

REQUEST FOR QUOTATION (RFQ)

To: Prospective Service Provider
From: Small Enterprise Finance Agency
Date: Tuesday, 21 November 2023
Subject: **Appointment of Service Provider to Supply and Install Internet and VOIP Solution**

TERMS OF REFERENCE

1. PURPOSE OF THE SPECIFICATION

1.1. The purpose of this RFQ is to Appointment of Internet Service Provider (ISP) to supply and install dedicated Internet and VoIP solution. Connection as per the specifications below.

2. BACKGROUND

2.1. Sefa Mthatha office require stable, dedicated internet connection and VoIP services to conduct day-to-day business. Any type of connection is required, for example fiber, wireless solutions.

***Note for SCU only**

RFQ No.	001/Mthatha/2023
Issue Date	21 November 2023
Closing Date and Time	24 November 2023 at 11:00am
Method of submission.	Responses should be submitted electronically to tamsanqam@sefa.org.za / Procurement@sefa.org.za It is the Bidder's responsibility to ensure that the email is received on time by sefa.



3. SCOPE OF WORK

- 3.1. The Internet service provider need to install a dedicated VoIP and internet connection with a manage Service Level Agreement (SLA). The VoIP service should be a Session Initiation Protocol (SIP) trucking compatible with any Avaya PBX.
- 3.2. High Speed Fibre Internet with Dedicated, High Speed, lowest-latency, Fully symmetrical bandwidth.
- 3.3. High Speed Fibre Internet that provides High Speed Uncapped and Unshaped connectivity with speeds of up to 40MBps Include International Bandwidth. Dedicated High Speed Fibre.
- 3.4. Internet. Customer Premises Device: Included. Contract Period or Duration:24 Months.
 - Public IP Addresses: 5 Usable Public IP (IPv4)
 - Dedicated Internet Access is uncontended or shared
 - Detail Network Architect of the internet connection
 - Dedicated service manager and Account Manager
 - Reliable and secure service, with End-to-End SLA guarantees 99.5 %
- 3.5. Installation and configuration should be done within 3 weeks, if this this period
- 3.6. Exceeded Penalty or Contract termination will be Applied. project plan should be Included.
- 3.7. Contract should be signed by both parties, before sefa user uses your services.
- 3.8. SLA guarantees 99.5 % uptime and service maintenance should be schedule 2days.
- 3.9. in advance Service provide should have their own call centre, with 24/7 Call Centre for support Downtime penalty.
- 3.10. The Voip consumsion Pricing should include on the qoutation.



4. EVALUATION CRITERIA

4.1 The proposal shall be evaluated in terms of the following process.

4.1.1 STAGE 1 – ADMINISTRATIVE REQUIREMENTS

- a) The Standard Bid Document (SBD 4 & 6.1) forms must be fully completed and signed.
- b) The bidder must submit proof of registration on CSD (Central Supplier Database) in the form of the CSD Report.
- c) Submission of valid Tax Compliance Status (TCS) Certificate with a unique security personal, Identification (PIN) issued by the South African Revenue Services certifying that the taxes of the bidder are in the order must be submitted at the closing date and time of bid/RFQ.
- d) Submission of certified valid B-BBEE certificate
- e) In the event of submission of a B-BBEE Sworn Affidavit, the bidder must ensure that the Affidavit is stamped by the Commissioner of Oath and indicate the contribution level of the Bidding entity;
- f) Submission of bidder's Companies & Intellectual Property Commission (CIPC) company registration documents listing all Directors or Shareholders.

Note:

- g) If the bidder is listed on the National Treasury List of Restricted Suppliers shall result in disqualification of the RFQ.
- h) If any of its Directors are Listed on the Register of Defaulters shall result in disqualification of the RFQ.

Note: All bidders who do not comply with the items listed above may be disqualified and not be evaluated further.



4.1.2 STAGE 2: MANDATORY REQUIREMENTS EVALUATION

No	Mandatory requirements	Comply / Not Comply
1	<p>The bidder must provide at least three (3) contactable reference letters where they have supply and install Internet and VoIP in the past three (3) years.</p> <p>(sefa reserves the right to contact any of the references).</p> <p><i>Note: The reference/s letter must be on the company letterhead, have a description, be signed, and have contact details for the referrer.</i></p> <p>Appointment Letters and Purchase Orders will not be accepted.</p>	
2	The bidder must provide a valid proof of Internet Service Providers (ISP Licence)	
3	The bidder must provide an Individual Electronic Communication Services (I-ECS) OR Class – Electronic Communication Networks Services (C-ECNS)	

All bidders who do not comply with all the mandatory requirements will be disqualified and not be considered for further evaluation.

4.1.3 STAGE 3: PRICE AND SPECIFIC GOALS

4.1.3.1 In terms of Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and the amended regulations, responsive bids will be adjudicated by the State on the applicable point system.

4.1.3.2 The applicable preference point system for this tender is the 80/20 preference point system. Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

CRITERIA	POINTS
Price	80
Specific Goals	20
TOTAL	100 points

Specific Goals for this tender and points that may be claimed are indicated per table below:



Criteria	POINTS
	(80/20 system)
Black ownership	10
30% Black Women Ownership	5
Any % of ownership by Black Designated Groups >0	3
Reconstruction Development Programme Objective: Promotion of SMMEs (Entities that are EME or QSE)	2
Total Points	20

Black ownership: 100% Black-owned entities will score the full 10 points and between 51% - 99% Black-owned entities will score 4 points.

Supporting Document for Claiming of Specific Goals:

The bidder must submit proof of either a BBBEE Certificate accredited by SANAS or a BBBEE Certificate issued by the Department of Trade and Industry (DTI) or a Sworn Affidavit and Companies & Intellectual Property Commission (CIPC) company registration documents listing all Directors or Shareholders

4.1.4 PRICING SCHEDULE

The price quotations must be inclusive of all applicable taxes (including VAT): Description of Service.	Quantity	Unit Price in Rands	Total Price in Rands
Once of installation Cost			
Monthly internet and Voiip Services Fee			
Sub-Total			
Vat @ 15%			
Grand Total Inclusive of VAT			

4.1.5 Call Consumption

The price quotations must be inclusive of all applicable taxes (including VAT): Description of Service.	Per Minutes	Unit Price in Rands	Total Price in Rands
Same Network Charge			
Diferent Network Charges			
Internationa Charges			
Sub-Total			
Vat @ 15%			
Grand Total Inclusive of VAT			

Bidders are requested to submit a quotation on their letterhead.

Bidder must provide Data sheet of the Servers and Storage Area Network that clearly indicates the proposed options or configurations as part of the valuation. If features are listed in the supplied datasheets which are not included in the pricing schedule the bidder must CLEARLY indicate which features are not included in the proposal and excluded from the pricing.