

REQUEST FOR BID: RFB NO: 03-2026

DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPORT, MAINTENANCE, MIGRATION OF CURRENT SIP AND TELEPHONE USAGE OF THE EXISTING TELEPHONY INFRASTRUCTURE FOR THE SADPMR FOR A PERIOD OF THIRTY-SIX MONTHS.

A virtual compulsory briefing session will be held as follows:

Date: 15 September 2026

Time: 10:00am

Venue: Microsoft Teams

Microsoft Teams meeting

Join: <https://teams.microsoft.com/meet/367626209827798?p=JZxNeSpgiuN4TSm10J>

The Bid must be submitted on the letterhead of your business and submitted not later than:

Date: 30 September 2026

Time: 11:00 AM

Venue: Corner Bonaero Drive and Cote D Azur Avenue, Kempton Park 1622, South Africa Diamond, and Precious Metal Regulator

The following conditions will apply:

- 1) Price (s) quoted must be valid for one hundred and twenty (120) days from the closing date of the tender.
- 2) Price(s) quoted must be firm and inclusive of VAT.
- 3) A firm delivery period must be indicated. Quotation must be on the letterhead of the company
- 4) These quotations will be evaluated in terms of Preferential Procurement Regulations, 2022:

80 points for price and 20 points for specific goals as follows:

- Enterprises owned by black women (51% shareholding) - 5 points
- Entities that are small, medium, and micro enterprises- 5 points
- Entities owned by black people (51% shareholding) - 5 points
- Enterprises based in Gauteng - 5 points
- **Only bidders registered on the central supplier database (CSD) and with a CSD number will be considered for this tender, as this is a requirement from the National Treasury.**

- 5) Copies of ID's & CIPC & Latest downloaded CSD full registration report.

- 6) Late responses will not be considered.

ISSUED BY:	CONTACT PERSON	CONTACT PERSON
	(SPECIFICATION)	(ADMINISTRATION)
THE CHIEF EXECUTIVE OFFICER	Mr. Mmoloki Makume	Ms. Shalati Mabunda
SOUTH AFRICAN DIAMOND AND		
PRECIOUS METALS REGULATOR		
P.O. BOX 16001	E-mail:	E-mail:
DOORFONTEIN	mmolokim@sadpmr.co.za	shalatim@sadpmr.co.za
2028		

Tel: (011) 223 7000

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PART A**INVITATION TO BID****YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE SOUTH AFRICAN DIAMOND AND PRECIOUS METALS REGULATOR**

BID NUMBER:RFB 03-2026	RFB-03 2026	CLOSING DATE & TIME: 11:00 AM	30 September 2026
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DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPORT, MAINTENANCE, MIGRATION OF CURRENT SIP AND TELEPHONE USAGE OF THE EXISTING TELEPHONY INFRASTRUCTURE FOR THE SADPMR FOR A PERIOD OF THIRTY-SIX MONTHS.
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BID RESPONSE DOCUMENTS MUST BE SUBMITTED TO THE BELOW DETAILS.

The Bid must be submitted on the letterhead of your business and submitted not later than:
Date: 30 September 2026
Time: 11:00 AM
Venue: Corner Bonaero Drive and Cote D Azur Avenue, Kempton Park 1622, South Africa Diamond, and Precious Metal Regulator

BIDDING PROCEDURE ENQUIRIES MAY BEDIRECTED TO	TECHNICAL ENQUIRIES MAY BEDIRECTED TO:
--	---

CONTACTPERSON	Mmoloki Makume	CONTACT PEOPLE	Shalati Mabunda
TELEPHONENUMBER	(011 223 7000	TELEPHONE NUMBER	(011) 223 7000
E-MAIL ADDRESS	<u>mmolokim@sadpmr.co.za</u>	E-MAIL ADDRESS	<u>shalatim@sadpmr.co.za</u>

SUPPLIER INFORMATION

NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE		NUMBER	
E-MAIL ADDRESS				
<u>VAT</u> NUMBER	<u>REGISTRATION</u>			

SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] Yes ☐ ☐		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] Yes ☐ 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?	Yes ☐ No ☐ [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	Yes ☐ No ☐ [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA) YES ☐ NO ☐ DOES THE ENTITY HAVE A BRANCH IN THE RSA? YES ☐ NO ☐ DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? YES ☐ NO ☐ DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? YES ☐ NO ☐ IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? YES ☐ NO ☐ IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B

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:

.....

PRICING SCHEDULE – FIRM PRICES

(PURCHASES)

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

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

Name of bidder.....	Bid number.....
Closing Time	Closing date.....

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

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

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

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

*Delete if not applicable

3 PURPOSE OF THE FORM**BIDDER'S DISCLOSURE**

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. Inline 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.

4 Bidder's declaration

4.1 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

- 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

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.

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

- If so, furnish particulars:

.....

.....

4.3 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**

- If so, furnish particulars:

.....

.....

5. 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:

5.1 I have read and I understand the contents of this disclosure;

5.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

5.3 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.

5.4 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

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.

submit or not to submit the bid, bidding with the intention not to win the bid and conditions of delivery particulars of the products or services to which this bid invitation relates.

- 5.5 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.
- 5.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 5.7 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.

5.7.1 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

SBD 6.1

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

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

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

6. GENERAL CONDITIONS

- a. The following preference point systems are applicable to invitations to tender:
- i. the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
 - ii. the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

b. To be completed by the organ of state

The applicable preference point system for this tender is 80/20.

- c. 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.

d. 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

- e. 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.
- f. 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.

7. DEFINITIONS

- (a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

8. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

8.1 POINTS AWARDED FOR PRICE

8.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

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

Where

P_s = Points scored for price of bid under consideration
 P_t = Price of bid under consideration
 $P_{\min}$ = Price of lowest acceptable bid

9. POINTS AWARDED FOR SPECIFIC GOALS

- 9.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below

as may be supported by proof/ documentation stated in the conditions of this tender:

9.2 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.

Table 1: 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 (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Enterprises owned by black people. (51% shareholding)		5		
Entities owned by black women. (51% shareholding)		5		
Enterprise based in Gauteng		5		
Entities that are small, medium, and micro enterprises.		5		

NB: Please submit all supporting documents to substantiate the above, failure to submit will result in non-allocation of points.

9.3 DECLARATION WITH REGARD TO COMPANY/FIRM

9.3.1. Name of company/firm.....

9.3.2 Company registration number:

9.3.3. TYPE OF COMPANY/ FIRM

a) Partnership/Joint Venture / Consortium

b) One-person business/sole propriety

c) Close corporation

d) Public Company

e) Personal Liability Company

f) (Pty) Limited

g) Non-Profit Company

h) State Owned
Company [TICK
APPLICABLE BOX]

9.4 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	...
	
	...



ANNEXURE A-BID SPECIFICATION

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPORT, MAINTENANCE, MIGRATION OF CURRENT SIP AND TELEPHONE USAGE OF THE EXISTING TELEPHONY INFRASTRUCTURE FOR THE SADPMR FOR A PERIOD OF THIRTY-SIX MONTHS.

1. BACKGROUND

The SADPMR has a Microsoft Teams Voice Calling Solution for internal communications, landline and mobile cellular phone calling as well as international dialing access for it's employees.

Microsoft Teams Telephony was introduced in the environment in 2021, the current contract is due to expire at the end of August 2026. Maintenance and support of the existing infrastructure will need to be carried out during the contract term over 36 months. The existing solution is integrated with Telkom Session Initiation Protocol (SIPs) and needs to be maintained and supported without any downtime.

The SADPMR has 130 Microsoft licenses for Teams that are used at the Kempton Park Head Office as well as remote sites.

Users are utilizing their Microsoft Teams desktop client for communications.

Microsoft Teams have been rolled out in the organization and SADPMR has started modernizing their communication and the solution needs to leverage all the features of Microsoft Teams Calling and Audio Conferencing.

Current Solution

Category	Existing Asset / Details
SBC Hosted	AudioCodes Hosted Appliance
TMS Solution	Proteus TMS
SBC Version ID	7.40A.005.306



Category	Existing Asset / Details
SBC Capacity	SBC Sessions: 30 / Transcoding Sessions: 30
MS Licensing	M365 E3 + Microsoft Phone Standard (via EA)
User Count	130 Users (Concurrent call expectation: 30 sessions)

2. OBJECTIVE

The main objective of this project is to ensure that SADPMR can continue using the current solution and partner with a service provider who can provide SIP trunks and affordable call rates.

3. SCOPE OF WORK

SADPMR requires the following services:

- Solution must integrate or run natively with the existing Microsoft Teams.
- Provide a SIP Trunk with 30 Channels and must integrate with the existing 3rd party services.
- Integrate the SIPs to the existing Audio Codecs System.
- Ensure that the SADPMR can make calls using MS Teams externally.
- Port the SADPMR numbers from the current provider
 - Number Range
 - The below numbers have been migrated to SIPs.
 - +27538313124
 - +27538313193
 - +27538313137
 - +27538313121
 - **Main: +27112237000**
 - Range:
 - +27112237000 until +27112237199
- Provide break-down of Local and International Call rates to various telco service providers.
- Ensure that the solution is secure.
- Maintain and support the current Voice Calling Solution for SADPMR.



- Ensure communication, integration and support with relevant 3rd parties to maintain the solution.
- Complete all the configuration and testing needed to ensure the solution works with all users within the SADPMR offices (Kempton Park and remote site).
- Configuration of all 130 users for Microsoft Teams clients on PCs, Laptops and Mobile.
- Configuration of the (Client) firewall and internal networks to ensure optimal functionality of the Voice Solution.
- Provide maintenance and support on an ad-hoc basis with an allocation of 24 hours per month for MS Teams and Session Border Controller (SBC) environment for 36 months.
- Provide a break-down of the hourly support rate and unused support hours to be carried over to the following months.
- Project kickoff of 5 days for hand-over from the current service provider.

4. REQUIREMENTS

The successful bidder must ensure all 130 licenses are fully functional and are able to receive and make local, mobile and international calls on mobile devices and PC's/laptops as well as the switch board.

- Solution must integrate or run natively with existing Microsoft Teams.
- Provide a SIP Trunk with 30 Channels and must integrate with the existing 3rd party services.
- Integrate the SIPs to the existing Audio Codecs System.
- Provide support for the hosted Session Border Controller (SBC) environment.
- Ensure that the SADPMR can make calls using MS Teams externally.
- Port the SADPMR numbers from the current provider.
- Provide break-down of Local and International Call rates to various telco service providers.
- Configure call policies to enable local and international calls.
- Ensure that the solution is secure.
- Solution must have call monitoring, reporting, barring and be able to pull reports.
- Solution needs to allow for 30 concurrent calls at any given time.
- The Service provider needs to cover all licenses and costs for the maintenance and support of the environment.
- The Service Provider must assist in configuration of the (Client) firewall and internal network optimization to ensure optimal functionality of the voice solution.
- The Service Provider needs to provide full support for all 130 licenses for a period of 36 months.
- The Service Provider must provide full maintenance, hosting and upkeep of the solution



under a Service Level Agreement for 36 months.

- Features needed are: Auto Attendants, Call Queues, Call Forwarding, Voicemail, Group Pickup.
- The Service Provider needs to provide full support for all Microsoft Teams' boardroom devices.

5. TRAINING AND SKILLS TRANSFER REQUIREMENTS

- Hands-on and digital resources to support knowledge transfer to existing ICT Staff.
- Provide training manuals in soft copy.

6. MAINTENANCE REQUIREMENTS

- Attending to all faults logged.
- Providing support and maintenance of the solution.
- Full service and maintenance agreement must include travel, labour and customer request calls.

7. PROJECT OUTPUTS/OUTCOMES

The implemented solution should be fully documented as per SADPMR's requirements.

8. REPORTING

- The successful bidder will report directly to ICT division on all technical matters.

9. COMPLETION DATE

The expected duration for the Support, Maintenance, Migration of Current SIP and Telephone Usage of the Existing Telephony Infrastructure for the SADPMR is four (4) weeks from signing of the contract and then maintenance and support for a period of thirty-six (36) months.

10. COMPULSORY VIRTUAL BRIEFING SESSION

A compulsory virtual information / briefing session will be held, and a meeting invite link will be sent out with the publication bid documents.

11. EVALUATION CRITERIA

The bid will be evaluated on the following two (2) stages:

11.1 STAGE 1: FUNCTIONALITY EVALUATION

The functionality will be scored against the following criteria. Please note that where a "Minimum Rating to Qualify" for a criterion has been indicated, a bidder will be disqualified if not achieved.

FUNCTIONALITY: STAGE 1		
Criteria	Sub - criteria	Points

Company experience.	The bidder must be certified for Microsoft Solutions Partner for Modern Work - attach proof of certification or confirmation letter from Microsoft. Microsoft accreditation for Modern Work: 20 points Company should have five (5) years' experience working and providing Microsoft Teams support services. Company profile to be included. 0-4 years =0 points ; 5 and more years =5 points Bidders must submit at least three (3) minimum contactable reference letters with reference to the successful completion of Microsoft Teams support projects as per the SADPMR requirements. Reference letters must be in the client's letterhead and signed to include project description and duration. The reference letters must be within the past five (5) years. 0-2 letters =0 points; 3 - 7 letters = 5 points; 8 and more letters= 10 points.	35
Technician experience	Technicians must have a minimum of five (5) years' experience in deploying and maintaining a Voice Calling Solution with Microsoft Teams and detailed CV required. • Detailed CV's and qualifications of technicians executing Microsoft Teams support services must be attached. • Technicians must be Microsoft Teams certified	15



FUNCTIONALITY: STAGE 1		
Criteria	Sub - criteria	Points
	(Attach proof of a Microsoft certification from the vendor). • 5 years' work experience with no certification = 5 points; 5 years' work experience with certification = 10 points; 6 and more years' work experience with certification = 15 points.	
Specification Requirements	Provide a detailed proposal in line with point 4. (Requirements) above. All requirements must be met.	35
Project plan	Bidders are required to provide a clear project plan with final outputs and identified timeframes for the Microsoft Teams support service to be rendered, including a maintenance plan for a period of thirty-six (36) months. • Maintenance and Support of the solution. • Planned roll-out to client machines. • Maintenance of the SBC (Session Border Controller). Project plan submitted without time frames, maintenance and roll-out plan = 0 points; Project plan submitted with time frames, maintenance and roll-out plan = 10 points.	10
Proof of address	Bidders should provide proof of their physical address where they are operating. Municipal bill, Rates and Taxes, water and lights invoice/statements not older than three months or a valid lease agreement. Any copy supplied must be certified and the certification must not be older than six months.	5



FUNCTIONALITY: STAGE 1		
Criteria	Sub - criteria	Points
	Proof of physical address (less than 3 months or valid lease agreement) and certified = 5 points.	
Total Points	100 Points	

NB: BIDDERS OBTAINING 70 POINTS OR MORE SHALL PROCEED TO STAGE TWO OF EVALUATION WHICH IS PRICE AND PREFERENCE POINTS.

12. STAGE 2: PRICE AND PREFERENCE POINTS.

The 80/20 Principle is based on Price and special goals for SADPMR.

The following formula is to be used to calculate the points out of 80 for price inclusive of all applicable taxes.

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

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

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{min} = Price of lowest acceptable bid



12.1.2 A maximum of 20 points to be awarded to a bidder for the specific goals listed on the SADPMR preferential procurement policy as follows:

Special Goals	80/20 Points System	Relevant Evidence
Enterprises owned by black Women (51 % shareholding).	5	Latest CSD Report and certified ID copies of directors
Entities that are small, medium, and micro enterprises.	5	Latest CSD Report and financial statement
Entities owned by black people (51% shareholding).	5	Latest CSD Report and certified ID copies of directors
Enterprise based in the Gauteng province	5	Proof of residence

13. OTHER CONDITIONS

13.1 Bidders must submit an original bid and one (1) copy of the technical proposal plus an electronic copy on a USB.

13.2 Bidders must submit Microsoft Solutions Partner for Modern Work certification/confirmation letter in the bidder's company name. Should the confirmation/certification be in a different company's name, then the bidder must attach proof of partnership.

13.3 Bidders are further requested to separate financial proposals from technical proposal/two envelopes system. Where applicable, quotations must be detailed and inclusive of price, once-off and recurring costs, ad-hoc rates, call-out and travel costs.

13.4 Any enquiries must be referred, in writing, to the specified person.

SPECIAL CONDITIONS OF CONTRACT

10. DISQUALIFICATION OF BIDS

10.1 SADPMR reserves the right to disqualify any bid at any stage of the procurement process where:

- a) The bidder fails to submit any mandatory document, declaration, schedule, certificate, or information required in terms of the RFP or bid documentation;
- b) The bid fails to comply with the mandatory requirements, specifications, terms, or conditions stipulated in the RFP;
- c) The bid contains information that is false, inaccurate, misleading, incomplete, fraudulent, or intended to misrepresent any material fact;
- d) The bidder has obtained, attempted to obtain, or benefited from confidential or proprietary information not made available to all bidders, whether directly or indirectly, through unlawful, fraudulent, unethical, or improper means;
- e) The bidder engages in any conduct that compromises the fairness, transparency, competitiveness, or integrity of the procurement process.

10.2 Disqualification in terms of this clause shall be without prejudice to any other rights or remedies available to SADPMR in law, including the recovery of damages, cancellation of any award, termination of any resulting contract, and reporting of the matter to the relevant regulatory or law enforcement authorities.

11. RIGHTS RESERVED BY SADPMR

11.1 SADPMR reserves the right, at its sole discretion, to cancel, suspend, withdraw, or terminate this bid process at any stage, including after the closing date, after presentations have been made, after bids have been evaluated, or after preferred bidders have been notified of their status.

11.2 SADPMR reserves the right to negotiate with one or more preferred or reserved bidders regarding any aspect of their bids, including pricing, terms and conditions, without offering the same opportunity to any other bidder.

11.3 SADPMR may accept a bid in whole or in part and may award the contract to one or more bidders.

11.4 SADPMR reserves the right to award the contract to a bidder whose bid is not the lowest priced bid and/or who is not the highest scoring bidder, provided that such award is made in accordance with applicable legislation, procurement prescripts, and the best interests of SADPMR.

11.5 SADPMR reserves the right to negotiate pricing during the contract period where goods or services become available at more competitive market-related prices. Where the contracted supplier is unable or unwilling to match such pricing, SADPMR reserves the right to procure such goods or services outside the contract, subject to applicable procurement requirements.

11.6 SADPMR reserves the right to conduct site inspections, due diligence investigations, product evaluations, explanatory meetings, reference checks, or verification exercises at the bidder's premises, client sites, or any other location deemed necessary, either before or after adjudication.

11.7 SADPMR reserves the right to request any additional information, agreements, supporting documents, or clarifications necessary to verify information submitted by bidders.

11.8 SADPMR reserves the right to correct any errors, omissions, ambiguities, or inconsistencies in the bid documents or bid process at any stage.

11.9 SADPMR reserves the right to amend bid specifications, conditions, validity periods, or closing dates before the bid closing date. Such amendments shall be communicated to bidders through appropriate channels.

11.10 The bidder consents to SADPMR conducting background checks, including but not limited to financial, legal, regulatory, criminal, reference, and FICA verification checks on the bidder and its directors, members, trustees, shareholders, partners, and key personnel.

11.11 No bidder may directly or indirectly canvass, influence, or attempt to influence any employee, official, advisor, or representative of SADPMR regarding the outcome of this bid.

11.12 All enquiries relating to this bid must be submitted in writing to the designated contact person(s) identified in the bid documentation.

12. BIDDER UNDERTAKINGS

12.1 By submitting a bid, the bidder undertakes to provide the goods and/or services described in its bid response in accordance with the specifications, terms, and conditions contained in this bid document.

12.2 The bidder shall remain bound by its bid for the validity period stated in the bid documentation.

12.3 The bidder confirms that it has satisfied itself as to the correctness and completeness of its bid and that the prices quoted include all costs, obligations, and liabilities necessary for the proper performance of the contract.

12.4 Any errors, omissions, or miscalculations in the bidder's pricing shall be for the bidder's sole account and risk.

12.5 The successful bidder accepts full responsibility for the proper execution and fulfilment of all obligations arising from the resulting contract and any Service Level Agreement concluded with SADPMR.

12.6 The bidder shall be prepared to make presentations, demonstrations, or clarifications if requested by SADPMR.

14. BIDDER DECLARATIONS

14.1 The bidder declares and undertakes that it shall:

- a) Act honestly, fairly, transparently, and with due skill, care, and diligence in its dealings with SADPMR;
- b) Maintain the necessary resources, personnel, systems, and expertise required to perform the services;
- c) Avoid conflicts of interest and disclose any actual or potential conflicts immediately upon becoming aware thereof;
- d) Comply with all applicable laws, regulations, codes, and industry standards;
- e) Make full and accurate disclosure of all material information relevant to the bid and resulting contract;
- f) Refrain from fraudulent, misleading, deceptive, or unethical conduct;
- g) Conduct its business in a manner that promotes the interests of SADPMR and supports good governance principles; and
- h) Protect all information obtained from SADPMR and not disclose or use such information without prior written consent.

15. PREVIOUS EXPERIENCE AND DUE DILIGENCE

15.1 Where required in the bid specifications, bidders shall submit signed reference letters from current and/or previous clients demonstrating successful delivery of similar services.

15.2 Reference letters should, where applicable, indicate:

- a) Contract value;
- b) Contract period; and
- c) Industry or sector in which the services were rendered.

15.3 SADPMR reserves the right to conduct due diligence investigations and independently verify all information submitted by bidders.

16. FRONTING

16.1 SADPMR supports Broad-Based Black Economic Empowerment and condemns any form of fronting practice.

16.2 SADPMR may investigate any bidder where there is reason to believe that fronting practices exist.

16.3 Where indicators of fronting are identified, the bidder shall be required to provide satisfactory evidence to refute such findings within the period stipulated by SADPMR.

16.4 Failure to provide satisfactory evidence may result in disqualification, termination of any resulting contract, reporting to relevant authorities, and restriction from conducting business with organs of state.

17. CONFLICT OF INTEREST, CORRUPTION AND FRAUD

17.1 SADPMR reserves the right to disqualify any bidder that:

- a) Engages in collusive tendering or anti-competitive conduct;
- b) Seeks unlawful assistance or preferential treatment from SADPMR officials or representatives;
- c) Offers, solicits, or accepts gifts, inducements, gratuities, commissions, or any other benefits intended to influence procurement decisions;
- d) Provides false, misleading, or fraudulent information;
- e) Has engaged in corrupt, unethical, or unlawful conduct in relation to any public procurement process;
or
- f) Has been convicted of fraud, corruption, forgery, or related offences.

18. MISREPRESENTATION

18.1 The bidder acknowledges that SADPMR relies upon the representations, warranties, and information contained in its bid when making an award decision.

18.2 Any material misrepresentation, omission, or false statement may result in disqualification, termination of the contract, recovery of damages, and any other remedies available in law.

18.3 In the event of any inconsistency between the bidder's proposal and the signed Service Level Agreement, the Service Level Agreement shall prevail.

19. PREPARATION COSTS

19.1 All costs associated with the preparation, submission, presentation, demonstration, clarification, or negotiation of a bid shall be borne solely by the bidder.

19.2 SADPMR shall not be liable for any expenses, losses, damages, or costs incurred by any bidder in connection with participation in this bid process.

20. INDEMNITY

20.1 The bidder indemnifies and holds SADPMR harmless against any losses, damages, claims, costs, or expenses arising from the bidder's breach of these bid conditions, including costs associated with investigations, re-evaluation processes, confidentiality breaches, or infringement of intellectual property rights.

21. PRECEDENCE

21.1 This document shall take precedence over any oral communication or information provided during briefing sessions or meetings.

21.2 Any amendment to this document shall only be valid if issued in writing by SADPMR.

22. LIMITATION OF LIABILITY

22.1 Participation in this bid process is entirely at the bidder's own risk and cost.

22.2 SADPMR shall not be liable for any loss, damage, expense, or claim arising from or related to a bidder's participation in the bid process.

23. TAX COMPLIANCE

23.1 No award shall be made to a bidder that is not tax compliant.

23.2 SADPMR reserves the right to withdraw an award or terminate a contract where it is established that the bidder was not tax compliant at the time of award, submitted fraudulent tax information, or becomes non-compliant during the contract period.

24. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

24.1 No award shall be made to any bidder listed on the Register of Tender Defaulters or the List of Restricted Suppliers maintained by National Treasury.

24.2 SADPMR reserves the right to withdraw an award or terminate a contract should a bidder be placed on any such register or list at any stage.

25. GOVERNING LAW

25.1 This bid process and any resulting contract shall be governed by and interpreted in accordance with the laws of the Republic of South Africa.

25.2 The parties submit to the jurisdiction of the courts of South Africa in respect of any dispute arising from this bid or any resulting contract.

26. RESPONSIBILITY FOR SUB-CONTRACTORS

26.1 The bidder shall remain fully responsible and liable for the acts, omissions, and performance of its employees, agents, representatives, and approved sub-contractors.

26.2 The appointment of any sub-contractor shall not relieve the bidder of any obligation under the contract.

27. CONFIDENTIALITY AND PROPRIETARY INFORMATION

27.1 All information contained in or relating to this bid process shall be treated as confidential.