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agriculture, land reform & rural development

Department:
Agriculture, Land Reform and Rural Development
REPUBLIC OF SOUTH AFRICA

Chief Directorate: Supply Chain and Facilities Management Services: **Sub-Directorate: Demand** and Acquisition
Management Services: **Enquiries:** Mr. Kopano Ntsoane: Tel: (012) 312 8262

YOU ARE HEREBY INVITED TO BID TO THE DEPARTMENT OF RURAL DEVELOPMENT
AND LAND REFORM

RFQ NO: 5/2/1 (643) 2023/2024

CLOSING TIME: 11H00

CLOSING DATE: 28 November 2023

QUOTATIONS RECEIVED AFTER THE CLOSING DATE AND TIME AS A RULE WILL NOT BE
ACCEPTED FOR CONSIDERATION

**NB: KINDLY FURNISH US WITH THE FOLLOWING DOCUMENTS WHEN SUBMITTING
YOUR PROPOSAL/S.**

1. Quotations or Proposals
2. Completed SBD 1, 4 and 6.1
3. TCC
4. CK1
5. Full CSD Report

THE ABOVE DOCUMENTS MUST BE COMPLETED IN DETAIL AND RETURNED WITH YOUR
QUOTATIONS OR PROPOSALS. QUOTATIONS/PROPOSALS MUST BE SUBMITTED TO
QUOTATIONS.NAT@DALRRD.GOV.ZA , **(FAILURE TO COMPLY WILL DISQUALIFY YOUR
QUOTATIONS/ PROPOSALS)**

Yours faithfully

SIGNED
QUOTATION MANAGEMENT
DATE: 21/11/2023

5/2/1 (643) 2023/2024

APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND INSTALLATION OF VOIP INFRASTRUCTURE ON TIME AND MATERIAL BASIS.

CLOSING DATE: 28 NOVEMBER 2023 @ 11:00 AM

TECHNICAL ENQUIRIES : MS. HA VERMAAK
TEL : (012) 319 6202
EMAIL: Altav@dalrrd.gov.za

BID RELATED ENQUIRIES : MR. KOPANO NTSOANE
TEL : (012) 312 8262
EMAIL: Kopano.Ntsoane@dalrrd.gov.za

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (RURAL DEVELOPMENT AND LAND REFORM)			
BID NUMBER:	5/2/1 (643) 2023/2024	CLOSING DATE:	28 November 2023
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND INSTALLATION OF VOIP INFRASTRUCTURE ON TIME AND MATERIAL BASIS.		
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)			
DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT			
184 JEFF MASEMOLA STREET			
PRETORIA			
0001			
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	MR. KOPANO NTSOANE	CONTACT PERSON	MS. HA VERMAAK
TELEPHONE NUMBER	(012) 312 8262	TELEPHONE NUMBER	012 319 6202
FACSIMILE NUMBER		FACSIMILE NUMBER	
E-MAIL ADDRESS	Kopano.Ntsoane@dalrrd.gov.za	E-MAIL ADDRESS	Altav@dalrrd.gov.za
SUPPLIER INFORMATION			
NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE		NUMBER
CELLPHONE NUMBER			
FACSIMILE NUMBER	CODE		NUMBER
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:	OR	CENTRAL SUPPLIER DATABASE No: MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]			
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSURE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS			

PART B

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED—(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

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

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

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

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

DATE:

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

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

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

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

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² 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.

SBD4

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

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

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

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

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

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

PRICE QUOTATION PROCESS (UP TO R 1 MILLION)

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

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

1. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of tender invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions;
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000); and
- (f) "Historically Disadvantaged individuals" means a person historically disadvantaged by unfair discrimination on the basis of race: Provided that a person historically disadvantaged on the basis of race refers to Africans, Coloureds, Indians and people of Chinese descent who are South African citizens by birth or descent; or who became citizens of the Republic of South Africa by Naturalisation -
 - Before 27 April 1994; or
 - On or after 27 April 1994 and who would have been entitled to acquire citizenship by naturalization prior to that date.

2. GENERAL CONDITIONS

2.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

2.2 **To be completed by the organ of state**

- a) The applicable preference point system for this tender is the 80/20 preference point system.
- b) 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

2.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

2.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

2.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

2.6 Tenderers that fail to claim points for specific goals or that fail to fully complete the table in paragraph 2.12 below, will not be awarded points for specific goals.

2.7 Tenderers that make a calculation error when claiming points as per the table in paragraph 2.12 below, will not be awarded points for specific goals. Please take note of the examples on how to calculate points for specific goals as per paragraph 2.12 below.

2.8 Tenderers that fail to submit the correct SBD 6.1 form as issued by the Department of Agriculture, Land Reform and Rural Development, will not be awarded points for specific goals.

2.9 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2.10 Tenderers who wish to claim points in terms of the table in paragraph 2.12 below need to provide proof for each point claimed as guided below:

2.10.1 Historically Disadvantaged individuals (HDI):

- **Attach a copy of Identity Document (ID) and company registration document.**

2.10.2 Who is female:

- **Attach a copy of Identity Document (ID) and company registration document.**

2.10.3 Who has a disability:

- **Attach a certified copy or original doctor's letter confirming the disability.**

2.10.4 Who is youth (a person that is not older than 35 years on the closing date of a bid):

- **Attach a copy of Identity Document (ID) and company registration document.**

2.11 The Department will use the Central Supplier Database and documents submitted by the tenderer to verify the points claimed for specific goals.

2.12 **Specific goals for the tender and points claimed are indicated per the table below.**

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Percentage ownership equity (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
I. HDI	10		
II. Who is female	5		
III. Who has a disability	2		
IV. Specific goal: Who is youth	3		

The number of points claimed for specific goals, are calculated as follow:

- (I) A maximum of 10 points may be allocated to tenderers who had no franchise in national elections before the 1983 and 1993 Constitution, on the following basis:
 - **Percentage ownership equity** $\times 10 \div 100$ = number of points claimed.
- (II) A maximum of 5 points may be allocated for to tenderers who is female, on the following basis:
 - **Percentage ownership equity** $\times 5 \div 100$ = number of points claimed.
- (III) A maximum of 2 points may be allocated to tenderers who has a disability, on the following basis:
 - **Percentage ownership equity** $\times 2 \div 100$ = number of points claimed.
- (IV) A maximum of 3 points may be allocated to tenderers who are youth, on the following basis:
 - **Percentage ownership equity** $\times 3 \div 100$ = number of points claimed.

2.13 It is important to note that failure by a tenderer to complete the table in paragraph 2.12 in full, will result in points for specific goals not to be allocated.

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in the table in paragraph 2.12 above as may be supported by proof/documentation stated in the conditions of this tender.
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
 - (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

- 4.3. A consortium or joint venture may, based on the percentage of the contract value managed or executed by their members, be entitled to claim points in respect of specific contract participation goals.
- 4.4. A tenderer will not be awarded points for HDI if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for the same number or more points for equity ownership.
- 4.5. A tenderer awarded a contract as a result of preference for contracting with, or providing equity ownership to a HDI, may not subcontract more than 25% of the value of the contract to a tenderer who is not a HDI or does not qualify for the same number or more preference for equity ownership.

5. SUB-CONTRACTING

5.1 Will any portion of the contract be sub-contracted?
(Tick applicable box)

YES		NO	
-----	--	----	--

5.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted:%
- ii) The name of the sub-contractor:
- iii) Points claimed for HDI by the sub-contractor:

6. DECLARATION WITH REGARD TO COMPANY/FIRM

6.1. Name of company/firm:

6.2. Company registration number:

6.3. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

6.4. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;

- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:



Terms of Reference

The supply and installation of telecommunication VOIP infrastructure on time and material basis

1. INTRODUCTION

- 1.1 This quotation represents requirements of the Department Agriculture, Land Reform and Rural Development (DALRRD) for the supply, programming and installation of the VOIP platforms (required programming on Virtual 3CX PABX, provide renewal of 3CX Virtual PABX licence, link via Realist ISDX PABX and/or BP 250's). The VOIP infrastructure has to be provided on a on time and material basis as and when needed.
- 1.2 The successful service provider (hereafter referred to as "the contractor"), will be responsible for the supply, installation programming and delivery of the required VOIP as stipulated in the requirement.
- 1.3 Contact details for enquiries:
 - 1.3.1 Ms A Vermaak, e-mail AltaV@dalrrd.gov.za, cellular phone 060 972-9533;
 - 1.3.2 Mr A Lundt, e-mail AxeL@dalrrd.gov.za, cellular phone 083 376-6818; and
 - 1.3.3 Ms T Pinkham, e-mail TheaP@dalrrd.gov.za, cellular phone 060 973 0409.

2. SCOPE

- 2.1 The following DALRRD telecommunication VOIP installations are already identified that need to be done:
 - (i) VOIP connection to RCLL building Western Cape;
 - (ii) VOIP connection to SG office Western Cape;
 - (iii) VOIP connection to Kimberley;
 - (iv) VOIP connection to Vryheid;
 - (v) VOIP connection to RCLL Pietermaritzburg;
 - (vi) VOIP connection SPLUM PMB;
 - (vii) VOIP connection to SG Pietermaritzburg;
 - (viii) VOIP connection to Witbank LRRD office;
 - (ix) VOIP connection to Ladysmith and
 - (x) VOIP connection to any newly identified DALRRD office in South Africa.

Hardware
Gateway (DPNSS to IP converter) (ISDN/E1 TO IP/SIP)
E1 Gateway at each termination point to convert the IP to ISDN (PBX translation) with full PBX commands translation
Software:
3CX virtual PABX Licence renewal
Installation, Servicing and Support:
Software Updates/Upgrades
Programming
Fault finding and Correcting
Programming of Interfaces
Programming of System
Database Management (Back-up, Cleanup, Updates)

2.2. The scope of work is described fully in paragraph 3 – 6 of the service requirements.

3. **Solution Required**

3.1. Service providers must supply, program and support the existing Telecom infrastructure (Realitis ISDX PABX programming, BP250 (ERICSSON) programming and 3CX virtual PABX Programming) and VOIP technology, Gateways (E1 SIP /IP gateways, Sunway gateways) on time and material basis as and when required.

A letter from the main supplier must be provided that the service provider can deliver the 3CX software and that the service provider is an approved dealer/partner of the 3CX software and required hardware. Failure to provide letter will automatically disqualify the quotation.

3.2. Support and programming required is mainly in Pretoria but can be required at any DALRRD office in South Africa if and when needed.

4. **To add new DALRRD office on VOIP the following is required:**

4.1. The service provider must be capable to undertake the support and programming of the 3CX virtual PABX and route the identified numbers and IP's to the correct offices . They must also be capable to link the Siemens Realitis PABX and Ericsson BP250 PABX and the sunway gateways to use the SIP Telkom connectivity.

4.2. Telecommunication (ISDX PABX, BP250 and 3CX certified, sunway gateways) experience is required, as well as experience in networking like fault finding, routing and IP's.

4.3. Provide two (2) reference letters in the name of the service provider where it is stated that the service provider rendered ISDX PABX, BP250, 3CX, Sunway gateways and VOIP telephone services. The aforementioned letters must not be older than 3 years

4.4	On request, the service provider has to do online and / or physical checking, fault-finding and repairs of faults on the systems, or programming or software changes or database management as and when required.
4.5	Ensure that the 3CX licences are renewed and installed. Cater for 2500 users.
4.6	The VOIP telephone instruments will be provided by DALRRD.
4.7	All 3CX programming will be done at Harvest House, Pretoria. Installation and other PABX programming will be done at the different sites where new VOIP installation will be required at DALRRD offices as and when required. First sites are identified in point 2.1. Identified sites all costs must be included in the pricing schedule per office.
4.4 New VOIP System Installation and Support:	
4.4.1	New installations must be for one contract period.
4.4.2	The Installation and support must be on a time-and-material basis, i.e. the price must be an hourly tariff.
5. Addresses for delivery and installation:	
Final addresses will be given to successful supplier:	
5.1.	RCLL building Western Cape; about 85 users.
5.2.	SG office in Western Cape, about 85 users.
5.3.	Kimberley; about 103 users.
5.4.	Vryheid; about 44 users.
5.5.	RCLL office Pietermaritzburg; about 18 users.
5.6.	SPLUM office Pietermaritzburg 11 users.
5.7.	SG Office in Pietermaritzburg; about 85 users.
5.8.	Nkangala district in Witbank office about 71 users.
5.9.	Ladysmith office with 45 users
5.10.	New added VOIP DALRRD offices will be added during the contract period.
5.11.	Sizes of offices are as follows:

Small office 1– 50 officials/users;
Medium office 51 – 100 officials/users;
Large office 101 – 200 officials/users; and
Extra-large office 201 – 500 officials / users.

6. SPECIAL CONDITIONS

- 6.1. The quotation must be cost per item including VAT.
- 6.2. **The Department reserves the right to decide during evaluation of the quotation whether they need to use lesser quantities and whether they want to include new site installations during this contract.**
- 6.3. **The Department will only be liable to pay for new installations cost after successful installation was done.**
- 6.4. The service providers will be expected to accept the condition set and agreed to by both DALRRD and National Treasury.

7. MANDATORY REQUIREMENTS

- 7.1 Service providers/suppliers must ensure that the following documentation is attached to their quotation:
 - 7.1.1 A valid quotation completed on departmental Pricing Schedule;
 - 7.1.2 A letter from the main supplier that the service provider can deliver the 3CX software and that the service provider is an approved dealer/partner of the 3CX software and required hardware.
 - 7.1.3 Provide two (2) reference letters in the name of the service provider where it is stated that the service provider rendered ISDX PABX, BP250, 3CX, Sunway gateways and VOIP telephone services. The aforementioned letters must not be older than 3 years (please refer to paragraph 4.3 above).
- 7.2 **Failure to submit the requested documents and proof as per (i.e. paragraph 7.1.1 to 7.1.3) will automatically disqualify the quotation.**

Specifications approved by

HA Vermaak

Ms HA Vermaak
Acting Director: ICT Service Delivery & Operations
Date: 25/10/2023

ANNEXURE – Pricing Schedule for the supply and installation of telecommunication VOIP infrastructure on time and material basis

- ❖ All prices must include VAT.
- ❖ Service providers are welcome to add an Annexure with a more comprehensive cost breakdown, however the following minimum prices / costs have to be provided:

NAME OF COMPANY: _____

No	ITEM/Description	Quantity	Unit price	Total price
1.	Hardware Supply of required items see item (i) and Support (item (ii) below (on Time and Material basis (i.e. of the VOIP cards, different Gateways, and required programming on PABX and instruments) as and when required.			
i)	Hardware			
a.	VOIP cards	12		
b.	Media Gateway (DPNSS to SIP converters) (ISDN/E1 TO IP/SIP	10		
c.	Directional transceiver	4		
d.	E1 Gateway (each termination point to convert the IP (wireless) to ISDN (PBX translation) with full PBX commands translation)	10		
ii)	Software renewal			
e.	Renewal of 3CX Virtual PABX unlimited licences.	1		
iii)	Identified offices			
f.	RCLL Building Western Cape	1		
g.	SG Office Western Cape	1		
h.	Kimberley office	1		
i.	Vryheid office	1		
j.	Pietermaritzburg office	1		
k.	SG Office Pietermaritzburg	1		
l.	SPLUM Pietermaritzburg office	1		
m.	Nkangala district in Witbank	1		
n.	Ladysmith office	1		
iv)	As and when needed			

No	ITEM/Description	Quantity	Unit price	Total price
o.	Small office 1 – 50 officials/users	5		
p.	Medium office 51 – 100 officials/users	5		
q.	Large office 101 – 200 officials/users	4		
r.	Extra-large office 201 – 500 officials / users	1		
ii)	Installation, Service and Support:			
a.	Software Updates/Upgrades	200h		
b.	Programming	500h		
c.	Fault finding and correcting	500h		
d.	Programming of Interfaces	500h		
e.	Programming of System	500h		
f.	Fault finding and correcting	500h		
g.	Database Management (Back-up, Clean-up, Updates)	500h		
2.	Additional cost Specify:			
3.	Ceiling Price			