



SITA SOC Ltd, 459 Tsitsa Street, Erasmuskloof, Pretoria, South Africa • PO Box 26100, Monument Park, 0105, South Africa
Tel: +27 12 482 3000 • Fax +27 12 367 5151 • Reg. No 1999/001899/30 • www.sita.co.za

Our Ref: RFB 2493-2021
Enquiries: Shalati Mabunda
Tel: 012 482 2918
Date: 23 November 2021

PROSPECTIVE BIDDERS

RFB 2493-2021: Procurement of a Contact Centre Telephony Solution for SITA with Maintenance and Support for a period of five (5) years.

Bidders are invited to submit tender for RFB 2493-2021: Procurement of a Contact Centre Telephony Solution for SITA with Maintenance and Support for a period of five (5) years.

Non-Compulsory Virtual Briefing session to be held as follows:

Date: 30 November 2021

Time: 10:00 AM

Location: **Non-Compulsory Briefing Session** will be done virtually.

Kindly RSVP Shalati.Mabunda@sita.co.za before the 29 November 2021 at 12h00 PM via email for the link.

The final date for **clarification questions** is **8 December 2021**.

The **closing date** for bid submission is **15 December 2022**.

Notes to the bidders:

- You must ensure that you are registered on the CSD and that all your company details have been updated on the CSD.
- Bidders need to note that if there are any reference made to GCommerce in the Bid Document it needs to be ignored.
- The following will apply for this Bid:
 - **CLOSING OF BIDS**

Bidders must submit their Bid responses through the tender box at Erasmuskloof (459 Tsitsa Street) at 11h00 on the Bid closing date.

Mr MB Tsika: **Chairperson**; Mr L Keyise: **Interim Managing Director and Executive Director**; Ms JM Morwane; Mr AR Murray; Mr TF Phiri;
Mr MK Kgauwe: **Chief Financial Officer and Executive Director (seconded)**,
Mr A Pretorius: **Chief Financial Officer (Acting) and Executive Director**
Ms SL Kgope: **Company Secretary (Acting)**

- **ADMINISTRATIVE PRE-QUALIFICATION REQUIREMENTS**

Submission of bid response: The bidder has submitted a bid response documentation pack:

- (i) that was delivered at the correct physical or postal address and within the stipulated date and time as specified in the "Invitation to Bid" cover page, and;
- (ii) in the correct format as one original document, two copies and a copy on memory stick.

- **BID PRICING SCHEDULE**

Bidders will complete the bid pricing schedule in the Excel spreadsheet format provided, include this as part of the hard copy submission documents as well as a memory stick.

The published bid document is packaged as follows:

Bidders must submit their bid responses as follows and must tick in the box to confirm if the bid response is submitted as such:

Manner of submission	Bidder to tick ✓ to indicate that the bid response has been submitted in this sequence
Responses through the tender box at Erasmuskloof (459 Tsitsa Street) at 11h00 on the Bid closing date	

All queries to this bid must be submitted in writing to the following email address:
Shalati.Mabunda@sita.co.za.

Yours sincerely



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Mpumelelo Nhlangulela
Senior Manager: Procurement