

TENDER DATA

Project title:	APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SENTECH WITH A ONE-STOP CALL CENTRE SOLUTION FOR A PERIOD OF TWELVE (12) MONTHS
Bid no:	SENT/011/2024-25

1. BACKGROUND

Sentech is a state-owned company and is the largest broadcasting signal distributor in South Africa. Sentech is a licensed Electronic Communications Network Service provider in South Africa. It currently operates many telecommunication networks for Satellite, Television, Radio, Internet and more. As such, Sentech is a global enabler of broadcasting and digital content delivery.

SENTECH requires the services of a suitably qualified Call Centre Service Provider to provide Call Centre support for a period of 12 months. The Service Provider is required to provide Call Centre Seats and 20x Call Centre Agents in a 16-hour day for an operation that operates from 07h00 to 23h00, 7-days-a-week, 365-days-a-year, with QContact Omnichannel Call Centre systems and QContact user licences compatible for the successful running of the Call Centre service as an extension of the existing Sentech In-House Call Centre. The software system and other systems to be provided need to align and be compatible with the existing SENTECH QContact Omnichannel system.

2. SUBMISSION OF BIDS and CLOSING

This Bid closes at the stipulated date and time as stated in SBD 1 Notice and Invitation to Bid. Bids must be submitted by hand to the Bid Administrator at SENTECH, Octave Road, Radiokop Ext 3, Honeydew, Johannesburg.

Bidders that choose to submit their bid documents before the closing date and time may do so during working hours only (08:30-15:30).

It is the Bidder's responsibility to ensure that their bid submissions reach the Bid Administrator before the bid closing time as no late submissions will be accepted.

Telegraphic, telephonic, telex, facsimile, e-mail and late Bids will not be accepted. Proposals may be opened in public. Bidders will be advised of the outcome by letter, facsimile or e-mail.

This is a two-envelope system for Bid Evaluation. Bidders must submit their proposal and all supporting documentation in a sealed envelope, clearly marked as follows:

Envelope One "Original Technical Proposal" and one "Copy of Technical Proposal" together with a soft copy in PDF format of an electronic medium e.g. USB etc. The soft copy will consist of a single PDF document containing the complete response. The envelope must contain all information and documents relating to the Bid. (Refer to list of returnable documents).

No Financial Information must be included in Envelope 1.

Envelope Two "Original Financial Proposal" (Contract Date and Pricing schedule/schedule of rates as applicable) together with 1 copy of "Financial Proposal" together with a soft copy in PDF format of an electronic medium e.g. Compact Disk (CD), USB etc. The soft copy will consist of a single PDF document containing the complete Financial Proposal.

Bidders are required to place the sealed **Envelope 1** together **with** the sealed **Envelope 2** into one sealed envelope or container. The sealed envelope or container must be marked with the following information:

- **For Attention**
- **HEAD OF SUPPLY CHAIN MANAGEMENT**

- **BID REFERENCE NO:** ##
- **TECHNICAL AND FINANCIAL PROPOSALS**
- **INSERT CLOSING DATE AND TIME**
- **BIDDER'S NAME AND ADDRESS**

Bidders that combine their Technical Proposal with the Financial Proposal (or any financial information) will be automatically disqualified and not be evaluated further.

The financial proposal will only be opened and evaluated should the technical proposal be found to be responsive, being that the technical proposal has met the minimum technical evaluation criteria that are set out in the Bid Documents.

The Bidders shall insert a table of contents and bind (ring bind or similar method) the proposal documents and verify the page numbers, as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Bidders are required to complete and sign all the returnable documentation (refer to list of returnable documents) and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Late submissions will not be considered.

3. SIGN AND INITIAL

Bidders are required to complete and sign the Bid Forms where required and initial the bottom of all pages, drawings and brochures which are included in the submission as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Only original signatures will be accepted.

4. COMPLETION OF BID DOCUMENTS

Bidders must ensure that they complete all sections of the Bid Documents as per the requirements in the Bid.

Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.

5. COSTS OF PREPARING THE BID SUBMISSION

Bidders shall bear all costs associated with the preparation and submission of the proposals. Sentech shall under no circumstances be held responsible or liable for any costs incurred during the bidding process.

6. ADMINISTRATIVE RESPONSIVENESS CRITERIA

Bidders are required to ensure that they meet all the Administrative Responsiveness Criteria.

7. BBBEE CODES AT SENTECH

Sentech complies with the codes of good practice as prescribed by the DTI, to advance Broad Based Black Economic Empowerment.

8. SUBCONTRACTING AS A CONDITION OF BID

The successful Bidder must subcontract a minimum of ____ N/A ____ % of the value of the contract to ____ N/A ____ (specify the designated group targeted).

9. TRANSFORMATION PLAN

A transformation plan is a record of activities an entity intends to undertake to improve its BBBEE Level through Ownership, Management and Control; Skills Development; Enterprise and Supplier Development and Socio-Economic Development.

Sentech reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended Bidder does not meet Sentech's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan must be submitted within 10 working days from the written request, failing which Sentech reserves the right to withdraw its appointment of the preferred recommended Bidder.

10. LOCAL PRODUCTION AND CONTENT

In the case of designated sectors, where in the award of Bids, local production and content is of critical importance, such Bids will contain a specific bidding condition that only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.

Does this requirement fall under any designated sector as prescribed by the DTI?		No
If yes, specify the sector		
Specify minimum threshold applicable		

*Bidders must fill in the SBD6.2 for Local Content and Production

11. EVALUATION CRITERIA

The evaluation criteria are stipulated in 18 below. It is the Bidder's responsibility to ensure that it has responded to the evaluation criteria. Failure to meet the evaluation criteria will result in the Bidder not being evaluated further. Bidders must ensure that they have included all supporting documentation required to support their response to the Bid.

12. AWARD OF BID/S

Sentech may appoint one or more suppliers, in whole or in part, or not appoint any supplier/s at all, and/or cancel the bid in its entirety, at Sentech's sole and exclusive discretion, in order to satisfy various needs which may be identified, and to manage certain risks associated with the supply of goods or services specified in respect of the Bid.

13. ALTERNATIVE/SUBSTITUTE PRODUCTS

In the case of contracts and/or panels which are in excess of 12 (twelve) months, Sentech shall be entitled to consider alternative products and product upgrades during the tenure of the contract and/or panel in order to accommodate new products and upgrades in the market. Bidders are required to bring all such developments to the attention of Sentech for approval. No alternative products may be supplied without Sentech's prior written approval.

14. BRIEFING SESSION

Should there be a compulsory briefing session for this Bid, Bidders must ensure that they attend the briefing session and sign the attendance register, as non-attendance or failure to sign the attendance register will automatically disqualify a Bidder from submitting a proposal for this Bid.

All questions raised by Bidders post the briefing session will be consolidated and shared with all Bidders at least seven (7) calendar days prior to closing.

15. CLARIFICATION

Enquiries related to Bid documents may be addressed to the Bid Administrator and Supply Chain Official as stated in SBD 1 Notice and Invitation to Bid.

16. BID EVALUATION METHOD

This Bid will be evaluated as described in the table below.

80/20 system will be followed for Technical and Price offer	1. Stage 1 – Administrative Responsiveness Evaluation All the Technical Proposals will be evaluated against the Administrative responsiveness requirements as set out in the list of returnable documents. 2. Stage 2 –Technical Evaluation Mandatory Evaluation Criteria Proposals that are administratively responsive will be evaluated against the Mandatory Evaluation Criteria set out in Section 19. Bidders must COMPLY with ALL Mandatory Evaluation Criteria. Bidders who fail to comply with all mandatory criteria will not be evaluated further. Functional Evaluation Criteria Proposals that are responsive and comply with the mandatory evaluation criteria will be evaluated against the Functional Evaluation Criteria set out in Section 19 Bidders must score a minimum of 30 points out of 50 points for the section. 3. Stage 3 – System Demo Only bidders who have qualified to meet the minimum threshold for functionality will be invited for the presentation of the system if deemed necessary. SENTECH reserves the right not to appoint the bidder should the system not meet the required standard as indicated in the scope of work. 4. Stage 4 - Price and Preference Financial Proposals for Qualifying Bidders will be opened and evaluated. Bidder's financial offers and BEE certificates will be ranked according to price and preference points from the highest number of points to the lowest.
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17. ADMINISTRATIVE RESPONSIVENESS REQUIREMENTS

To be administratively responsive, Bidders must ensure that they meet all the below mentioned criteria. Bidders that do not meet all the below mentioned criteria may not qualify to be awarded the Bid. Sentech reserves its rights in respect of the below criteria.

- Complete and return all documentation stipulated in the LIST OF RETURNABLE DOCUMENTS.

- All correspondence must be in English.
- Bidders must fill in all sections of this document (where applicable).
- **BLACK INK** must be used when completing the Bid documents.
- Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.
- All corrections must be initialled. The use of corrective fluid is strictly prohibited.
- Bidders are required to fill in and sign the Bid Forms and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- Bidders must complete an attendance register at each compulsory site meeting attended.
- Appointment of a Bidder will be subject to signing, declaration and submission of SBD 1, 3.1, 3.2, 3.3, 4, 5, 6.1, 6.2 8, and 9 depending on applicability.
- Complete and sign the Contract Data.
- Should this be a 2 envelope or 2 stage system, Bidders **MUST** separate the technical proposal from their financial proposal. The technical and financial proposals must be placed in two separate sealed envelopes.

17.1 AUTOMATIC DISQUALIFICATION

Sentech reserves the right to automatically disqualify Bidders from being awarded this Bid. The following will lead to automatic disqualification:

- Failure to submit a financial proposal, if required.
- The Bidder is or has been involved in any act of corruption or fraud or bribery or collusion or attempt to influence any employee of Sentech to award this Bid or any other Bid to it.

18. TECHNICAL RESPONSIVENESS COMPLIANCE

The Technical Evaluation will encompass evaluation of:

- Mandatory Criteria
- Functional / Technical Criteria

19. TECHNICAL EVALUATION CRITERIA

19.1 Mandatory Eligibility Criteria

The follow in criteria are mandatory to **ALL BIDDERS**:

Mandatory Eligibility Criteria	Attach evidence	Provide reference page number in your proposal
Provide proof of existing facilities with Call Centre Seats, Staff and QContact System that can be aligned to Sentech QContact system confirmed in a letter in the company letterhead.	Signed Confirmation Letter (with Company address)	YES

NOTE: Bidders that do not comply with all the above criteria will not be evaluated further. Sentech may conduct a site visit to the call centre.

19.2 Functional Criteria

Functionality criteria	Proof Required	Points
1. Previous Experience in providing a One-Stop Call Centre Service with a QContact Omnichannel System: Four (4) & more Reference letters...25 Points Three (3) Reference letters.....15 Points Two (2) Reference letters.....10 Points One (1) Reference letter.....5 Points No Reference letter supplied0 Points	Reference letter from a client not older than 5 years.	25
2. Provide a plan on how the bidder would implement such a Call Centre solution covering the stipulated scope of work. Implementation plan must contain stated <u>System Capabilities</u> including QContact (See Annexure A) and a <u>Project Plan</u>:	Submission with specified capabilities under Scope of Work, and Implementation Plan with a Project Plan	25
76% to 100% and beyond specified capabilities under Scope of Work and implementation Plan excellently designed with a detailed project plan	Excellent = 25 Points	
61% to 75% of specified capabilities under Scope of Work and implementation Plan is well designed with a project plan	Good = 15 Points	
41% to 60% of specified capabilities under Scope of Work and implementation Plan is averagely designed with a project plan	Average = 5 Points	
Less than 40% of specified Scope of Work and implementation Plan is poorly designed	Poor = 0 Points	
Total Points:		50

Table 1: Functional Criteria

Total minimum qualifying functional score is **30** points.

19.3 System Demonstration

Only bidders who have qualified to meet the minimum threshold for functionality will be invited for the presentation of the system if deemed necessary. SENTECH reserves the right not to appoint the bidder should the system not meet the required standard as indicated in the scope of work.

20. Evaluation of Price and Preference

This Bid will be evaluated on a points system based on weighted average score for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000).

21. Preference Point allocation – 80/20

Price / Preference	Weighting percentage
Preference:	20%
Price:	80 %
Total must equal:	100%

Sentech will award preference points as follows:

Goal	Points	Evidence required
Historically disadvantaged by unfair discrimination on the basis of Race	6	A valid BBBEE Certificate showing at least 51% black ownership
	3	A valid BBBEE Certificate showing at least 25.1 – 50% black ownership
	1	Black owned company showing at least 5 – 25% black ownership
	0	Below 5%
Historically disadvantaged by unfair discrimination on the basis of Gender (women)	12	A valid BBBEE Certificate showing at least 51% women ownership
	6	A valid BBBEE Certificate showing at least 25.1 – 50% women ownership
	3	A valid BBBEE Certificate showing at least 5-25% women ownership
	0	A valid BBBEE Certificate showing at less than 5% women ownership
Historically disadvantaged by unfair discrimination on the basis of disability	2	A doctor's note confirming disability, confirmation of disability from the Department of Labour, BEE certificate or equivalent confirmation.
Total Points	20	

22. Price Calculation 80/20

The following formula will be used to calculate the points for price.

$$Ps = 80 \left[\frac{1 - (Pt - Pmin)}{Pmin} \right]$$

Where:

Ps	=	Points scored for price of bid under consideration
Pt	=	Rand value of bid under consideration
Pmin	=	Rand value of lowest acceptable bid

23. Declaration of Authority

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this Bid Data is understood and all requirements will be adhered to.

Name of Bidder	Signature	Date	Designation

TABLE 1: REFERENCES

Please complete the customer reference table and relevant Contact telephone number and attach reference letters.

Customer		Service Provided	Contact Person	Contact no.	tel.	Contractual commencement date	Contractual completion date
1							
2							
3							
4							

5						
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Name of Tenderer	Signature	Date