



**SOUTH AFRICAN BROADCASTING SABC SOC LIMITED
("the SABC")**

REQUEST FOR PROPOSAL (RFP)

RFP NUMBER: RFP/IT/2022/25

**RFP TITLE: PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND
MAINTENANCE FOR A PERIOD OF 5 YEARS**

EXPECTED TIMEFRAME

BID PROCESS	EXPECTED DATES
Bid Advertisement Date	28 June 2022
Bid Documents Available From	National Treasury's tender portal (http://www.etenders.gov.za) SABC Website (http://www.sabc.co.za/sabc/tenders/)
Briefing Session	N/A Tender Enquiries will close 7 days before the closing date
Bid Closing Date and Time	21 July 2022 at 12h00 AM
Contact details	tenderqueries@sabc.co.za
Preference point system	80/20 Preferential Point system will be used

The SABC retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

BIDS DELIVERY

**SABC's Tender Box
SABC Office
Radio Park
Henley Road; Auckland
Johannesburg**

OR

ELECTRONIC SUBMISSION

RFPSubmissions@sabc.co.za

During the COVID-19 pandemic, bidders may submit bids in the tender box or electronically until further notice. Refer to Document A for Conditions to be observed when bidding.

Late Bid submissions will not be accepted for consideration by the SABC.

RFP TITLE: PROVISION AND MAINTENANCE OF CUSTOMER INTERACTION MANAGER SYSTEM FOR A PERIOD OF FIVE (5) YEARS

1. MANDATORY DOCUMENTS

All bid respondents must submit mandatory documents that comply with all mandatory requirements. Bids that do not fully comply with the mandatory requirements will be disqualified and will not be considered for further evaluation.

MANDATORY REQUIREMENT		COMPLY/ NOT COMPLY
1.1	The proposed solution must have multi-layered user security authorisation through Active Directory. i.e service provider to illustrate how they will integrate with SABC AD (Active Directory) whether it is hosted, on premises and hybrid in a form of a diagram e.g VISIO	
1.2	The proposed solution must be compatible to integrate with Microsoft SharePoint Online as a document repository for archiving purposes. i.e., certification or partnership accreditation	
1.3	The proposed solution must be compatible with various document viewer applications available on the market. i.e., certification or partnership accreditation	
1.4	The proposed solution must be compatible with various scanning solution software applications available in the market. i.e., certification or partnership accreditation	

NON-SUBMISSION OF THE MANDATORY DOCUMENTS WILL RESULT IN DISQUALIFICATION.

2. REQUIRED DOCUMENTS

- 2.1 SARS “Pin” to validate supplier’s tax matters
- 2.2 Original or Certified copy of Valid BBBEE Certificate (from SANAS accredited Verification Agency)
- 2.3 All EME’s and 51% black Owned QSE’s are only required to obtain a **sworn affidavit** on an annual basis, confirming the following.
 - 3.3.1. Annual Total Revenue of R10 Million or less (EME) or Revenue between R10 Million and R50 Million for QSE
 - 3.3.2. Level of Black Ownership

Note 1:

Verification Agencies and Auditors who are accredited by the IRBA (Independent Regulatory Board for Auditors) are no longer the ‘approved

RFP TITLE: PROVISION AND MAINTENANCE OF CUSTOMER INTERACTION MANAGER SYSTEM FOR A PERIOD OF FIVE (5) YEARS

regulatory bodies' for B-BBEE verification and therefore IRBA auditors are not allowed to issue B-BBEE certificates after 30 September 2016.

Note 2:

Any misrepresentation in terms of the above constitutes a criminal offence as set out in the B-BBEE act as amended.

- 2.4 Proof of Valid TV License Statement (Company's, Shareholders and all Directors'), or affidavit proving that company and/or officials are not in possession of TV licence. Verification will also be done by the SABC internally.
- 2.5 Certified copy of Company Registration Document that reflect Company Name, Registration number, date of registration and active Directors or Members.
- 2.6 Certified copy of Shareholders' certificates.
- 2.7 Certified copy of ID documents of the Directors or Members.
- 2.8 Last three years audited/reviewed financial statements OR the Companies Management Accounts.

NB: NO CONTRACT WILL BE AWARDED TO ANY BIDDERS WHOSE TAX AND TV LICENCE MATTERS ARE NOT IN ORDER. NO CONTRACT WILL BE AWARDED TO ANY BIDDER WHO IS NOT REGISTERED ON THE CSD.

CONTENTS

DOCUMENT A:	CONDITIONS TO BE OBSERVED WHEN BIDDING
DOCUMENT B:	GENERAL CONDITIONS OF THE BID/PROPOSAL
DOCUMENT C:	QUESTIONNAIRE
DOCUMENT D:	DECLARATION OF INTEREST
DOCUMENT E:	FUNCTIONALITY REQUIREMENTS
DOCUMENT F:	CONFIDENTIALITY
DOCUMENT G:	PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017- SBD 6.1
DOCUMENT H:	DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES - SBD 8
DOCUMENT I:	CERTIFICATE OF INDEPENDENT BID DETERMINATION SBD 9
DOCUMENT J:	ACCEPTANCE OF CONDITIONS OF BID
DOCUMENT K:	VENDOR FORM (SABC SUPPLIER/VENDOR REGISTRATION FORM) - (ATTACHED SEPARATELY) / PLEASE ALSO REGISTER ON CENTRALISED DATA BASE - https://secure.csd.gov.za

DOCUMENT A

CONDITIONS TO BE OBSERVED WHEN BIDDING

1.0 LODGING OF PROPOSALS

- 1.1 Bidders are required to complete and sign the RFP Document and initial all pages (including proposal and brochures).
- 1.2 During the COVID-19 pandemic, bidders may submit bids in the tender box or electronically until further notice as follows:

1.2.1. Tender box submission

Bids submitted in the tender box must adhere to the following:

- Bids must be submitted in one (1) original, two (2) copies of the original and 1 (one) soft copy (CD) or memory stick, by hand and be enclosed in a sealed envelope marked distinctly with the RFP number. All soft copies should be in PDF format and must contain proposal, all completed forms, and attachments. This envelope must indicate the Bid number and the name and delivery address of the Bidder.

1.2.2. Electronic submission:

Bids submitted electronically must adhere to the following:

- The single point of entry is RFPSubmissions@sabc.co.za.
- Electronic submissions must be submitted in a PDF format that is protected from any modifications, deletions or additions.
- Financial/pricing information must be presented in a **separate** attachment from the Technical/Functional Response information. The onus is on the Bidder to ensure that all mandatory and required documents are included in the electronic submission.
- All electronic submissions must be prominently marked with the full details of the tender in the email subject line namely Bidder's Name, Tender No and Tender Title.
- Bidders are advised to email electronic submissions at least thirty minutes before the bid closing time to cater for any possible delay in transmission or receipt of the bid. The onus is on bidder to ensure that the bid is submitted on time via email
- Tender submission emails received after submission date and time will be declared late bid submissions and will not be accepted for consideration by SABC.

RFP TITLE: PROVISION AND MAINTENANCE OF CUSTOMER INTERACTION MANAGER SYSTEM FOR A PERIOD OF FIVE (5) YEARS

1.4 The SABC will not be responsible for any failure or delay in the email transmission or receipt of the email including but not limited to:

- Receipt of incomplete bid
- File size (must not exceed 30mb)
- Delay in transmission or receipt of the bid
- Failure of the Bidder to properly identify the bid
- Illegibility of the bid; or
- Security of the bid data.

1.5 Bidders must ensure that bids are delivered timeously to the correct address. Bids not received in a specified manner, and by the specified time and date as set out in this RFP document will be rejected. The bid box is generally open 24 hours a day, 7 days a week.

2.0 COMPLIANCE WITH CONDITIONS OF PROPOSAL

2.1 No alteration, amendment or variation of the submitted proposal by the closing date of this bid shall be permitted, unless otherwise agreed in writing by both the SABC and the bidder. Should the bidder desire to make any amendments to the conditions of their proposal document, they shall stipulate upfront in their proposal document. The SABC reserves the right to reject such bid document.

3.0 COMPLIANCE WITH TECHNICAL SPECIFICATIONS

3.1 All bidders are required to submit bids in accordance with stipulated technical specification as indicated on this bid document. Failure to comply with the required technical specification will result in disqualification.

4.0 SCHEDULE OF QUANTITIES

4.1 Bidders are required to submit a detailed Schedule of Quantities indicating how the bid amount is composed. This schedule shall contain itemised descriptions, quantities and unit prices.

5.0 BID PRICES

5.1 No change in the submitted bid prices shall be accepted and/or approved by the SABC after receipt and before award of this bid.

RFP TITLE: PROVISION AND MAINTENANCE OF CUSTOMER INTERACTION MANAGER SYSTEM FOR A PERIOD OF FIVE (5) YEARS

- 5.2 All prices are to be quoted in the Republic of South African Rand with VAT as a separate item.
- 5.3 All local suppliers quoting in foreign currency must convert the currency to Rands and indicate the exchange rate applicable. The local suppliers must provide reasons with evidence why they are quoting in foreign currency
- 5.4 The prices quoted should be inclusive of all costs needed to perform the specified services, not limited to, all kinds of local guarantee bonds, taxes and duties, customs, customs clearance, inland transportation, storage, unpacking, positioning, installation, integration and testing. The prices quoted should be inclusive of all costs for the duration of the project.
- 5.5 This bid document is not an offer to purchase, order or contract.
- 5.6 Prices must be fixed for the first year and shall, where applicable, be subject to an increase of not more than the applicable CPI.
- 5.7 Bid prices for supplies in respect of which installation/erection/assembly is a requirement, shall include ALL costs on a basis of delivery on site as specified.
- 5.8 Bid prices shall, where necessary, include packaging. If desired, packaging material may be returned to the bidder provided the amount of credit that will be allowed for the returnable packaging is shown against each item concerned.
- 5.9 Any response submitted by a Bidder is subject to negotiation and review by the SABC.

6.0 SOURCE OF SERVICE AND MATERIAL

- 6.1 In the case of equipment/goods, which are partially or completely designed and/or manufactured in the Republic of South Africa, Bidders shall state the local content percentage.
- 6.2 Documentation certifying the local content percentage shall be submitted.

7.0 ACCEPTANCE OF PROPOSALS

- 7.1 The SABC does not bind itself to accept the lowest or any bid/proposal, nor shall it be responsible for or pay any expenses or losses which may be incurred by the Bidders in the preparation and delivery of its/his/her bid/proposal. The SABC reserves the right to accept a separate bid/proposal or separate bids/proposals for any one or more of

RFP TITLE: PROVISION AND MAINTENANCE OF CUSTOMER INTERACTION MANAGER SYSTEM FOR A PERIOD OF FIVE (5) YEARS

the sections of a specification. The SABC also reserves the right to withdraw the bid at any stage.

7.2 No bid shall be deemed to have been accepted unless and until a formal contract/letter of award is prepared and signed.

7.3 The SABC reserves the right, should it deem it necessary, to monitor every stage of the contract to ensure:

- that the directors who were awarded the bid are in control of the company and/or that changes in directors does not affect delivery of the goods/services/work adversely;
- that, if there are changes in the control of the company, these should be brought to the attention of the SABC;
- that in the event that the bid or any part thereof is to be subcontracted to another company or organisation after the bid was awarded, the Bidders must immediately advise the SABC and the SABC shall approve same as it deems fit;
- successful delivery of the goods/services/works in terms of the contract, or timeous termination of the contract should such action be in the best interest of the SABC;
- audit the successful Bidder's contract from time to time.

7.4 This bid will remain valid 180 (one hundred and eighty) days from the date of bid closing.

8.0 DEFAULT BY BIDDERS

8.1 If Bidders purport to withdraw their bid(s)/proposals within the period for which they have agreed that their bid/proposal shall remain open for acceptance, or fails to enter into a written contract when called upon to do so, or fails to accept an order in terms of the bid, the SABC may, without prejudice to any other legal remedy which it may have, accept their bid(s) notwithstanding the purported withdrawal, or proceed to accept any other less favourable bid or call for bids afresh and may recover from the defaulting Bidders any additional expense it has incurred for the calling for new bids or the acceptance of any less favourable bid.

9.0 AMPLIFICATION OF PROPOSALS

RFP TITLE: PROVISION AND MAINTENANCE OF CUSTOMER INTERACTION MANAGER SYSTEM FOR A PERIOD OF FIVE (5) YEARS

- 9.1 The SABC may, after the opening of bids, call on the Bidder to amplify in writing any matter which is not clear in the Bidder's submission and such amplification shall form part of the original bid.
- 9.2 In the event of the Bidders failing to supply such information within the specified timeframe, the bid will be liable to rejection.
- 9.3 The SABC reserves the right to:
- not evaluate and award bids that do not comply strictly with this bid document;
 - make a selection solely on the information received in the bids;
 - enter into negotiations with any one or more of preferred Bidder(s) based on the criteria specified in the evaluation of this bid;
 - contact any Bidder during the evaluation process, in order to clarify any information, without informing any other Bidders. During the evaluation process, no change in the content of the bid shall be sought, offered or permitted;
 - award a contract to one or more Bidder(s);
 - accept any bid in part or full at its own discretion; and
 - cancel this bid or any part thereof at any time.

Should Bidder(s) be selected for further negotiations, they will be chosen on the basis of the greatest benefit to the SABC and not necessarily on the basis of the lowest costs.

10.0 IMPORT/EXPORT PERMITS

- 10.1 Bidders are required to include complete information on equipment and/or components requiring export/import permits.

11.0 COST OF BIDDING

- 11.1 The Bidder shall bear all costs and expenses associated with preparation and submission of its bid/proposal, and the SABC shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

12.0 COMMUNICATION

RFP TITLE: PROVISION AND MAINTENANCE OF CUSTOMER INTERACTION MANAGER SYSTEM FOR A PERIOD OF FIVE (5) YEARS

- 12.1 The SABC has provided a single point of entry for any questions or queries that the Bidder may have. All queries must be submitted in writing and directed to authorised contact person. **Unauthorised communication with any other personnel or member of staff of the SABC, regarding this bid is strongly discouraged and will result in disqualification of the respective Bidder's bid/proposal submission.**
- 12.2 Should there be a difference of interpretation between the Bidder and SABC; SABC reserves the right to make a final ruling on such interpretation.
- 12.3 The closing time for clarification of queries is 3 (three) days before the deadline for bid/proposal submission. The Bidders should take note that questions together with responses will be sent to all Bidders who attended compulsory Briefing Session.

13.0 AUTHORISED CONTACT PERSONS

- 13.1 All enquiries in respect of this bid must be addressed to:

Tender Office
SCM Division
Radio Park Office Block
Henley Road
Auckland Park
Johannesburg
South Africa
E-mail: tenderqueries@sabc.co.za

14.0 BROAD-BASED ECONOMIC EMPOWERMENT

- 14.1 According to the 2013 B-BBEE Revised Code of Good Practice the Exempted Micro Enterprise (EME) is only required to produce a sworn affidavit signed by the Commissioner of Oaths as per the requirement in the Justice of Peace and Commissioners of Oaths Act, 1963 (Act No. 61 of 1963) or the Companies and Intellectual Property Commission ("CIPC") certificate on an annual basis.
- 14.2 Bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Verification Agency accredited by SANAS.
- 14.3 Only South African Accreditation Systems (SANAS) is the authorised body to issue B-BBEE certificates
- 14.4 IRBA and Accounting Officers are **not** allowed to issue B-BBEE affidavit or certificates to EMEs and QSEs as it was under 2007 Codes
- 14.5 EME's and QSE's must submit an affidavit confirming that the entity's turnover is

RFP TITLE: PROVISION AND MAINTENANCE OF CUSTOMER INTERACTION MANAGER SYSTEM FOR A PERIOD OF FIVE (5) YEARS

below R10 million and percentage of black ownership to claim BBEE points

- 14.6 QSEs have to comply with all elements
- 14.7 Start-up enterprises are verified similar to EMEs, but can opt to be rated using the QSE and Generic Scorecard
- 14.8 QSE with at least 51% black ownership or above are only required to obtain an affidavit on an annual basis with a confirmation of turnover and black ownership
- 14.9 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that B-BBEE status level certificate under the consortium name is submitted.
- 14.10 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- 14.11 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 14.12 A bidder will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 14.13 A bidder awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.

15.0 MISREPRESENTATION AND FRONTING IS PROHIBITED

Fronting means a deliberate circumvention or attempted circumvention of the B-BBEE Act and the Codes. Fronting commonly involves reliance on data or claims of compliance based on misrepresentations of facts, whether made by the party claiming compliance or by any other person.

It is an offence to misrepresent or provide false information regarding a company's information or engaging in a fronting practice. If there is any contravention of some sought, the SABC may open a criminal and/or civil case/s against the bidder and its

RFP TITLE: PROVISION AND MAINTENANCE OF CUSTOMER INTERACTION MANAGER SYSTEM FOR A PERIOD OF FIVE (5) YEARS

directors/members in terms of applicable legislation, and ban the bidder & its directors/members from doing business with the SABC for a pre-determined period.

It is important to note that any proposal that does not conform fully to the instructions and requirements in this RFP may be disqualified.

Suppliers might be required to demonstrate their proposed capabilities by means of a presentation, clear and easily verifiable reference documentation and/or a visit to an existing client site where their capabilities may be demonstrated.

Bids, which do not meet the technical requirements, will not be considered for further evaluation.

END OF DOCUMENT

DOCUMENT B

GENERAL CONDITIONS OF PROPOSAL

1.0 COMPLIANCE WITH COMPLETION OF PROPOSAL

- 1.1 The bid forms should not be retyped or redrafted, but photocopies may be prepared and used.
- 1.2 Bid forms must be signed in the original form; in ink and forms with photocopied signatures or other such reproduction of signature will be rejected.
- 1.3 Should bid forms not be filled in by means of mechanical devices, for example typewriters, ink, preferably black, must be used to fill in bid.
- 1.4 Bidders shall check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability shall be accepted in regard to claims arising from the fact that pages are missing or duplicated. Incomplete bids will result in disqualification.

2.0 COMPLIANCE WITH TECHNICAL SPECIFICATIONS

- 2.1 Unless a departure is clearly stated by the Bidder at the time of bidding, the works shall be taken as complying in detail with the Technical Specifications, and the Bidder shall be held liable on all the terms and conditions of the contract as if this bid contained no departures. Technical specifications contained in any brochures, or any other descriptions submitted shall apply for acceptance test purposes.

3.0 WARRANTY

- 3.1 If there are any defects arising from failure of goods to meet the specifications within the period specified in the contract, the Bidder shall replace the defective items at his expense or shall refund the SABC such costs as the SABC may incur in replacing such defective item. The Bidder shall also bear the cost of transporting replaced/repared items to the place of destination.

4.0 INSPECTION

- 4.1 The Bidder shall permit and assist the SABC's representatives in carrying out any inspections that are called for in the proposal or specifications.

5.0 PACKAGING

- 5.1 Goods purchased on this bid must be adequately protected and securely packaged during shipment and until delivery at the destination.

RFP TITLE: PROVISION AND MAINTENANCE OF CUSTOMER INTERACTION MANAGER SYSTEM FOR A PERIOD OF FIVE (5) YEARS

5.2 Goods must be clearly marked with the Bidder's name, description of contents and the SABC's order number and delivery address.

6.0 RISK

6.1 The Bidder will be responsible for losses that SABC incurred due to Bidder's negligence or intention and Bidder must provide Liability Insurance. This will be a condition of contract.

7.0 DELIVERY

7.1 Delivery will be to the Stores of the SABC Auckland Park, Johannesburg, Republic of South Africa. The contractual delivery date must be strictly complied with and each delivery must be preceded or accompanied by delivery note. If delivery does not take place within the period stipulated, the SABC may cancel the contract concluded with the bidder without further notice to the Bidder and with immediate effect without prejudice to any other course of action available to the SABC to recover any damages out of such delay. Receipt of the goods by the SABC will not be regarded as acceptance thereof until the goods have been acceptance tested in compliance with the Technical Specifications.

8.0 PAYMENT

8.1 Payment, in currency other than South African Rand, will be made by means of a telegraphic or wired bank transfer.

The Bidder must provide:

- Name and address of their bank.
- Company account number to be credited.
- Sort/swift code of bank.

8.2 The SABC's standard payment terms are 60 days from date of Invoice.

9.0 ASSIGNMENT OF CONTRACT

9.1 The Bidder shall not have the right to cede any right or delegate any obligation in terms of this contract to any third party unless with the prior written approval of the SABC.

10.0 PROPOSALS ARE CONSIDERED TO BE BINDING ON THE BIDDERS

10.1 Representations made in the bid/proposal, including claims made in respect of commitments to dates of delivery, shall be considered binding on the Bidder on acceptance of the bid/proposal by the SABC and same will be form part of the contract to be concluded, unless specifically noted by the Bidder in the bid/proposal that same maybe subject to change.

11.0 COMPLIANCE WITH SABC POLICIES

- 11.1. SABC will not procure any goods, services, works or content from any employee or employee-owned business, to ensure that suppliers competing for the SABC's business have confidence in the integrity of SABC's selection process.
- 11.2. SABC will not procure any goods, services, works or content from any SABC Independent Contractor or Independent Contractor-owned business, to ensure that suppliers competing for the SABC's business have confidence in the integrity of SABC's selection process.
- 11.3. No former employees, SABC's Non-Executive members and Independent Contractors will be awarded contracts with the SABC within 24 months after resigning from SABC employment or not being engaged with the SABC.
- 11.4. Should former employees, SABC's Non-Executive members and Independent Contractors resign from the employment of the SABC or not being engaged with the SABC and become directors of other businesses bidding with SABC, such bid will not be considered until the cooling off period of two years has expired.
- 11.5. "The SABC has a zero tolerance to theft, fraud and corruption. Such activities will be investigated and stringent action institutes such as laying of criminal charges or even removal from the SABC database of service providers. Should you suspect or become aware of any suspicious acts of fraud, theft or corruption involving SABC employees or other suppliers rendering services to the SABC, contact the SABC whistle blowers hotline at **"0800 372 831"**"

12.0 FAILURE TO COMPLY WITH THESE CONDITIONS

- 12.1 These conditions form part of the bid and failure to comply therewith may invalidate a bid.

13.0 RFP SCHEDULE

- 13.1 Bidders will be contacted as soon as practicable with a status update. At this time, short-listed Bidders may be asked to meet with SABC representatives. Bidders should provide a list of persons and their contact details who are mandated to negotiate on behalf of their company.

RFP TITLE: PROVISION AND MAINTENANCE OF CUSTOMER INTERACTION MANAGER SYSTEM FOR A PERIOD OF FIVE (5) YEARS

14.0 ADDITIONAL NOTES

- 14.1 All returnable documents as indicated in the bid form must be returned with the response
- 14.2 Changes by the Bidder to his/her submission is not allowed after the closing date.
- 14.3 The person or persons signing the bids must be legally authorized by the Bidder to do so. A list of the person(s) authorized to negotiate on your behalf must be submitted along with the bid.
- 14.4 SABC reserves the right to undertake post-bid negotiations with the preferred Bidder or any number of short-listed Bidders.

FAILURE TO OBSERVE ANY OF THE ABOVE-MENTIONED REQUIREMENTS MAY RESULT IN THE BID BEING OVERLOOKED.

15.0 DISCLAIMERS

- 15.1 Bidders are hereby advised that the SABC is not committed to any course of action as a result of its issuance of this BID and/or its receipt of a bid in response to it. Please note that the SABC may:
 - 15.2 change all services on bid and to have Supplier re-bid on any changes.
 - 15.3 reject any bid which does not conform to instructions and specifications issued herein
 - 15.4 disqualify bids after the stated submission deadline
 - 15.5 not necessarily accept the lowest priced bid
 - 15.6 reject all bids if it so deem fit
 - 15.7 award a contract in connection with this bid at any time
 - 15.8 award only a portion as a contract
 - 15.9 split the award of the contract to more than one Supplier
 - 15.10 make no award of a contract.

Kindly note that SABC will not reimburse any Bidder for any preparation costs or other work performed in connection with this bid, whether or not the Bidder is awarded a contract.

END OF DOCUMENT B

DOCUMENT C

QUESTIONNAIRE TO BE COMPLETED WHEN BIDDING

If the information required in respect of each item cannot be inserted in the space provided, additional information may be provided on a separate sheet of paper with a suitable reference to the questionnaire number concerned.

1. Company's Treasury CSD unique registration reference number.	
2. Have your company been issued with a SARS Compliance Status PIN.	
3. If yes, please provide PIN number. The provision of the PIN will be construed as your permission to SABC Procurement to access your tax status on-line.	
4. Are you registered in terms of section 23(1) or 23(3) of the Value-added Tax Act, 1991 (Act 89 of 1991)?	
5. If so, state your VAT registration number and original current tax clearance certificate to be submitted	
6. Are the prices quoted fixed for the full period of contract?	
7. Is the delivery period stated in the bid firm?	
8. What is the address in the Republic of South Africa where an item of the type offered by you may be inspected preferably under working conditions? (Where Applicable)	
9. What is the approximate value of stock in the Republic of South Africa for this item? (If required).	

10. Where are the stock held?	
11. What facilities exist for servicing the items offered?	
12. Where are these facilities available?	
13. What are the names and addresses of the factories/suppliers where the supplies will be manufactured and may be inspected, if required?	

*

ALSO INDICATE WHICHEVER IS NOT APPLICABLE

END OF DOCUMENT C

DOCUMENT D
SBD-4
DECLARATION OF INTEREST

1.0 Any legal person, including persons employed by the state, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes 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 position in relation to the evaluating/adjudicating authority where-

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

2.0 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 / personnel 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 **YES/NO** the appropriate authority to undertake remunerative work outside employment in the state?

2.7.2.1 If yes, did you attached proof of such authority to the bid **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 / **YES /NO** trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months?

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:

.....

3.0 Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Number	Employee / Pers. Number

--	--	--	--

4.0 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

DOCUMENT E

TECHNICAL SPECIFICATION FOR: PROVISION OF A CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

1.0 BACKGROUND

TV Licences is responsible for the collection and management of TV licence fees from all SABC TV licence holders. This involves the mailing of renewal statements / tax invoices, reminders and general notices to licence holders / defaulters in order to pursue and optimise licence revenue collection. TV Licences utilises the Customer Interaction Manager (CIM) system to process and manage all responses generated from any communications distributed to licence holders via print, email and SMS. The existing in-house developed CIM system was developed over 15 years ago and has been operating without support for the past 7 years.

This has posed certain challenges and limitations for enhancements of the CIM system in order to remain pertinent in the digital space. The current CIM system is bugged with technical issues and is dependent on outdated operating systems (Microsoft Windows XP and Windows 7) as well as an outdated Microsoft Office package (Office 2010). It has become extremely challenging for administrators to resolve faults on the CIM system without first-hand knowledge on the system.

The aim is to redevelop the CIM system to integrate with modern platforms and limit the dependencies on other legacy applications to function optimally. This will also ensure that the CIM system receives critical patches and updates as per recommendation by Microsoft.

2.0 SCOPE OF SERVICES AND TECHNICAL SPECIFICATIONS

2.1 Functional Requirements

- Case Allocation
 - Indexing/Identifying the TV Licence account to which the case relates.
 - Categorising the case.
 - Prioritising the case.
 - Identifying the communication language.

- Allocating the case to a Department, Team and/or Agent.
- Communication Channels
 - Email Communication
 - Artefacts / Attachments
 - SMS
 - Traditional Mail
 - Social Media Communication(Facebook, WhatsApp)
 - Web-based Communication (Web-Chat)
 - Batch Imports
 - Voice Calls
 - User Interfaces/ Templates / QA/ Extending
- Document Repository
 - System must cater for indexing of documents
 - System must cater for the storage of templates
 - System must cater for the storage of images in a format that is storage efficient and universal (example PDF, text file, JPEG, msg etc.)
 - System must allow for the secure importation of data via SFTP/API/Middleware etc.
 - System must cater for multiple file types (video, audio, images, csv, word, PDF, etc)
 - System must be able to cater for the file plan structure that is set out by the National Archives of South Africa
 - System must ensure that user privileges can be set to ensure that data cannot be deleted or manipulated
 - System must ensure that a history with a date and time stamp is stored for each image to show which user accessed the file.
 - User must be allowed to print and email images or files
 - External users must be allowed to have access to the images without having to install software on their workstations.
 - System must be compatible with the latest Microsoft Software and Operating Systems (Microsoft Windows 10 and later).
 - Regular security and system updates must be included in software cost.
 - License support and upgrades must be included.
 - Perpetual solution licencing model is preferred including cloud storage, if applicable.
- Reporting

Reports must cater for all management reporting needs;

 - General Reports
 - Overview
 - Performance
 - Backlog
 - Usage
 - Notifications

- System Administration
- Customized
- Downloadable in PDF format
- Quality Assurance
 - The supervisors must be able to review and approve outgoing correspondence
 - The Quality Assurer must be able to rate and score agents according to quality of correspondence produced.
- System Administration
 - The system must provide for different user roles e.g. administrative and supervisory
 - CIM User Profile Management

2.2 Non-Functional Requirements

- Integration
 - The following would need to be integrated from the new CIM to the proposed Document Repository.
 - Images (death certificates, scanned images e.g. TIF, JPEG etc).
 - Associated documents (word documents, emails).
 - System must accept data via SFTP and any industry standard secure API
 - Integration to the SABC's Active Directory – for user access authentication
 - Real-time integration with the core TV Licenses Debtor System (TVDP)
 - Integration with Microsoft Outlook for query response distribution
 - Real-time telephony system integration
 - Integration with social media platform
- Security
 - System must be secure to ensure security of sensitive information
 - Must be compliant with acts such as POPIA
 - User access must be controlled through an admin portal
 - User access must be role based for specific documents
 - System must provide for single sign-on (LDAP compliant)
 - All SABC security protocols and policies must be adhered to
 - IT industry best practice must be applied for this project in terms of security
 - Data must be encrypted
 - System must create audit logs
 - System must allow administrator to specify data retention periods for different documents
 - System should allow for data classification
 - System must allow for archiving
 - System must allow for storage of universal file types and not a proprietary format

- - Access
 - System must be accessible via mobile web-based portal and via a client installed on workstations and via API
- DISASTER RECOVERY (DR)
 - Ability for the solution to be virtualised (VMWare), if hybrid or on premises are proposed.
 - DR costing to be included in price quoted for the entire contract period of the solution.
- Archive Data
 - Archive data must be able to migrate to various platforms (digital archives/tape).
 - Archive all files based on creation date and unique document ID.
 - Archiving to be implemented as per SABC archiving policy.
 - System must be able to access the archives transparently.
- Data Migration
 - 3.5TB from Mobius on Mainframe (Conversion required).
 - Migration process to be completed within a month after contract has been signed.
- Scalability
 - The repository must be able to handle increasing workloads and support minimal changes and disruptions to daily tasks
- Maintainability
 - Ability to maintain the system internally and/or with a partner other than the supplier who delivered the system.
- Value Adds

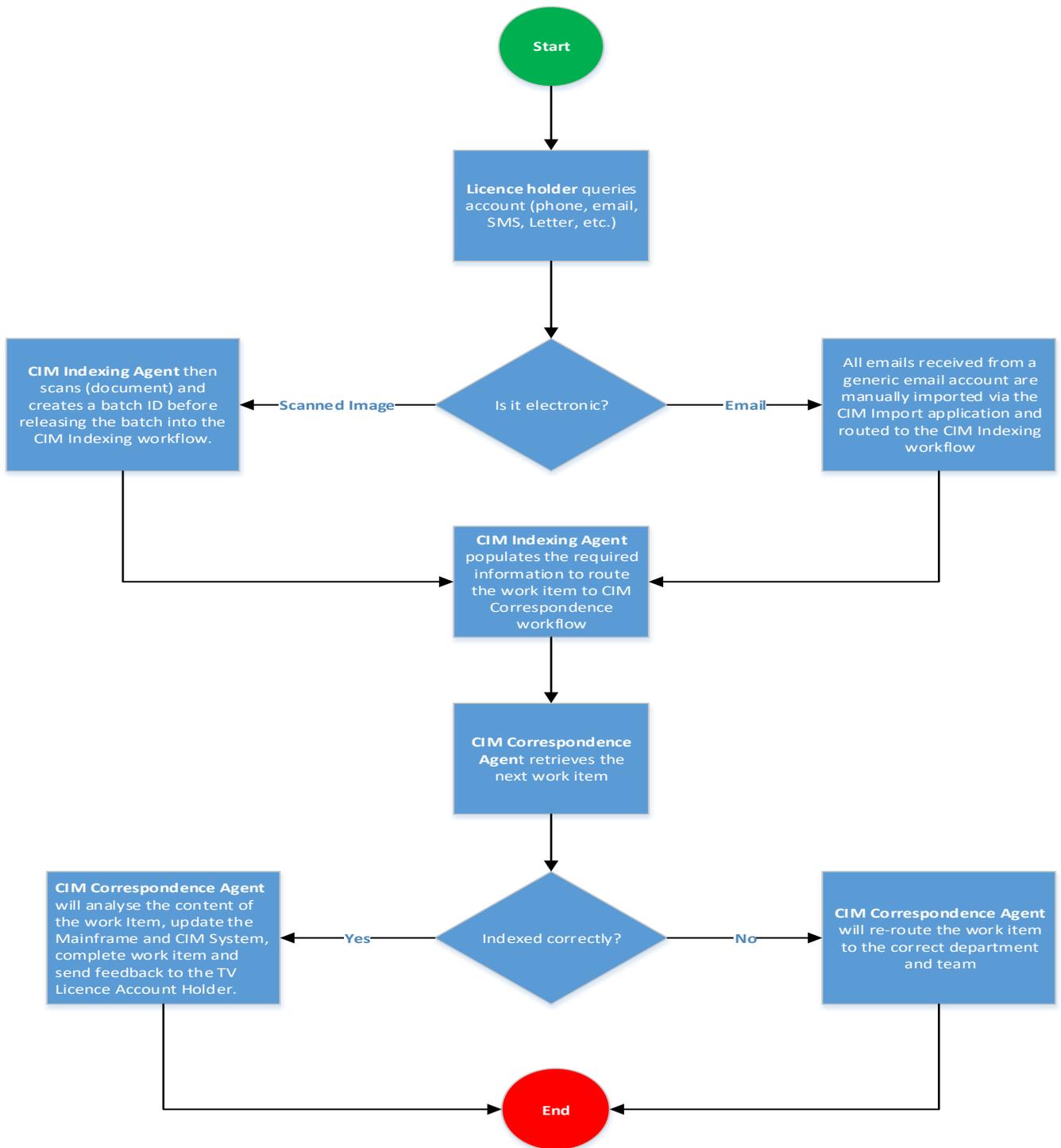
Possible OCR capabilities (automated indexing OR email notification).

2.3 Basic Flow

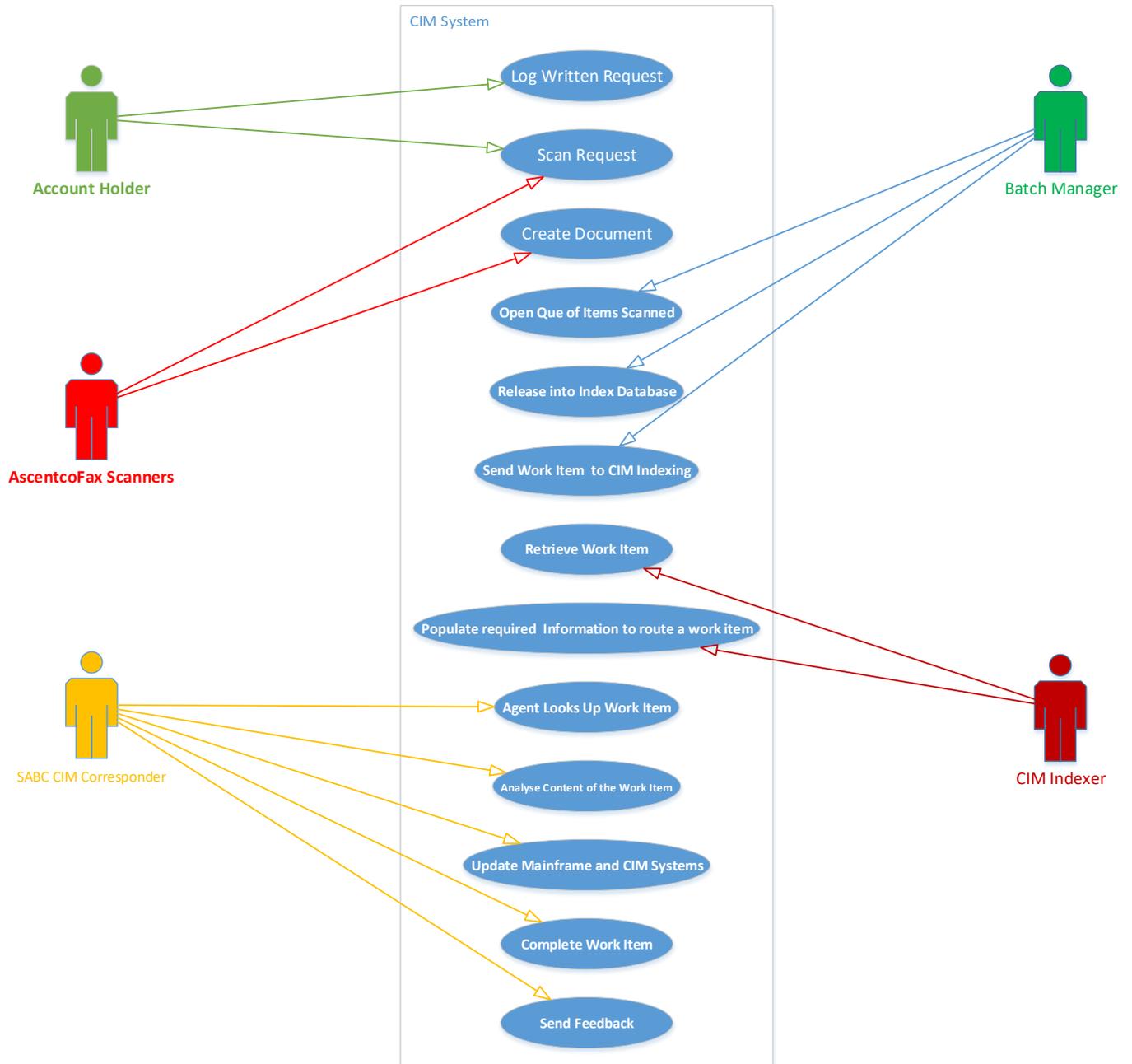
- The flow starts when an account holder makes a query (phone, email, SMS, Scanned Documents, etc.)
- **Scan** (physical scanner)-CIM Indexing Agent then scans (document) and creates a batch ID before releasing the batch into the CIM Indexing workflow.

- **Email**-All emails received from a generic email account are manually imported via the CIM Import application and routed to the CIM Indexing workflow.
- On receipt of scanned and email work Items, the CIM Indexing Agent populates the required information to route the work item to CIM Correspondence workflow.
- The CIM Correspondence Agent retrieves the next work item (oldest to newest).
- If the work item was indexed incorrectly, the CIM Correspondence Agent will re-route the work item to the correct department and team.
 - The CIM Correspondence Agent has the ability to do a lookup or select get work by TV Licence account number or Document ID
- If the work item was indexed correctly, the CIM Correspondence Agent will analyse the content of the work Item, update the Mainframe and CIM System, complete work item and send feedback to the TV Licence Account Holder.

2.4 High Level Process Flow



2.5 Use Cases



RFP Number: RFP/IT/2022/25

RFP Title: PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF 5 YEAR

4. TECHNICAL EVALUATION (PAPER BASED)

3.0 EVALUATION CRITERIA

Responses will be evaluated using a predetermined set of evaluation criteria. The evaluation criteria is designed to reflect the SABC's requirements in terms of identifying a suitable service provider and ensure the selection process is transparent and afford all the bidders a fair opportunity for evaluation and selection.

This tender will be evaluated in two stages of evaluation based on the below:

3.1 Technical Evaluation

3.1.1 The first stage of the tender responses will be technically evaluated out of **100 points** (Compliance - Phase 1). Bidders who do not meet the minimum threshold of **85 points** will be disqualified and will not qualify for further evaluation.

3.1.2 The second stage of evaluation will be the Price and B-BBEE

The bid responses will be evaluated on 80/20-point system (refer document G) and the functionality will be evaluated based on the criteria below:

RFP Title: PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF 5 YEAR

4. TECHNICAL EVALUATION (PAPER BASED)

Evaluation Area	Evaluation Criteria	Max	Min	Comply	Non-Comply
Company references	<p>Provide three (3) reference letters (not older than 5 years) from clients as proof of Correspondence Processing Workflow System or similar solutions implemented. Included in these letters should be client letterheads, solution cost (including annual system support & maintenance), a brief description of the functionality, implementation timelines and contact details of the reference sites.</p> <p>Points Allocation:</p> <ul style="list-style-type: none"> • No references (0) • 3 contactable references with similar work completed of which none meets the requirements above (5) • Only 1 contactable reference meeting the minimum requirements above, or 3 contactable references of which 2 don't meet the minimum requirements above (6) • 2 contactable references meeting the minimum requirements above, or 3 contactable references of which 1 doesn't meet the minimum requirements above (7) • 3 contactable references meeting the minimum requirements above (10) 	10	5		
Company Profile & Skills	<p>The bidder must present a company organizational chart or other appropriate information to indicate the</p>	15	10		

RFP Title: PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF 5 YEAR

4. TECHNICAL EVALUATION (PAPER BASED)

	<p>organization's ability to support the installation and maintenance of the proposed solution. The bidder must describe the number of personnel by skill level and applicable software development certifications/qualifications of individuals on the project team who would be responsible for all aspects of the proposed system design and implementation. (15)</p> <p>Points Allocation</p> <ul style="list-style-type: none"> • No skills profile provided (0) • Skills provided with no organogram (10) • Organogram and Skills Profile provided (15) 				
<p><i>Service Providers to Indicate Compliance on below items</i></p> <p>75</p>					
<p>Solution Requirements (Features)</p>	<ul style="list-style-type: none"> ○ Work Item Allocation (30) • Indexing/Importing of Mail/Revoking work item and identifying the TV Licence account to which the work item relates (internal & external sources) (2) • Categorising the work item (2) 				

4. TECHNICAL EVALUATION (PAPER BASED)

	<ul style="list-style-type: none"> • Prioritising the work item (2) • Identifying the communication language (English & Afrikaans or more) (2) • Allocating the work item to a Department, Team, Category and Agent (Ticket/Reference Number issued) (2) • Get new work item (2) • Create new work item (2) • Re-route work item (2) • Re-process work item (already completed work item)(2) • Diarize work item(2) • Re-index work item(2) • Completing work item(2) • Agent personal queue management (view & download) (2) • Escalate work item to Supervisor/Manager (2) • Unallocated work items (no Account or ID number in correspondence) (2) ○ Communication Channels (Inbound & Outbound) (10) <ul style="list-style-type: none"> • Email (2) • SMS(2) • Traditional Mail (Post) (2) • Chat Applications (WhatsApp, Telegram etc.) (2) • Web-based communication (Web Chat etc.) (2) 				
--	---	--	--	--	--

4. TECHNICAL EVALUATION (PAPER BASED)

	<ul style="list-style-type: none"> ○ Document Repository (solution built-in) (15) ● System must cater for indexing of documents (TVL account number, Date, Ticket/Reference number) (1) ● System must cater for the creation, modification and storage of correspondence templates (1) ● System must cater for the storage of images in a format that is storage efficient and universal (example PDF, text file, JPEG, msg, Voice note, Chat app messages etc.) (1) ● System must allow for the secure importation of data via SFTP/API/Middleware etc. (1) ● System must cater for viewing capability multiple file types (video, audio, images, CSV, Word, PDF, etc.) (1) ● System must be able to cater for the file plan structure that is set out by the National Archives of South Africa.(1) ● System must ensure that user privileges can be set to ensure that data cannot be deleted or manipulated by unauthorized users.(1) ● System must ensure that a history with a date and time stamp is stored for each image, document or any file to 				
--	---	--	--	--	--

4. TECHNICAL EVALUATION (PAPER BASED)

	<p>indicate user activity (audit trail).(1)</p> <ul style="list-style-type: none"> • User must be allowed to print and email images, documents or files. (1) • External user access with limited a permissions & rights.(1) • System must be compatible with the latest Microsoft Software and Operating Systems (Microsoft Windows 10 and later), preferably a hosted or web-based solution.(1) • Regular security and system updates must be included in software cost.(1) • Applicable software licenses and support and must be included in cost.(1) • Perpetual licensing model is preferred. (2) <p>○ Reporting (10)</p> <p>Reports to include:</p> <ul style="list-style-type: none"> • General reports (work items completed, in progress, outstanding etc.)(2) • Customizable reports (based on user needs)(2) • Automated reports (scheduled) (2) • Application management administration(2) • Audit trails(2) <p>○ Quality Assurance (5)</p>				
--	--	--	--	--	--

4. TECHNICAL EVALUATION (PAPER BASED)

	<ul style="list-style-type: none"> • Supervisors must be able to review and approve outgoing responses to work items (5) ○ System Administration (10) • The system must provide for different SYSADMIN user roles e.g. Administrator, System Administrator Supervisor or User Supervisor (5) • The system must provide for User Profile Management. (5) 				
TOTAL			85	100	

Threshold for the above paper-based evaluation:

Bidders who obtain less than threshold of **85 points** will be declared non-responsive and will be eliminated from further evaluation.

6. B-BBEE and Price

As the tender price is estimated to be below R50 million, the tender responses will be evaluated on the **80/20**-point system.

Bidders are to provide detailed breakdown of all direct and indirect costs associated with the contract, including licence fees if any.

7. Financial Stability

7.1 The financial stability evaluation is used to assess the financial risk of the shortlisted bidders. (Where applicable)

7.2 Respondents are required to submit their audited financial statements for the past 3 years with their Proposal/Bid in order to enable the SABC to establish financial stability as follows:-

Area	Assessment Criteria
Financial Due Diligence	Bidders' financial due diligence will be assessed based on submitted audited financial statements using financial ratios. (Where applicable)

8. GENERAL CONDITIONS

The following should be noted by interested parties:

- Intellectual property and ownership of all materials, data and products developed in the execution of the contract will be vested in SABC.
- Materials and products may not be made available to any unauthorized person or institution or sold for profit without prior written consent from SABC.
- On completion or termination of the agreement, all materials and products must be handed over to SABC.
- No information concerning the tender or award of the tender may be made available by the bidder to other parties without prior consultation and written approval from SABC.
- SABC may at its own discretion vary this instruction to include more scope / work or to exclude work/service areas. In the case of the latter, the bidder shall not be entitled to claim for any work not required and may engage SABC on the pricing of the additional work/ service proposed.
- All copyright and intellectual property rights that may result as a consequence of the work to be performed shall reside with SABC and the service provider shall be required to sign an agreement of confidentiality.
- SABC may dictate the framework in which documents (policies, plans, reports etc.) shall be submitted; however, the service provider should be able to submit a proposal on the lay-out of his/her choice for consideration by SABC.
- SABCs' (general conditions of bid, contract and order) shall be applicable to this bid.
- The service provider shall be required to conclude and sign a Service Level Agreement (SLA) after the appointment.

RFP Number: RFP/IT/2022/25

RFP Title: PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF 5 YEAR

4. TECHNICAL EVALUATION (PAPER BASED)

- SABC reserves the right not to award the bid to any bidder at its own discretion.

9. TIMEFRAMES

Maintenance Services and support (5 Year Contract that is flexible to Infrastructure Requirement changes or **Preliminary Termination**)

10. CONTRACTUAL OBLIGATION

- All prices indicated in the quotation must remain fixed for the duration of the contract, project and subject to price negotiations for the duration of the contract. The service provider's quotation must also provide sufficient detail in terms of various cost items such as total "man" hours and daily rates for the project team.
- In the case of the service provider using sub-contractors, the former will be responsible for ensuring delivery of services from any such sub-contractors and for making any payments to such sub-contractors.
- It is encouraged that the service providers submit information on their expertise to motivate as to why they are the best service provider

11. ABSENCE OF OBLIGATION & CONFIDENTIALITY

No legal or other obligation shall arise between the service provider and SABC LOC unless/until both parties have signed a formal contract.

The Contract site is at **SABC Auckland Park**. The area will be accessible from the main entrance on the ground floor.

12. OBJECTIVE CRITERIA

- 12.1.1 The SABC reserves the right not to award a tender to any bidder whose financial health, based on its submitted audited financial statements, is not sound.

RFP Number: RFP/IT/2022/25

RFP Title: PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF 5 YEAR

4. TECHNICAL EVALUATION (PAPER BASED)

12.1.2 The SABC further reserve the right not to award this tender to any bidder based on the proven poor record of accomplishment of the bidder in previous projects within the SABC.

12.1.3 The successful bidder will be required to meet technical specifications as stipulated in the tender document.

12.1.4 The SABC reserves the right not to consider proposals from bidders who are currently in ligation with the SABC.

END OF DOCUMENT E

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS**DOCUMENT F****CONFIDENTIALITY**

All information related to this bid both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the SABC, written approval to divulge such information will have to be obtained from SABC.

The bidders must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that bidders maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFP; and not reproduced in any form except as required for the purpose of considering and responding to this bid. Bidders must ensure that: access to confidential information is only given to those of its partners, officers, employees, and advisers who require access for the purpose of considering and responding to this RFP; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This bid remains at all times the property of the SABC. No rights other than as provided in this bid and in respect of the confidential information are granted or conveyed to bidder/s

NAME OF BIDDER: _____

PHYSICAL ADDRESS: _____

Bidder's contact person:

Name: _____

Telephone: _____

Mobile: _____

Fax.: _____

E-mail address: _____

END OF DOCUMENT F

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

**DOCUMENT G
SBD 6.1**

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

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

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

1.0 GENERAL CONDITIONS

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

- the **80/20** system for requirements with a Rand value above R30 000 (all applicable taxes included).

1.2 The value of this bid is estimated to exceed R30 000 (all applicable taxes included) and therefore the.....**80/20**.....system shall be applicable.

1.3 Preference points for this bid shall be awarded for:

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

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

	POINTS
1.3.1.1 PRICE	80
1.3.1.2 B-BBEE STATUS LEVEL OF CONTRIBUTION	20
Total points for Price and B-BBEE must not exceed	100

1.4 Failure on the part of a bidder to fill in and/or to sign this form and submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

African Accreditation System (SANAS) together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

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

2.0 DEFINITIONS

- 2.1 **“all applicable taxes”** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- 2.2 **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad -Based Black Economic Empowerment Act;
- 2.3 **“B-BBEE status level of contributor”** means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 2.4 **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;
- 2.5 **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- 2.6 **“comparative price”** means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
- 2.7 **“consortium or joint venture”** 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;
- 2.8 **“contract”** means the agreement that results from the acceptance of a bid by an organ of state;
- 2.9 **“EME”** means any enterprise with an annual total revenue of R10 million or less as per the Amended Codes of Good Practice (COGP).

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

- 2.10 **“Firm price”** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- 2.11 **“functionality”** means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
- 2.12 **“non-firm prices”** means all prices other than “firm” prices;
- 2.13 **“person”** includes a juristic person;
- 2.14 **“rand value”** means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;
- 2.15 **“sub-contract”** means the primary contractor’s assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
- 2.16 **“total revenue”** bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 2.17 **“trust”** means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and
- 2.18 **“trustee”** means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

3.0 ADJUDICATION USING A POINT SYSTEM

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

- 3.1 The bidder obtaining the highest number of total points will be awarded the contract.
- 3.2 Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts;
- 3.3 Points scored must be rounded off to the nearest 2 decimal places.
- 3.4 In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 3.5 However, when functionality is part of the evaluation process and two or more bids have scored equal points including equal preference points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.
- 3.6 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

4.0 AWARDED FOR PRICE
4.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

80/20 or 90/10

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

Where

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable bid

5.0 Points awarded for B-BBEE Status Level of Contribution

5.1 In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

6.0 BID DECLARATION

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

7.0 B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPHS 1.3.1.2 AND 5.1

7.1 B-BBEE Status Level of Contribution:..... =(maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 5.1 and must be substantiated by means of a B-BBEE affidavit or certificate issued by a Verification Agency accredited by SANAS.

8.0 SUB-CONTRACTING

8.1 Will any portion of the contract be sub-contracted? YES / NO (delete which is not applicable)

8.1.1 If yes, indicate:

(i) What percentage of the contract will be subcontracted?
%

(ii) The name of the sub-contractor?

Tender Number: RFP/IT/2022/25

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

(iii) The B-BBEE status level of the sub-contractor?

.....

(iv) Whether the sub-contractor is an EME? YES / NO (delete which is not applicable)

9.0 DECLARATION WITH REGARD TO COMPANY/FIRM

9.1 Name of company/firm:

9.2

.....

9.3 VAT registration number:

.....

9.4 Company registration number

.....

9.5 Type Of Company/ Firm

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

9.6 Describe Principal Business Activities

.....

.....

.....

.....

Tender Number: RFP/IT/2022/25

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

9.7 Company Classification

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

9.8 Total number of years the company/firm has been in business?

9.9 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contribution indicated in paragraph 7 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- (i) The information furnished is true and correct;
- (ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.
- (iii) In the event of a contract being awarded as a result of points claimed as shown in paragraph 7, the contractor may be required to furnish documentary proof to the satisfaction of the SABC that the claims are correct;
- (iv) If the B-BBEE status level of contribution has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the SABC may, in addition to any other remedy it may have;
 - (a) disqualify the person from the bidding 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) restrict the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, 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

Tender Number: RFP/IT/2022/25

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

(e) forward the matter for criminal prosecution

WITNESSES:

1.
.....

BIDDER(S)

SIGNATURE(S)	OF
--------------	----

2.

DATE:

ADDRESS:

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

END OF DOCUMENT G

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS
**DOCUMENT H
SBD 8**
DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1.0** This Standard Bidding Document must form part of all bids invited.
- 2.0** 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.
- 3.0** 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.
- 4.0** 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	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.</p>	<p>Yes</p> <input type="checkbox"/>	<p>No</p> <input type="checkbox"/>
4.1.1	If so, furnish particulars:		

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

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)? Register for Tender Defaulters can be accessed on the National Treasury’s website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.	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"/>
4.4	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

END OF DOCUMENT H

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS**DOCUMENT I****SBD 9****CERTIFICATE OF INDEPENDENT BID DETERMINATION**

- 1.0 This Standard Bidding Document (SBD) must form part of all bids¹ invited.
- 2.0 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 *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3.0 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4.0 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5.0 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 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 SABCs who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

Tender Number: RFP/IT/2022/25

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid **RFP/IT/2022/25**

in response to the invitation for the bid made by: **South African Broadcasting Corporation SOC Limited “SABC”**

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. 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)

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

- (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

END OF DOCUMENT I

Tender Number: RFP/IT/2022/25

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

DOCUMENT J

ACCEPTANCE OF CONDITIONS OF BID

By signing the BID document, the Bidder is deemed to acknowledge and accept that all the conditions governing this BID, including those contained in any printed form stated to form part thereof and SABC Limited will recognize no claim for relief based on an allegation that the Bidder overlooked any such condition or failed properly to take it into account for the purpose of calculating bided prices or otherwise.

SIGNED at _____ this _____ day
of _____ 2022

NAME OF COMPANY _____

NAME OF THE SIGNATORY (IES) _____

CAPACITY: _____

Are you authorised to sign on behalf of the company (YES/NO) _____

WITNESSES:

1. _____

2. _____

BIDDER

END OF DOCUMENT J

Tender Number: RFP/IT/2022/25

PROVISION OF CUSTOMER INTERACTION MANAGER SYSTEM AND MAINTENANCE FOR A PERIOD OF FIVE YEARS

END OF THE REQUEST FOR PROPOSAL DOCUMENT