



REQUEST FOR QUOTATIONS

You are hereby invited to submit price quotation(s) for the requirements of the Department of Transport (DOT) indicated hereunder:

RFQ number	RFQ 221/2023 13/07/2023		
Date issued			
Closing date and time	02/08/20	023 @ 11:00 AM	
Quotation validity period	Quotatio	on should be valid 60 days from RFQ closing date	
Description of goods/service required	(See full	description under Specification)	
Email address (for submission of quotes)	Quotations@dot.gov.za		
	Name	THABO JOHANNES SKOSANA	
Enquiry	Tel.	012 309 3035	
	Email	SkosanaT@dot.gov.za	

Terms and conditions of RFQ

The following DOT's standard conditions of purchase shall apply:

- Late and incomplete submissions shall not be accepted
- Any Supplier who has reasons to believe that the RFQ a pecification is based on a opening hand must inform DOT before RFQ closing date.
- Original/Certified B-BBEE status level verification certificate/Sworn allithard must be submitted in order to auxility for
- Must be tax complian
- Suppliers are required to complete the resourced declaration of interest form.
- No services must be rendered or goods delivered before on official DOT Form are Choice has Leen record to the successful Supplier
- Upon acceptance of the Purchase Order, delivery will take place within stipulated timeframes as per the date of delivery indicated on the Purchase Order or within the date agreed with the DOT.
- If delivery is not effected within the specified period, the DOT reserves the right to cancel the purchase order immediately.





SPECIFICATIONS

TASK DESCRIPTION: ESTABLISHMENT OF THE PUBLIC TRANSPORT CALL CENTRE

ltem no.	Full description of the requirement			
	The department requires the services of the service provider to establish a call centre that will be manned by five (5) agents whose responsibility is mainly to respond to queries related to tourist operators as well as providing feedback thereto. The call centre will be physically housed at the National Department of Transport; 159 Struben Street, Pretoria Central. Hereunder are the high-level requirements.			
	Call centre software with the ability to handle the following:			
	A hybrid on-site call centre for both inbound and outbound calling (more inbound than outbound), with a free number			
	Welcome message to incorporate working hours (English) with options 1,2 etc,			
	 Call routing to the next available agent of the selected option, 			
	 Add music between the hold messages, 			
	 Option to leave a message on an interactive voice response system – IVR, 			
	 Accommodate the call-backs to be generated by the system, 			
	Accommodate a recording functionality and			
	 Accommodate Unstructured Supplementary Service Data (USSD) allowing users to send requests to the network and the network to reply with acknowledgement of receipt. 			
	Training of five (5) Call Centre agents	5		
	Headsets (USB)	5		
	Please see attached criteria that will be used to select a preferred bidder			

REQUEST FOR QUOTATION FOR THE ESTABLISHMENT OF THE PUBLIC TRANSPORT CALL CENTRE

1. CALL CENTRE ESTABLISHMENT AND TRAINING

DELIVERABLE	UNIT COST R	TOTAL COST R
Call Centre Establishment		
Training of 5 call Centre Agents		
5 Headsets (USB)		
Monthly Service Fee for 36 months		
TOTAL		

2. LICENSE COSTS

DELIVERABLE	PRICE PER LICENSE	NUMBER OF LICENSES	MONTHLY COST
Licensing for Agents (Voice + 2-way SMS/ WhatsApp / Email		5	
Hosting per active license		5	
Storage per terabyte			
SMS Connector fee		1	
USSD Connector fee		1	
Other			
TOTAL			

TRANSACTIONAL COSTS - VOICE CALLS

Destination	Price per Minute
National	
Other Line Operators	
Mobile networks (MTN & VODACOM)	
Mobile Networks (Cell C & 8ta etc)	
TOTAL	

TRANSACTIONAL COSTS – USSD

Destination	Price per Session
Price per session (Cell C, MTN,	
Vodacom, Telkom 8ta)	
Session Duration in seconds	
TOTAL	

REQUEST FOR QUOTATION FOR THE ESTABLISHMENT OF THE PUBLIC TRANSPORT CALL CENTRE

IMPLEMENTATION COSTS - ONCE OFF

100 F 1 W

Once off Implementation Costs	Unit Price	Number of Hours	Total Cost
System creation			
Deployment and Configuration			
Development USSD			
Set-up USSD			
Training			
TOTAL		J.	

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 disgualified from the bid process.

Bidder's declaration 2.

- 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 institution	State

Do you or any persons only sterl with the bidder have a relationship. militar one section with a grave to be before it for the

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
3.4	venture or consortium2 will not be construed as collusive bidding. 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.
	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.
	There have been by consultations, communications, agreements a mongrements made by the birder with any official of the procuring
	urpose of a militing that a specific materials and a partial of the capital of th

contract.

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.

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.

32372	***************************************
Signature	Date
Position	Name of bidder

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

1. GENERAL CONDITIONS

- 1.1 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
 - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) Either the 90/10 or 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.
- 1.3 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.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows

是需要的作为类型的现在分词来	POINTS
PRICE	
SPECIFIC GOALS	
Total points for Price and SPECIFIC GOALS	100

- 1.5 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.
- 1.6 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. **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).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

$$Ps = 80 \left(1 - \frac{Pt - P min}{P min}\right)$$
 or $Ps = 90 \left(1 - \frac{Pt - P min}{P min}\right)$

Points scored for price of tender under consideration

Pt Price of lender under consideration

Final 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 or 90 points is allocated for price on the following basis:

$$80/20$$
 or $90/10$ $Ps = 80\left(1 + \frac{Pt - Pmax}{Pmax}\right)$ or $Ps = 90\left(1 + \frac{Pt - Pmax}{Pmax}\right)$

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 table 1 below 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 20/10 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.)

	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)
BLACK OWNED		10		
WOMEN OWNED		6		
BLACK DESIGNATED GROUP		4	. — —	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3.	Name of company/firm
4.4.	Company registration number:
4.5.	TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium

One-person business/sole propriety

4.5.

To America RI E Brook

- 4.6. 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	