceptable and/or financially advantageous to the PPSA.
- 10.1.9.12 To request all relevant information, agreements and other documents to verify information supplied in the bid response.
- 10.1.9.13 To conduct background checks, including FICA verification, on the bidding entity and any of its directors / trustees / shareholders / members.

## **11. Undertakings by the Bidder**

- 11.1 By submitting a bid in response to the RFP, the bidder will be taken to offer to render all or any of the services described in the bid response submitted by it to the PPSA on the terms and conditions and in accordance with the specifications stipulated in this RFP document.
- 11.2 The bidder shall prepare for a possible presentation should PPSA require such and the bidder shall be notified before the actual presentation date. Such presentation may include a practical demonstration of services as called for in this RFP.
- 11.3 The bidder agrees that the offer contained in its bid shall remain binding upon him/her and receptive for acceptance by the PPSA during the bid validity period indicated in the RFP and calculated from the bid closing hour and date such offer and its acceptance shall be subject to the terms and conditions contained in this RFP document read with the bid.
- 11.4 The bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all his/her obligations under a resulting contract for the services contemplated in this RFP; and that he/she accepts that any mistakes regarding price(s) and calculations will be at his/her risk.
- 11.5 The successful bidder accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under the supply agreement and SLA to be concluded with PPSA, as the principal(s) liable for the due fulfilment of such contract.
- 11.6 The bidder accepts that all costs incurred in the preparation, presentation and demonstration of the solution offered by it shall be for the account of the bidder. All supporting documentation and manuals submitted with its bid will become PPSA property unless otherwise stated by the bidder/s at the time of submission.
- 11.7 No attempt may be made, whether directly or indirectly, to canvass any member of PPSA employees before the award of the contract.
- 11.8 Any enquiries must be referred, in writing, to the specified persons.

## **12. Contract requirements**

### **12.1 Contract period**

12.1.1 The start date of the project implementation will be confirmed with the successful bidder upon contract negotiations. The initiative is based on deliverables.

## **13.1 General terms and conditions of contract**

13.1.1 Bidders must complete the attached the General Terms and Conditions of the contract.

## **14. Price basis**

14.1 Bidders shall consider that PPSA's total requirements will be allocated to one bidder.

14.2 Bidders shall quote prices in South African Rand and Value Added Tax shall be included:

14.2.1 For PPSA to be able to facilitate the evaluation of bids and the administration of the contract it is required that bidders must provide all inclusive pricing.

14.3 Bidders shall quote on the basis indicated in the Pricing Schedule.

14.4 Prices tendered for must be inclusive of all required deliverables as per specification.

14.5 PPSA requires an all-inclusive and fully transparent cost structure.

14.6 Where figures are referred to in numerals and in words and there is a conflict between the two, the words will prevail.

14.7 The successful bidder shall commit to the programme of continuous improvement, which will result in cost-efficiencies during the duration of the contract.

14.8 Bidders must warrant to PPSA and indicate that the pricing quoted is free of any errors or omissions and that the Bidder is able to deliver the contract on the prices quoted.

## **15. Payment terms**

15.1 The standard 30-day payment period will apply on the payment of all invoices from receipt of valid invoice.

## **16. Tax clearance certificate**

16.1 Government is committed to reducing supply chain related fraud and ensuring that persons conducting business with the State are not afforded any scope to abuse the supply chain management system.

16.2 It is therefore essential to ensure that persons conducting business with the State are tax compliant when participating in tenders or other bidding processes. On 18 April 2016, the South African Revenue Service

(SARS) introduced an enhanced TCS system aimed at improving compliance and making it easier for taxpayers to manage their tax affairs.

16.3 Implementation of the tax compliance status system:

16.3.1 In order to comply with the new TCS system and the condition of bids that a successful bidder's tax matters must be in order, Accounting Officers, and accounting authorities of all PFMA complaint institutions must:

16.3.1.1 Designated officials, preferably from Supply Chain Management Unit, whose function will be to verify the tax compliance status of a bidder on the South African Revenue Services' Tax compliance status system housed on eFiling.

16.3.1.2 Utilise the SBD1 issued by National Treasury when inviting bids,

16.3.1.3 As a bid condition, accounting officer or accounting authorities must request bidders to register on Government's Central Supplier Database and to include in their bid their Master Registration Number (Supplier Number) in order to enable the institution to verify the supplier's tax status on the Central Supplier Database.

16.4 The CSD and tax compliance status PIN are the approved methods to be used to prove tax compliance as the South African Revenue Services (SARS) no longer issues Tax Clearance Certificates but has made provision online, via e-Filing, for bidders to print their own Tax Clearance Certificates which they can submit with their bids or price quotations.

16.5 Accounting Officers are therefore required to accept printed, or copies of Tax Clearance Certificates submitted by bidders and verify their authenticity on e-Filing. The verification result will be filed for audit purposes.

16.6 Where a bidder does not submit a tax compliance status PIN but provides a Central Supplier Database (CSD) number, the accounting officer and accounting authority must utilise the CSD number via its website [www.csd.gov.za](http://www.csd.gov.za) to access the supplier records and to verify the bidder's tax compliance status. A printed screen view at the time of verification should then be attached to the supplier's records for audit purposes.

## **17. Counter Conditions**

17.1 Bidder's attention is drawn to the fact that amendments to any of this condition of bid by bidders may result in the invalidation of the bids.

## **18. Fronting**

18.1 The PPSA support the Broad Black Based Economic Empowerment and recognises that the real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Based on the above (PPSA) condemns any form of fronting.

18.2 The PPSA, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct, or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in the bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry /investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid/contract and may also result in the restriction of the bidder /contractor to conduct business with the public sector for a period not exceeding ten years. The matter may be reported to the National Prosecuting Authority (NPA) for criminal investigation and charges in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

## **19. Promotion of Emerging Black owned bidders**

19.1 It is the PPSA's objective to promote transformation across all industries and/ or sectors of the South African economy and as such, bidders are encouraged to partner with a black owned entity (being 50%+1 black owned and controlled). Such partnership may include the formation of a Joint Venture and/ or subcontracting agreement etc., where a portion of the work under this tender would be undertaken by black owned entities. To give effect to this requirement, bidders are required to submit a partnership / subcontracting proposal detailing the portion of work to be outsourced, level of involvement of the black owned partner and where relevant, submit a consolidated B-BBEE scorecard in-line with the provisions of the PPPFA Regulations which will be considered as part of the B-BBEE scoring.

## **20. Supplier Performance Management**

- 20.1 Supplier Performance Management is viewed by the PPSA as a critical component in ensuring value for money acquisition and good supplier relations between the PPSA and all its suppliers.
- 20.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the PPSA, which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor and assess the supplier 's performance and ensure effective delivery of service, quality and value-add to PPSA's business.
- 20.3 Successful bidders will be required to comply with the above-mentioned conditions, and also provide a scorecard on how their product / service offering is being measured to achieve the objectives of these conditions.

## **21 Supplier Development**

- 21.1 The PPSA promotes enterprise development. In this regard, successful bidders may be required to mentor SMMEs and/ or designated group which are at least 51% owned by:
  - 21.1.1 Black people
  - 21.1.2 Black people who are youth
  - 21.1.3 Black people who are women
  - 21.1.4 Black people that formed a cooperative (primary, secondary, or tertiary cooperative) or
  - 21.1.5 Black people living in rural areas or underdeveloped areas or township.

## **22. Screening**

- 22.1 Acceptance of this bid may be subject to the condition that the successful bidder must be cleared by the appropriate authorities to render the service within the organ of the state.

**23. PPSA requires bidder(s) to declare**

In the Bidder's Technical response, Bidder(s) are required to declare the following:

- 23.1 Confirm that the bidder(s) is to: –
- 23.1.1 Act honestly, fairly, and with due skill, care and diligence, in the interests of PPSA.
- 23.1.2 Have and effectively employ the resources, procedures and appropriate technological systems for the proper performance of the services.
- 23.1.3 Act with circumspection and treat PPSA fairly in a situation of conflicting interests.
- 23.1.4 Comply with all applicable statutory or common law requirements applicable to the conduct of business.
- 23.1.5 Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with PPSA.
- 23.1.6 Avoidance of fraudulent and misleading advertising, canvassing, and marketing.
- 23.1.7 To conduct their business activities with transparency and consistently uphold the interests and needs of PPSA as a client before any other consideration; and
- 23.1.8 To ensure that any information acquired by the bidder(s) from PPSA will not be used or disclosed unless the written consent of the client has been obtained to do so.

**24. Conflict of interest, corruption, and fraud**

- 24.1 PPSA reserves its right to disqualify any bidder who either itself or any of whose members (save for such members who hold a minority interest in the bidder through shares listed on any recognised stock exchange), indirect members (being any person or entity who indirectly holds at least a 15% interest in the bidder other than in the context of shares listed on a recognised stock exchange), directors or members of senior management, whether in respect of PPSA or any other government organ or entity and whether from the Republic of South Africa or otherwise ("Government Entity")
  - 24.1.1 Engages in any collusive tendering, anti-competitive conduct, or any other similar conduct, including but not limited to any collusion with any other bidder in respect of the subject matter of this bid.
  - 24.1.2 Seeks any assistance, other than assistance officially provided by PPSA, from any employee, advisor or other representative of PPSA in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to PPSA;

- 24.1.3 Makes or offers any gift, gratuity, anything of value or other inducement, whether lawful or unlawful, to any of PPSA's officers, directors, employees, advisors, or other representatives.
- 24.1.4 Makes or offers any gift, gratuity, anything of any value or other inducement, to any PPSA's officers, directors, employees, advisors or other representatives in order to obtain any unlawful advantage in relation to procurement or services provided or to be provided to PPSA;
- 24.1.5 Accepts anything of value or an inducement that would or may provide financial gain, advantage or benefit in relation to procurement or services provided or to be provided to PPSA.
- 24.1.6 Pays or agrees to pay to any person any fee, commission, percentage, brokerage fee, gift or any other consideration, that is contingent upon or results from, the award of any tender, contract, right or entitlement which is in any way related to procurement or the rendering of any services to PPSA.
- 24.1.7 Has in the past engaged in any matter referred to above; or
- 24.1.8 Has been found guilty in a court of law on charges of fraud and/or forgery, regardless of whether or not a prison term was imposed and despite such bidder, member or director's name not specifically appearing on the List of Tender Defaulters kept at National Treasury.

## **25. Misrepresentation**

- 25.1 The bidder should note that the terms of its Tender will be incorporated in the proposed contract by reference and that PPSA relies upon the bidder's Tender as a material representation in making an award to a successful bidder and in concluding an agreement with the bidder.
- 25.2 It follows therefore that misrepresentations in a Tender may give rise to service termination and a claim by PPSA against the bidder notwithstanding the conclusion of the Service Level Agreement between PPSA and the bidder for the provision of the Service in question. In the event of a conflict between the bidder's proposal and the Service Level Agreement concluded between the parties, the Service Level Agreement will prevail.

## **26. Preparation costs**

- 26.1 The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing PPSA, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

**27. Indemnity**

27.1 If a bidder breaches the conditions of this bid and, as a result of that breach, PPSA incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds PPSA harmless from any and all such costs which PPSA may incur and for any damages or losses PPSA may suffer.

**28. Precedence**

28.1 This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

**29. Limitation of liability**

29.1 A bidder participates in this bid process entirely at its own risk and cost. PPSA shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

**30. Tender defaulters and restricted suppliers**

30.1 No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. PPSA reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been listed as defaulted with National Treasury by another government institution.

**31. Governing Law**

31.1 South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

**32. Responsibility for sub-contractors and bidder's personnel**

32.1 A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that PPSA allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and PPSA will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

**33. Confidentiality**

33.1 Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with PPSA 's examination and evaluation of a Tender.

33.2 No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by PPSA remain proprietary to PPSA and must be promptly returned to PPSA upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

33.3 Throughout this bid process and thereafter, bidder(s) must secure PPSA's written approval prior to the release of any information that pertains to (a) the potential work or activities to which this bid relates; or (b) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

**34. Proposal documents**

34.1 No bids submitted by Facsimile, telegram, email will be considered. It is the bidder's sole responsibility to ensure that the complete bid has been received by the Closing Date and Time. Giving the bid to a courier prior to the Closing Date without actual receipt by PPSA before the Closing Date and Time will not excuse the late delivery of a bid.

34.2 If a courier service company is being used for delivery of the bid response, the bid description must be endorsed on the delivery note/courier packaging and the courier must ensure that documents

are placed / deposited into the bid box. **The PPSA will not be held responsible for any delays where bid documents are handed to the PPSA Receptionist, switchboard operator, security personnel etc.**

34.3 Where a bid response is not in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **It is the PPSA's policy not to consider late bids for tender evaluation.**

34.4 All documents and correspondence must be in English, failure to comply, the bid proposal will not be evaluated.

34.4.1 Proposals must be compiled in the following manner:

34.4.1.2 One (1) original proposal (marked 'original') must be submitted and should not be retyped and One (1) electronic copy (**on memory stick / USB**)

34.4.1.3 All Annexures, company profiles, CV's, etc., shall form part of the '**ORIGINAL**' as well as the '**electronic copy in memory stick**' proposals.

34.4.1.4 All proposals must be delivered **sealed**. The following information shall appear on the outside of the sealed proposal be placed in the bid box at the Main Reception area at, 175 Lunnon Street, Hillcrest Office Park, Hillcrest, Pretoria:

34.4.1.4.1 Name of bidder;

34.4.1.4.2 Description of proposal;

34.4.1.4.3 Bid / tender number;

34.4.1.4.4 Closing date and time;

34.4.1.4.5 The name and address of the Bidder must be written on the front or back side of the proposal/envelope.

35. Bids submitted by bidders which are or are comprised companies must be signed by a person or persons duly authorized thereto by a resolution of the applicable Board of Directors, a copy of which Resolution, duly certified, must be submitted with the bid.

36. The bidder should check the numbers of the pages of its bid to satisfy itself that none are missing or duplicated. No liability will be accepted by PPSA regarding anything arising from the fact that pages of a bid are missing or duplicated.

### **37. Consultation prior to submission of the bid documents**

Bidders shall consult, **in writing**, with the PPSA's officials indicated below should there appear to be any discrepancy, ambiguity or uncertainty pertaining to the meaning or effect of any description, dimension, quality, quantity or any other information contained in this bid. PPSA undertakes to provide clarification in writing to all Bidders, provided that the request is received prior to the closing date and time for clarifications.

<b>Officials</b>	<b>Location</b>	<b>Contact Details</b>
Lesego Tlou/ Thabang Maswi	Public Protector South Africa 175 Lunnon Street Hillcrest Office Park, Hillcrest Pretoria	Tel: 012 366 7178/ 7079 Email: <a href="mailto:Lesegot@pprotect.org">Lesegot@pprotect.org</a> <a href="mailto:Thabangma@pprotect.org">Thabangma@pprotect.org</a>

### **38. Clarifications and communication**

- 38.1.1 Bidders are encouraged to submit clarification questions in writing to Public Protector South Africa (PPSA) officials mentioned above not later than **23 January 2023 at 11H00** No further questions will be entertained after this period.
- 38.2 The PPSA will respond in writing to queries and distribute to all bidders who attended the briefing session after receipt of questions.
- 38.3 The PPSA may respond to any enquiry in its absolute discretion and the bidder acknowledges that it will have no claim against the PPSA on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.
- 38.4 Oral communication or instruction by PPSA or its representative shall have no standing in this bid unless and until they have been confirmed in writing.
- 38.5 PPSA accepts no responsibility for the failure of any bidder not receiving notifications or correspondence relating to this bid.
- 38.6 Whilst all due care has been taken in connection with the preparation of this bid, PPSA makes no representations or warranties that the content of the bid or any information communicated to or provided

to Bidder(s) during the bidding process is, or will be, accurate, current or complete. PPSA, and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current or complete.

- 38.7 If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by PPSA (other than minor clerical matters), the Bidder(s) must promptly notify PPSA in writing of such discrepancy, ambiguity, error, or inconsistency in order to afford PPSA an opportunity to consider what corrective action is necessary (if any).
- 38.8 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by PPSA will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 38.9 All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid, or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

## **39. BIDDER DECLARATION**

The bidder hereby declares the following:

We confirm that \_\_\_\_\_ (Bidder's Name) will:

- a. The appointment of the service provider for the leasing of Private Automatic Branch Exchange (PABX) and Telephone Management System (TMS) for a period of three (03) years including maintenance plan for five Provincial and five Regional Public Protector South Africa (PPSA) offices
- b. Act honestly, fairly, and with due skill, care, and diligence, in the interests of the PPSA.
- c. Effectively employ the resources, procedures, and appropriate technological systems for the proper performance of the services.
- d. Act with circumspection and treat PPSA fairly in a situation of conflicting interests.
- e. Comply with all applicable statutory or common law requirements applicable to the conduct of business.
- f. Make adequate disclosures of relevant material information including disclosures of actual or potential own interests, in relation to dealings with PPSA.
- g. Avoid fraudulent and misleading advertising, canvassing, and marketing.

- h. Conduct business activities with transparency and consistently uphold the interests and needs of PPSA as a client before any other consideration; and
- i. Ensure that any information acquired by the bidder(s) from PPSA will not be used or disclosed unless the written consent of the client has been obtained to do so.

Signature:

Date: \_\_\_\_\_

Print Name of Signatory: \_\_\_\_\_ Designation \_\_\_\_\_

## FOR AND ON BEHALF OF

**CONTENTS OF THIS DOCUMENT IS NOTED:** .....

**SERVICE PROVIDERS INITIALS / SIGNATURE** Important: Failure to complete/sign/initial this document in original ink will invalidate your tender!! Failure to sign/initial any alterations or corrections made may also invalidate your tender!! The use of any correction fluid, tape or similar products