

5/2/2/1(003)2025/2026

APPOINTMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS.

CLOSING DATE: 10 MARCH 2026 @ 11:00

NB: THERE WILL BE NO BRIEFING SESSION.

TECHNICAL ENQUIRIES : Ms Alta Vermaak
TEL : 012 319 6202
EMAIL : AltaV@nda.gov.za

BID RELATED ENQUIRIES : Mr. F Maseli
TEL : (012) 312 8382
EMAIL : Mbulahenima@nda.gov.za

**NB : The applicable preference point system for this bid is the 80/20 preference point system.
(all applicable taxes included)**

NB: BID CLOSING ADDRESS:
DEPARTMENT OF AGRICULTURE, 600 LILLIAN NGOYI STREET, PRETORIA, 0001

TECHNICAL PROPOSAL PART 1 OF 2

LA 1.1



agriculture

Department:
Agriculture
REPUBLIC OF SOUTH AFRICA

Directorate: Demand and Acquisition Management Services:
Enquiries: Mr Freddy Maseli: **Tel:** (012) 312 8382

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

BID NUMBER: 5/2/2/1(003) 2025/2026

CLOSING TIME: 11H00

CLOSING DATE: 10 MARCH 2026

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

1. Kindly furnish us with a bid for services shown on the attached forms.
2. Attached please find the General Contract Conditions (GCC), SBD1, SBD4, SBD 5, SBD 6.1 Credit Instruction forms, terms of reference.
3. Bidders must ensure that they register with the National Treasury Central Supplier Database (CSD) and attach/provide the reference numbers on the SBD 1 form of the bid document.
4. If you are a sole agent or sole supplier you should indicate your market price after discount to your other clients or if that is not possible your percentage net profit before tax, in order to decide whether the price quoted is fair and reasonable.
5. The attached forms must be completed in detail and returned with your bid. Bid document must be submitted in a sealed envelope stipulating the following information: Name and Address of the bidder, Bid number and closing date of bid. **(failure to comply will disqualify your proposal)**

Yours faithfully

SIGNED
BIDS MANAGEMENT
DATE: 13 FEBRUARY 2026

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Contract amendments
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. National Industrial Participation Programme (NIPP)
34. Prohibition of restrictive practices

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 “Day” means calendar day.
 - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
 - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
 - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.
- 2. Application**
- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.
- 3. General**
- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za
- 4. Standards**
- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.
- 5. Use of contract documents and information; inspection.**
- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.
- 6. Patent rights**
- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
- 7. Performance**
- 7.1 Within thirty (30) days of receipt of the notification of contract award,

security

the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the

cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties,

- provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser

may have against the supplier under the contract.

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily

available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the

envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

- 25. Force Majeure**
- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.
- 26. Termination for insolvency**
- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.
- 27. Settlement of Disputes**
- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier.
- 28. Limitation of liability**
- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- 29. Governing language** 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
- 30. Applicable law** 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
- 31. Notices** 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
- 32. Taxes and duties** 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
- 33. National Industrial Participation (NIP) Programme** 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
- 34. Prohibition of Restrictive practices** 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

Js General Conditions of Contract (revised July 2010)

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	5/2/2/1(003) 2025/2026	CLOSING DATE:	10 MARCH 2026	CLOSING TIME:	11:00
DESCRIPTION	APPOINTMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT					
600 LILLIAN NGOYI STREET,					
PRETORIA					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Mr F Maseli		CONTACT PERSON	Ms Alta Vermaak	
TELEPHONE NUMBER	(012) 312 8382		TELEPHONE NUMBER	(012) 319 6202	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	Mbulahenima@nda.gov.za		E-MAIL ADDRESS	AltaV@nda.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
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> 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
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, 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.

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

This document must be signed and submitted together with your bid

THE NATIONAL INDUSTRIAL PARTICIPATION PROGRAMME

INTRODUCTION

The National Industrial Participation (NIP) Programme, which is applicable to all government procurement contracts that have an imported content, became effective on the 1 September 1996. The NIP policy and guidelines were fully endorsed by Cabinet on 30 April 1997. In terms of the Cabinet decision, all state and parastatal purchases / lease contracts (for goods, works and services) entered into after this date, are subject to the NIP requirements. NIP is obligatory and therefore must be complied with. The Industrial Participation Secretariat (IPS) of the Department of Trade and Industry (DTI) is charged with the responsibility of administering the programme.

1 PILLARS OF THE PROGRAMME

- 1.1 The NIP obligation is benchmarked on the imported content of the contract. Any contract having an imported content equal to or exceeding US\$ 10 million or other currency equivalent to US\$ 10 million will have a NIP obligation. This threshold of US\$ 10 million can be reached as follows:
- (a) Any single contract with imported content exceeding US\$10 million.
or
 - (b) Multiple contracts for the same goods, works or services each with imported content exceeding US\$3 million awarded to one seller over a 2 year period which in total exceeds US\$10 million.
or
 - (c) A contract with a renewable option clause, where should the option be exercised the total value of the imported content will exceed US\$10 million.
or
 - (d) Multiple suppliers of the same goods, works or services under the same contract, where the value of the imported content of each allocation is equal to or exceeds US\$ 3 million worth of goods, works or services to the same government institution, which in total over a two (2) year period exceeds US\$10 million.
- 1.2 The NIP obligation applicable to suppliers in respect of sub-paragraphs 1.1 (a) to 1.1 (c) above will amount to 30 % of the imported content whilst suppliers in respect of paragraph 1.1 (d) shall incur 30% of the total NIP obligation on a *pro-rata* basis.
- 1.3 To satisfy the NIP obligation, the DTI would negotiate and conclude agreements such as investments, joint ventures, sub-contracting, licensee production, export promotion, sourcing arrangements and research and development (R&D) with partners or suppliers.

- 1.4 A period of seven years has been identified as the time frame within which to discharge the obligation.

2 REQUIREMENTS OF THE DEPARTMENT OF TRADE AND INDUSTRY

- 2.1 In order to ensure effective implementation of the programme, successful bidders (contractors) are required to, immediately after the award of a contract that is in excess of **R10 million** (ten million Rands), submit details of such a contract to the DTI for reporting purposes.

- 2.2 The purpose for reporting details of contracts in excess of the amount of R10 million (ten million Rands) is to cater for multiple contracts for the same goods, works or services; renewable contracts and multiple suppliers for the same goods, works or services under the same contract as provided for in paragraphs 1.1.(b) to 1.1. (d) above.

3 BID SUBMISSION AND CONTRACT REPORTING REQUIREMENTS OF BIDDERS AND SUCCESSFUL BIDDERS (CONTRACTORS)

- 3.1 Bidders are required to sign and submit this Standard Bidding Document (SBD 5) together with the bid on the closing date and time.

- 3.2 In order to accommodate multiple contracts for the same goods, works or services; renewable contracts and multiple suppliers for the same goods, works or services under the same contract as indicated in sub-paragraphs 1.1 (b) to 1.1 (d) above and to enable the DTI in determining the NIP obligation, successful bidders (contractors) are required, immediately after being officially notified about any successful bid with a value in excess of R10 million (ten million Rands), to contact and furnish the DTI with the following information:

- Bid / contract number.
- Description of the goods, works or services.
- Date on which the contract was accepted.
- Name, address and contact details of the government institution.
- Value of the contract.
- Imported content of the contract, if possible.

- 3.3 The information required in paragraph 3.2 above must be sent to the Department of Trade and Industry, Private Bag X 84, Pretoria, 0001 for the attention of Mr Elias Malapane within five (5) working days after award of the contract. Mr Malapane may be contacted on telephone (012) 394 1401, facsimile (012) 394 2401 or e-mail at Elias@thedti.gov.za for further details about the programme.

4 PROCESS TO SATISFY THE NIP OBLIGATION

- 4.1 Once the successful bidder (contractor) has made contact with and furnished the DTI with the information required, the following steps will be followed:
- a. the contractor and the DTI will determine the NIP obligation;
 - b. the contractor and the DTI will sign the NIP obligation agreement;

- c. the contractor will submit a performance guarantee to the DTI;
- d. the contractor will submit a business concept for consideration and approval by the DTI;
- e. upon approval of the business concept by the DTI, the contractor will submit detailed business plans outlining the business concepts;
- f. the contractor will implement the business plans; and
- g. the contractor will submit bi-annual progress reports on approved plans to the DTI.

4.2 The NIP obligation agreement is between the DTI and the successful bidder (contractor) and, therefore, does not involve the purchasing institution.

Bid number	Closing date:.....
Name of bidder.....	
Postal address	
.....	
Signature.....	Name (in print).....
Date.....	

Js475wc

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

BID PROCESS (EQUAL OR BELOW R 50 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)
<p>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 citizen by birth or descent; who become citizen of the Republic of South Africa by Naturalisation-</p> <p>a) Before 27 April 1994 l. On or before 27 April 1994 and who would be entitled to acquire</p>	8		

citizenship by naturalisation prior to the date.			
II. Who is female	5		
III. Who has a disability	2		
IV. Specific goal: Who is youth	2		
V. Specific goal: Promotion of South African owned enterprises	3		

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

- (I) A maximum of 8 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** $\times 8 \div 100 =$ 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 2 points may be allocated to tenderers who are youth, on the following basis:
- **Percentage ownership equity** $\times 2 \div 100 =$ number of points claimed.
- (V) A maximum of 3 points may be allocated to tenderers for locality, 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

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

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:

80/20

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

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	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

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 propriety
- 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 FOR APPOINTMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS.

1. BACKGROUND

1.1 This bid is for the supply, installation, programming, maintenance, and support of existing telecommunication infrastructure, (Realitis DX/ Siemens ISDX Realitis/Hipath, BP250 Ericson/ Aastra, 3CX), and expand Voice Over Internet Protocol (VOIP) infrastructure in the department, including replacement of faulty parts when required. The support is on different telecommunication infrastructure, some on a time and material basis.

The Department of Agriculture will not be replacing the existing PABX's.

1.2 There is a need for the provisioning of different types of telephone instruments and other equipment on a time and material basis. A fixed price must be specified for each type of equipment, and the Department will request equipment as and when needed.

1.3 See details of the current telecommunication infrastructure used, are detailed in **Annexure A.**

1.4 Service Providers must supply and support the existing Telecom infrastructure for DOA, Department of Agriculture which is currently in use (RealitisDX / Siemens ISDX Realitis/Hipath: PABX Cards, Rectifiers, PABX programming etc. and Ericson: PABX Cards, BP250, Virtual 3CX programming etc.), and VOIP technology (3CX, Gateways (DPNSS SIP /IP gateways, Sungate), buffer box, Budget Management System on a time and material basis as and when required at all DOA offices.

1.5 Service Provider must do installation, programming and configuration of identified DOA offices where old Telecom infrastructure needs to be replaced with 3CX VOIP infrastructure. See Annexure C with already identified offices and other offices will be specified during contract period.

1.6 Maintenance warranty and support for all identified DOA buildings (Agricultural) for the duration of the contract three years.

1.7 Provide telephone handset and related telephone equipment as and when required. (Analogue, Digital or VOIP or IP phones or switchboard operating systems and software).

1.8 Support is required in all, Department of Agriculture offices.

1.9 Bidder must include all hardware, software installation, fault finding and programming to ensure a working solution for all requirements (Analogue, Digital instruments, IP instruments, VOIP, and PABX Maintenance, JAWS, ZOOM TEXT, switchboard maintenance).

2. DETAILS OF SERVICE REQUIRED

2.1 Service Provider must supply, install, program, repair, maintain and support the existing Telecom infrastructure for DoA (RealitisDX / Siemens ISDX Realitis/Hipath: PABX Cards, Rectifiers, PABX programming etc. and Ericson/Aastra: Supply PABX

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

- Cards, Rectifiers, PABX programming etc.), and VOIP technology (3CX, Gateways (DPNSS SIP /IP gateways, Sunways), LAN buffer box, JAWS/ZOOM and switch board, Budget Management System on 3CX on a time and material basis as and when required on all DOA offices. **See Annexure B for detail information required for RealitisDX PABX / Siemens ISDX Realitis/Hipath maintenance.**
- 2.2 Maintenance and Support on Extension Lines for Integrated Services Digital Network (ISDN), DPNSS & DPNSS to SIP media gateways (ADSL, Digital, Analogue & Wireless Ext links (Time and Material Starting order date) **Included in Annexure B**
- 2.3 Service Provider must provide VOIP (Voice over IP) requirements to use the current 3CX VOIP infrastructure. Installation, programming and configuration of identified DOA offices where old Telecom infrastructure need to be replaced with 3CX VOIP infrastructure and requirements. See Annexure with already identified offices and rest will follow –**See Annexure C for the detail Specifications.**
- 2.4 Analogue Telephone instruments as and when required; **See Annexure D for the detail Specifications.**
- 2.5 Specification of Digital Telephone Instruments (OptiPoint 500 & Openstage Standard Telephone and Switchboard console/phones) – **See Annexure E for detail Specifications.**
- 2.6 VOIP Telephone instruments as and when required – **See Annexure F for the detail Specifications.**
- 2.7 Specification IP Telephone Instruments working via Radio Links and Voice system (Aastra 4422 & cards for Aastra 4222, BP250 PABX) – **See Annexure G for detail Specifications.**
- 2.8 Specifications for Switchboard Consoles – **See Annexure H for the detail Specifications.**
- 2.9 Specifications On Hold System (Music on Hold) – **See Annexure I**
- 2.10 Addresses for Delivery and Installation – **See Annexure J**
- 2.11 **Annexure K** – Abbreviations and Definitions used in this document.
- 2.12 **Annexure L** – Declaration to be completed by bidders to confirm compliance with Annexure A to Annexure J Specifications.

3. MANDATORY REQUIREMENTS

Failure to comply with the following mandatory requirements will result in the bid to be disqualified.

- 3.1 The bidder must complete the pricing schedule (SBD 3.1) in full.
- 3.2 Declaration of Compliance Annexure L
- 3.3 The Service Provider must submit a letter that confirms that they will be able to provide parts/ spare parts for the RealitisDX ISDX PABX / Siemens ISDX Realitis/Hipath as and when required. The letter must be signed and must be in the company letterhead.
- 3.4 The Service Provider must submit a letter that confirms that they will be able to provide parts/ spare parts for the Ericson/ Aastra PABX as and when required. The letter must be signed and must be in the company letterhead.

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

3.5 The bidder must be a partner/reseller/distributor of the 3CX products and must submit a Certificate/Letter issued by the 3CX Virtual (VOIP) PABX Provider to confirm that the bidder is an approved partner or reseller. The Certificate/Letter of the 3CX Solution Provider must be in the name of the bidder.

4. EVALUATION OF THE BID

This bid shall be evaluated on the basis of functionality and in accordance with **80/20 preference point system** as prescribed in the Preferential Procurement Regulations, 2022 as stipulated below.

4.1 First Stage -Evaluation of Functionality

This bid shall be evaluated on functionality as stipulated below. The evaluation of the functionality will be evaluated individually by Members of Bid Evaluation Committee in accordance with the below functionality criteria and values.

The applicable values that will be utilized when scoring each criterion ranges from:

- 1. being poor, 2. being average, 3. being good, 4. being very good and 5. being excellent.**

CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHTS
	<p>The bidders must have experience in providing all four technologies used by the Department, attach reference letter(s) from the clients proving that the bidder has experience of all four technologies (I) RealitisDX ISDX PABX / Siemens ISDX Realitis/Hipath (II) Ericson/ AASTRA BP250 (III) 3CX Virtual (VOIP) PABX (IV) Sunway gateways. The reference letters will be used to identify that all four technologies are provided by the Service Provider during the evaluation of this tender. In the case where more than one of these technologies were used by the same company, one reference letter can be provided.</p> <ul style="list-style-type: none"> • <i>No Reference letter = 1</i> • <i>Reference Letter with 1 to 2 of the Technologies = 2</i> • <i>One Reference Letter with 3 Technologies = 3</i> • <i>One to Two Reference Letters with all 4 Technologies = 4</i> 	30

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHTS
	<ul style="list-style-type: none"> • <i>More than two Reference Letters with all 4 Technologies</i> = 5 	
	<p>The Client reference letter/s show time frames that the Service Provider provided services that covers a period of 5 years or more</p> <ul style="list-style-type: none"> • No Reference letter = 1 • Reference Letter with one to three years' services provided = 2 • Reference Letter with 3 to 4 years' services provided = 3 • Reference Letter with 5 years' services provided = 4 • More than 1 Reference Letter with 5 or more years' services provided = 5 	20
	<p>The Service Provider must provide letter/s to indicated a minimum of 5 Years' experience in Supply, Installation, Repair, Maintenance And Support of Telecommunication Hardware And Software in all four Technologies I) RealitisDX ISDX PABX / Siemens ISDX Realitis/Hipath (II) Ericson/ AASTRA BP250 (III) 3CX Virtual (VOIP) PABX (IV) Sunway gateways</p> <ul style="list-style-type: none"> • No letter = 1 • Letter with less than 3 years experience = 2 • Letter with 3 to 4 years experience = 3 • Letter with 5 years experience = 4 • Letter with more than 5 years experience = 5 	20
	<p>Two technicians must be available to give support in all four technologies, i.e. I) RealitisDX ISDX PABX/Siemens ISDX Realitis/Hipath (II) Ericson/ AASTRA BP250 (III) 3CX Virtual (VOIP) PABX (IV) Sunway gateways, (Provide detailed CV's of the Technicians</p> <ul style="list-style-type: none"> • No CV provided = 1 • Only one CV provided = 2 • Two CV's provided that does not cover all 4 technologies = 3 • Two CV's provided for technicians with experience in all 4 technologies = 4 • More than two CV's provided for technicians with experience in all 4 technologies = 5 	30

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHTS
TOTAL POINTS		100

The Bids that fail to achieve a **minimum of 70 points** for functionality will be disqualified and will not be considered for the second stage of evaluations in accordance with specific goals and price as stipulated below.

4.2. Second Stage – Evaluation in terms of 80/20 Preference Points System

Only bids that achieve the minimum qualifying score second stage will be evaluated further in accordance with the 80/20 preference points system.

4.2.1 Calculation of points for the price

EVALUATION STAGE IN TERMS OF 80/20 PREFERENCE POINTS SYSTEM.

POINTS AWARDED FOR PRICE

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

80/20

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

POINTS AWARDED FOR SPECIFIC GOALS

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.

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

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— 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

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 (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. 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 citizen by birth or descent; who become citizen of the Republic of South Africa by Naturalisation- a) Before 27 April 1994 b) On or before 27 April 1994 and who would be entitled to acquire citizenship by naturalisation prior to the date	8		

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

II. Who is female	5		
III. Who has a disability	2		
IV. Specific goal: Who is youth	2		
V. Specific goal: Promotion of South African owned enterprises	3		

5 GENERAL CONDITIONS OF CONTRACT

5.1 The General Conditions of Contract apply and the Department reserves the right not to award the contract.

6 TERMS AND CONDITIONS

6.1 The prices and rates to be inserted in the Schedule of Quantities are to be the full inclusive prices for the work described under the several items. Such prices and rates shall cover all costs and expenses that may be required in and for the execution of the work described, and shall cover the cost of all general risks, liabilities, and obligations set forth or implied in the documents on which the tender is based, as well as overhead charges and profit. Reasonable prices shall be inserted as these will be used as a basis for the assessment of payment for additional work that may have to be carried out.

7 CONFIDENTIALITY CLAUSE

7.1 The service provider is expected to sign a confidentiality agreement and agrees to keep confidential all records and information of or related to the Department obtained in any manner whatsoever, and not to disclose such records or information to any third party without the Department's consent.

7.2 All documents are confidential and remain the property of the department and are not allowed to be utilized without prior permission by the Director-General: DOA.

SEE BELOW ANNEXURES FOR DETAILED SPECIFICATIONS

8. ENQUIRIES

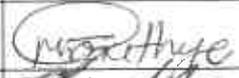
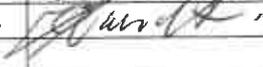
8.1 Supply Chain Related Enquiries:
 Mbulaheni Maseli
 Telephone Number : 012 312 8382
 E-mail : <MbulaheniMA@nda.agric.za>

8.2 TECHNICAL RELATED
 Ms A Vermaak 060 972 9533, E-mail: AltaV@nda.agric.za
 Mr Axel Lundt 083 376 6818 E-mail: Axel@nda.agric.za
 Ms T Pinkham 060 973-0409 E-Mail: TheaP@nda.agric.za

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

9. Terms of References have been supported and approved as follows:

Supported by:

Name & Surname	Designation	Date	Signature
Rita Rademeyer	ICT Specialist Telecoms	10/02/2026	
Justice Mathye	ICT Technician Telecoms	10/02/2026	
Axel Lundt	ICT Specialist	10/02/2026	

Terms of References approved by :



HA Vermaak

Chairperson: BSEC

Date: 10/2/2026

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

ANNEXURE A:

The current DOA telecommunication infrastructure for Department of Agriculture are as follows and must be supported and maintained as and when needed:

1. RealitisDX ISDX PABX environment (previous called Siemens ISDX Realitis/Hipath):

- 1.1. A-Node is Harvest House, Pretoria, with 4 PRI's / DDI/DDO (including 6x DPNSS to 1xSIP gateway (85MB provided by Telkom) with 2 ports);
- 1.2. B-Node: Agriculture Place, Pretoria: 2 x DPNSS (Digital Private Network Switching System) links - 2meg, connect to A-Node (including 6x DPNSS to SIP gateway);
- 1.3. C-Node : (Delpen system at Agriculture Place, Pretoria; 1 x DPNSS link to A-Node
- 1.4. D-Node: Sefala, Pretoria: 1 x DPNSS link to A-Node;
- 1.5. I-Node: Hamilton Forum, Pretoria: 1 x DPNSS link to A-Node and 1 x PRI / DDI/DDO;
- 1.6. F-Node: (Silverton system at Agriculture Place, SIP Connection and 1 x PRI / DDI/DDO;
- 1.7. E-Node: Stellenbosch: 2 x PRI's DDI/DDO (standalone unit);
- 1.8. SIP line from Telkom replaced copper lines.
- 1.9. VOIP connection to Roodeplaat, Pretoria (DPNSS to SIP gateway)
- 1.10. VOIP 3CX system;
 - 1.10.1. VOIP connection to Stellenbosch (DPNSS to SIP gateway);
 - 1.10.2. VOIP to Pietermaritzburg (DPNSS);
 - 1.10.3. VOIP to Upington;
 - 1.10.4. VOIP to Mbombela (Nelspruit);
 - 1.10.5. VOIP to Polokwane.
 - 1.10.6. VOIP to Pietermaritzburg

2. BP250 Ericson at 15 Region sites of Department of Agriculture:

- 2.1. APIS Bloemfontein;
- 2.2. Bloemfontein;
- 2.3. Buffelspoort ;
- 2.4. Ministry in Parliament, Cape Town;

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- 2.5. East London;
- 2.6. John Ross, Durban;
- 2.7. Kimberley;
- 2.8. Nelspruit / Mbombela;
- 2.9. Pietermaritzburg;
- 2.10. Polokwane;
- 2.11. Port Elizabeth;
- 2.12. Potchefstroom;
- 2.13. Skukuza;
- 2.14. Trust Bank building, Kempton Park;
- 2.15. Upington;

3. **Hardware (Needed for RealitisDX / Siemens ISDX Realitis/Hipath and for Ericson / Aastra BP250):**
 - 3.1. Shelves;
 - 3.2. Backplane; Analogue Cards
 - 3.3. Digital Cards;
 - 3.4. Interface Extension Cards;
 - 3.5. Control Cards;
 - 3.6. Network Interface Cards;
 - 3.7. Modem Cards;
 - 3.8. Processor Units;
 - 3.9. Power Supply Units;
 - 3.10. 48V Rectifier Charger;
 - 3.11. All Interface/Shelve/Card/ Cables;
 - 3.12. MDF Cables;
 - 3.13. Cabinet Fans

4. **Software (Needed for RealitisDX / Siemens ISDX Realitis/Hipath and for Ericson/Aastra BP250):**
 - 4.1. RealitisDX v.8; or higher
 - 4.2. AC Win;
 - 4.3. DX Pro;
 - 4.4. Jaws.

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

4.5. ZoomText

5. Ericson/Aastra BP250 PABX systems: There is a need to replace non-functioning parts.

5.1. The following type of BP250 PABX cards must be available for maintenance as and when needed:

- 5.1.1. ELUD – Digital extension lines, DASL (16 channel);
- 5.1.2. ELUA – Analogue extension lines (16 channel);
- 5.1.3. BTUDC – Digital trunk lines; 30 channel CAS;
- 5.1.4. BTUA – Analogue trunk lines;
- 5.1.5. BTUDP – Digital trunk lines, primary access ISDN;
- 5.1.6. BTUB2 – Digital trunk lines, basic access ISDN;
- 5.1.7. IPU – Internet Protocol trunk lines and IP extensions (H.323 clients); DSM modules and flash disk must be included.
- 5.1.8. MFU -BRIs, 4 digital ext, 4 analogue ext;
- 5.1.9. ELUD3 – 32 digital ext;
- 5.1.10. CPU (central processing unit), flash disk must be included.
- 5.1.11. All cards must include software and firmware.
- 5.1.12. BP250 PABX Cables needed:
- 5.1.13. Network cable;
- 5.1.14. Programming cable (586);
- 5.1.15. Open end cables, 8 port;
- 5.1.16. Open end cables, 4 port;

5.2. Provide BP250 PABX Backplanes (pud7).

5.3. Provide BP250 PABX Power supplies;

6. VOIP system :

6.1. 3CX System include Reporting management system

6.2. 3CX licence

6.3. YEALINK telephone instruments

7. Voice network:

7.1. E1 Trunk Radio links (30 channel link);

7.2. 6x Gateway(DPNSS to IP/SIP converter);

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

- 7.3. Omni directional (point to multipoint) Transceiver;
- 7.4. Omni Directional (point to multipoint) Transceivers for local area redundancy voice failover (x8 links);
- 7.5. Directional transceivers.
- 7.6. E1 Gateway at each termination point to convert the IP (wireless) to ISDN (PBX translation) with full PBX commands translation (DPNSS to SIP/IP gateways)
- 7.7. The Department uses Telkom number ranges for all the offices.

8. Installation, Servicing and Support required:

- 8.1. Software Updates/Upgrades;
 - 8.2. Programming of Interfaces;
 - 8.3. Programming of System;
 - 8.4. Programming VOIP telephones
 - 8.5. Fault finding and Correcting;
 - 8.6. Database Management (Back-up, Clean-up, Updates).
9. Analogue telephone instruments on RealitisDX / Siemens ISDX Realitis/Hipath and ISDX Systems
10. Digital telephone instruments work on the RealitisDX / Siemens ISDX Realitis/Hipath & ISDX systems.
11. VOIP telephone instruments working via 3CX system.
12. IP telephone instruments working via other VOIP systems and the radio links.
13. Analogue extensions;
14. Digital extensions;
15. 10 hours Rectifier (uninterrupted power supply)
16. Zoom text program
17. Telephone Handsets
18. Boss/ Secretary/ analogue
19. Digital telephone instruments work on Ericson
20. Technician support required
- 21. Network**
- 21.1. The Department use Cisco PoE switches

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

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ANNEXURE B: SPECIFICATIONS FOR PABX MAINTENANCE

1. **Service providers must supply and support the existing Telecom infrastructure (Annexure A and Annexure B Pricing: PABX Cards, Rectifiers, PABX programming etc) and VOIP technology, Gateways (DPNSS SIP /IP gateways) on time and material basis as and when required.**
2. The service provider must be capable and have the ability to undertake the support and maintenance of the technology as per bid specification.
3. On request, the service provider must do physical checking, fault-finding and repairs of faults on the systems, or programming or software changes or database management as and when required.
4. Spare parts and assistance must be available within 24 hours of being requested and spare parts must carry a six month guarantee.
5. The replacements parts must have a guarantee of six month after installation of specific equipment / part.
6. All RealitisDX ISDX / Siemens ISDX Realitis/Hipath spares deliveries must be at Harvest House Pretoria or in Stellenbosch Cape Town. Installation will be done at the different sites where and when maintenance is required.
7. The Department of Agriculture provide ICT network connectivity to all their offices.
8. The service provider must use the Departmental ICT network for Voice of IP.
9. The service provider Must integrate the VOIP into the RealitisDX PABX or BP250 or 3CX to enable them to have a VOIP connection via the Departmental Network to Regional offices and Head office.
10. The Department of Agriculture uses TELKOM technology for external inbound calls and outbound calls on the Departmental PABX infrastructure.
11. Ensure that the following PABX licence are renewed and latest versions of upgrades are available.
 - 11.1. Ensure that the 3CX licences are installed and operational for 2000 users and enable growth up to 3000 users.
12. Support must be provided for the contract period.
13. The service provider must maintain the equipment and provide support to the department whenever required. (Reaction time 8 hours for support and 24 hours for other incidents).
14. Provide a full fault logging and escalation procedure (as a separate annexure) (i.e. specify how faults should be reported to the service provider during the contract period). The Department will engage with the successful bidder on the procedure.

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

15. The maintenance must be on all hardware (including PABX cards), software and programming on the current PABX's.
16. Support will be required amongst others on time and material basis, the price must be an hourly tariff as and when required on the following:
 - 16.1. Different PABX system hardware and software upgrades for the duration of the contract.
 - 16.2. Analogue extensions.
 - 16.3. Digital extensions.
 - 16.4. Rectifier.
 - 16.5. Zoom text program.
 - 16.6. The service provider will be required to test, repair, replace and reconnect existing faulty telephone port.
 - 16.7. VOIP platform must be integrated with the identified nodes.
 - 16.8. Provider must supply VOIP cards to all current RealitiSDX ISDX and Ericson/Aastra PABX'S as indicated in the current DOA telecommunication infrastructure in Annexure A (i.e. identified nodes used at DOA).
 - 16.9. Provider must use the Department network infrastructure for this solution.
 - 16.10. Must use Erlank method (law) for calculating the number of cards needed (i.e. 1 DPNSS link uses 30 channel).
 - 16.11. Provide full details of proposed installation of the hardware and software that is necessary for the provision of VOIP.
 - 16.12. Provide gateways that will be needed between different buildings/to connect the two main PABXs:
 - 16.13. 6 x Media Gateway (DPNSS to SIP converters) must be supplied and maintained on all DPNSS to SIP routes;
 - 16.14. Directional transceiver must be maintained;
 - 16.15. E1 Gateway (each termination point to covert the IP (wireless) to ISDN (PBX translation) with full PBX commands translation). DPNSS to SIP/IP media conversion – must be managed and maintained.
 - 16.16. BRI gateway for Ericson BP250 with 20 DDI numbers allocated;
 - 16.17. SIP – PRI gateway to connect to analogue Ericson BP250 systems;
 - 16.18. PRI gateway from head office to SIP/PRI gateways to connect to 3CX system.
17. The Department will add new offices during this period to start running VOIP and bidder will be requested to assist with hardware, software and installations as and when required.

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

ANNEXURE C: SUPPLY AND INSTALLATION OF TELECOMMUNICATION VOIP INFRASTRUCTURE ON TIME AND MATERIAL BASIS

1. INTRODUCTION:

- 1.1. These specifications are for the supply, programming and installation of the VOIP platforms (required programming on Virtual 3CX PABX, provide of 3CX Virtual PABX licence, link via RealitiSDX 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.

2. SCOPE

- 2.1. The following Department of Agriculture telecommunication VOIP installations are required

2.1.1. VOIP connection to :

- 2.1.1.1. Port Elizabeth ICI Building
- 2.1.1.2. Bloemfontein,
- 2.1.1.3. Polokwane
- 2.1.1.4. East London
- 2.1.1.5. GADI Middelburg EC and

2.1.2. VOIP connection to any newly identified DoA office in South Africa.

2.2. The following must be provided:

2.2.1. Hardware:

- 2.2.1.1. Gateway (DPNSS to IP converter) (ISDN/E1 TO IP/SIP);
- 2.2.1.2. E1 Gateway at each termination point to cover the IP to ISDN (PBX translation) with full PBX commands translation.

2.2.2. Software:

- 2.2.2.1. *Ensure available 3CX virtual PABX Licence for new offices/users*

2.2.3. Installation, Servicing and Support:

- 2.2.3.1. Software Updates/Upgrades;
- 2.2.3.2. Programming;
- 2.2.3.3. Fault finding and Correcting;
- 2.2.3.4. Programming of Interfaces;
- 2.2.3.5. Programming of System;
- 2.2.3.6. Database Management (Back-up, Cleanup, Updates).

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

2.3. It must be an operational working solution.

3. Solution Required:

- 3.1. Service providers must supply, program and support the new required Telecom infrastructure at the offices (required programming on Virtual 3CX PABX, upgrade extra licences of 3CX Virtual PABX, link via RealitisDX ISDX PABX and/or BP 250's) and VOIP technology, Gateways (E1 SIP /IP gateways, Sunway gateways) on time and material basis as and when required.
- 3.2. Support and programming required is mainly in Pretoria and Cape Town where 3CX Servers will be hosted. Support and programming on VOIP infrastructure can be required at any DoA office in South Africa if and when needed.

4. To add new DoA 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 able to link the Siemens RealitisDX PABX and Ericsson BP250 PABX and the sunway gateways to use the SIP Telkom connectivity via the DOA network.
- 4.2. On request, the service provider has to do remote 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.
- 4.3. To provide VOIP telephone instruments which work with the 3CX after the stock of the DOA finished.
- 4.4. All 3CX Server programming will be done at Harvest House, Pretoria and Cape Town Building. Installation and other PABX programming will be done at the different sites where new VOIP installation will be required at DoA offices as and when required. The Five sites identified in point 2.1. must include all costs including travel cost in the pricing schedule per office.
- 4.5 For new VOIP System Installation and Support:
- 4.5.1 New installations must be catered for contract period.
- 4.5.2 The Installation Configuration and support must be on a time-and-material basis, i.e. the price must be an hourly tariff.
- 4.5.3 For maintenance see paragraph 17 of Annexure B

- 5 Addresses for delivery and installation** (Final addresses will be supplied to the successful supplier) It is also the right of the Department to change offices with similar size offices if one of the buildings must be stopped for now and only be done later in the contract period:

The offices that must be added:

- 5.1 Port Elizabeth – ICI Building, 54 Patterson Road, North End, Port Elizabeth (medium office)

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

- 5.2 Bloemfontein, - Old SABS Building, 116 Church Street, Oranjesig, Bloemfontein ; (small office)
- 5.3 Polokwane – Old Mutual Building, 78 Hans van Rensburg Street, Polokwane (medium Office)
- 5.4 East London - Units 7, 9 & 3B Arundel Crescent, Stirling, East London (Medium Office)
- 5.5 GADI – Grootfontein Agricultural Institute, Middelburg, Eastern Cape (Extra Large)
- 5.6 Sizes of future VOIP DoA offices which may be added during the contract period are provided so that Service Provider can provide cost which must form part of the ceiling price for the contract.
- 5.6.1 Sizes of offices are as follows:
- 5.6.1.1 Small office 1– 50 officials/users;
- 5.6.1.2 Medium office 51 – 100 officials/users;
- 5.6.1.3 Large office 101 – 200 officials/users; and
- 5.6.1.4 Extra-large office 201 – 500 officials / users.
- 5.7 The Department will only be liable to pay for new installation once the site is up and operational.
- 5.8 Supplier must ensure that travel, accommodation and any other costs needed to install VOIP solution on a site, is included in the pricing schedule.
- 5.9 Supplier must give training and transfer skills to departmental ICT officials.

ANNEXURE D : ANALOGUE INSTRUMENTS SPECIFICATIONS

1 SPECIAL CONDITIONS

1.1 GUARANTEE

- 1.1.1 Both the instrument and the PABX system is connected and must be guaranteed to work properly for a minimum of six (6) months from date of installation.
- 2.2.2 Any faults/repairs of the supplied telephone instruments and/or the analogue extension port PCB cards within the PABX will be for the service provider's account and will be replaced within eight (8) working hours, also with a guarantee of six (6) months.
- 2.2.3 All instruments must be new instruments not refurbished.

1.2 FEATURES AND FUNCTIONS

- 1.2.1 Handset: for speaking and private listening during a telephone conversation.
- 1.2.2 Push button type number keypad containing the following:
 - 1.2.2.1 The digits 0 – 9 for dialling;
 - 1.2.2.2 '*' and '#' buttons used for feature codes;
 - 1.2.2.3 Transfer / Flash / Recall button;
 - 1.2.2.4 Last number Redial Button;
 - 1.2.2.5 Mute Button;
 - 1.2.2.6 Pause Button.
- 1.4 Transfer / Flash button and function: Dedicated flash button that generates a time hook switch flash in order to activate and use various PABX features, including transfer and consultation hold.
- 1.5 Redial button and function: to allow redialling of last dialled number.
- 1.6 Mute button and function: to allow the user to temporarily disconnect the microphone preventing the other party from hearing the user's private conversation.
- 1.7 Pause button: to allow a predetermined pause period within a dialling sequence.
- 1.8 Pulse / Tone select switch: to allow switching between Pulse or Tone (DTMF) operation.
- 1.9 Ringer: Electronic ringer with adjustable volume and melodious ring to allow changing the ringer volume and tone.
- 1.10 Handset Coil Cord (HMT Cord): to connect the handset to the main telephone instrument.

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- 1.11 Fly lead: to connect the instrument to the wall jack.
- 1.12 Desk / Wall Mounting options: Provide the capability to be suited for either desk or wall mounted operation.
- 1.13 Anti-skid Rubber Feet: Provide non-marking anti-skid rubber feet to prevent accidental telephone set movement during normal operation.
- 1.14 Volume Control: Capable of amplified volume control handset operation. This functionality can be a standard built-in feature or via an industry standard replacement type volume control handset for hearing impaired users.
- 1.15 Visual Message Waiting Indicator: Visual message waiting indicator that is controlled by the PABX.

2. TECHNICAL SPECIFICATIONS

- 2.1 Compatibility: The telephone instrument must be compatible with, and integrate into the existing RealitiSDX ISDX and Ericsson BP250 PABX system installed on site without any hardware and/or software modifications.
- 2.2 Dialling mode: Both Pulse and Tone (DTMF) modes to be user selected by switch.
- 2.3 Recall / Flash / Transfer: 100ms (typical).
- 2.4 Speed of Speech: 14.4 – 19.2 kbits.
- 2.5 Operating Range: 17Hz regulated DC; 48 – 50 VDC powered from existing PABX port without any hardware and/or software changes.
- 2.6 Protection: Built-in surge protection required.
- 2.7 Fly lead cord plug: a 1 metre (minimum length or longer) 4 way flat detachable cord with RJ11 male termination plugs at both ends.
- 2.8 Handset Coil Cord (HMT Cord): 1.8 metre long (minimum length when stretched) curled detachable cord with RJ9 male termination plugs at both ends.
- 2.9 Hook switch: Hook switch endurance of 1 million operations.

3 RING AND TONES

- 3.1 The following ring and tones shall conform to ICASA standards:
 - 3.1.1 Ringing tone / current for internal calls;
 - 3.1.2 Ringing tone / current for external calls;
 - 3.1.3 Busy tone;
 - 3.1.4 Equipment / Route busy tone;
 - 3.1.5 Confirmation tone;
 - 3.1.6 Dial tone;
 - 3.1.7 Ring tone;
 - 3.1.8 Number unobtainable tone.

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4 The Department requires a contract with fixed price for time and material as and when needed.

4.1 The company must quote a fixed price for the supply and delivery of analogue telephones. This fixed price will be valid for the contract period (i.e. three years).

4.2 The department cannot guarantee the quantity of telephones that will be procured during the contract period, but it will not exceed 600 telephones for the contract period.

4.3 During the contract period, the department will request the number of required telephones on a time and material as and when needed.

4.4 The company must quote a fixed price for the supply and delivery of telephones.

4.5 The department will only pay for those phones requested and delivered (i.e. time and material basis - only pay for quantity when used).

5 DELIVERY ADDRESS

5.1 512 Harvest House, 30 Hamilton Street, Pretoria

6 DIRECTIVES

6.1 The bid price must be quoted per item including VAT.

6.2 The department reserves the right to cancel the contract should their requirements change during the contract period (i.e. if the department no longer use this type of telephone) or if the company does not provide the required product (i.e. that complies with the standards as specified in this document).

ANNEXURE E: SPECIFICATIONS FOR DIGITAL TELEPHONE INSTRUMENTS (OptiPoint 500 & Openstage Standard Telephone)

1. GUARANTEE

- 1.1. Both the instrument and the PABX system is connected and must be guaranteed to work properly for a minimum of six (6) months from date of installation, without changing any cards.
- 1.2. Any faults/repairs of the supplied telephone instruments and/or the digital extension port PCB cards within the PABX will be for the service provider's account and will be replaced within eight (8) working hours, also with a guarantee of six (6) months.
- 1.3. Instruments must be new instruments.

2. FEATURES REQUIRED

- 2.1. Due to the open office environment at the Department, certain features are crucial to the users of the system. These features are listed below:

3. Making and Answering Calls:

- 3.1. Answering a call with the handset;
- 3.2. Answering a call with the speaker (Speakerphone Mode);
- 3.3. Open listening in the room during a call;
- 3.4. Switching to Speakerphone Mode;
- 3.5. Switching to the handset;
- 3.6. Using Call Waiting:
 - 3.6.1. Accepting a waiting call (Camp-On);
 - 3.6.2. Preventing and allowing Call Waiting (Automatic Camp-On);
 - 3.6.3. Turning the Call Waiting Tone off and on.
- 3.7. Accepting a specific call for your colleague;
- 3.8. Rejecting calls;
- 3.9. Using Mailboxes:
 - 3.9.1. Accessing the Mailbox.
- 3.10. Using Timed Reminders;
- 3.11. Using the Speakerphone;
- 3.12. Enabling and disabling Hands-free Answerback;
- 3.13. Answering a call with a Headset;
- 3.14. Turning Do Not Disturb on and off;

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- 3.15. Turning Ringer Cut-off on and off;
- 3.16. Trace Call: Identifying anonymous callers (Not for U.S.);
- 3.17. Turning the Microphone on and off;
- 3.18. Answering calls from the Entrance Telephone and opening the door;
- 3.19. Accepting a call from an Answering Machine;
- 3.20. Display Number of Waiting Calls and Overload Indication.
4. Making Calls:
 - 4.1. Off-Hook dialling;
 - 4.2. On-Hook dialling:
 - 4.2.1. En-Block sending / Correcting numbers.
 - 4.3. Caller ID Suppression;
 - 4.4. Talking to your colleague with a Speaker Call;
 - 4.5. Activating Tone Dialling (DTMF Suffix Dialling);
 - 4.6. Automatic connection setup (Hotline);
 - 4.7. Reserve Trunk;
 - 4.8. Assigning a station number (not for U.S.);
 - 4.9. Trunk flash.
 - 4.10. Associated dialling / Dialling Aid
5. Calling multiple parties Simultaneously:
 - 5.1. Calling a second party (Consultation Hold):
 - 5.1.1. Switching to the Party on Hold (Toggle)
 - 5.2. Conducting a conference:
 - 5.2.1. Adding up to five parties to the conference (Initiator only);
 - 5.2.2. Checking which parties are in the conference (Initiator only);
 - 5.2.3. Removing parties from the conference (Initiator only);
 - 5.2.4. Leaving a conference;
 - 5.2.5. Ending a conference (Initiator only);
 - 5.2.6. Removing the ISDN Central Office Party from the conference (Only for U.S.).
 - 5.3. Transferring a call:
 - 5.3.1. After a Speaker Call (Announcement) in a Group.
 - 5.4. Parking a Call:
 - 5.4.1. Retrieving a Parked call

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- 5.5. Placing external calls on hold:
 - 5.5.1. Picking up (Retrieving) a Held Call.
- 6. Making calls to Stored Destinations:
 - 6.1. Using a Caller List:
 - 6.1.1. Retrieving the Caller List;
 - 6.1.2. Ending Retrieval;
 - 6.1.3. Displaying the Call Time and Additional Call Information;
 - 6.1.4. Dialling a Station Number from the Caller List;
 - 6.1.5. Removing an Entry from the Caller List;
 - 6.1.6. Saving the Other Party's Station Number in the Caller List (Redial).
 - 6.2. Redialling a number:
 - 6.2.1. Dialling a number from the Internal Directory;
 - 6.2.2. Using Repertory Dialling Keys;
 - 6.2.3. Using Station and System Speed-Dial Numbers.
 - 6.3. Displaying and Assigning Call Charges:
 - 6.3.1. Displaying Call Charges (Not for U.S.);
 - 6.3.2. Displaying Call Charges for another telephone (Not for U.S.);
 - 6.3.3. Dialling with Call Charge Assignment.
 - 6.4. Telephone Settings:
 - 6.4.1. Adjusting Ring Volume;
 - 6.4.2. Adjusting the Ring Tone;
 - 6.4.3. Adjusting the Attention Ring Volume;
 - 6.4.4. Adjusting the Speakerphone to the Room Acoustics;
 - 6.4.5. Adjusting the Receiving Volume during a call;
 - 6.4.6. Adjusting the Display to a Comfortable Reading Angle;
 - 6.4.7. Adjusting the display contrast;
 - 6.4.8. Selecting the Language of Screen Prompts;
 - 6.4.9. Locking the Telephone to Prevent Unauthorised Use;
 - 6.4.10. Saving your PIN;
 - 6.4.11. Displaying Call Charges for another telephone (Not for U.S.).
 - 6.5. Saving Station Numbers, Functions, Procedures and Appointments:
 - 6.5.1. Saving Repertory Dialling Numbers on a Key;
 - 6.5.2. Storing Station Speed-Dial Numbers;

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- 6.5.3. Assigning Functions to Keys;
 - 6.5.4. Assigning a Procedure (Operating Steps) to a Key;
 - 6.5.5. Saving Appointments
7. TECHNICAL SPECIFICATIONS:
- 7.1. Compatibility: The telephone instrument must be compatible with, and integrate into the existing RealitiSDX ISDX PABX system installed on site without any hardware and/or software modifications, required
 - 7.2. Fly lead cord plug: A 1 metre (minimum length or longer) 4 way flat detachable cord with RJ11 male termination plugs at both ends.
 - 7.3. Handset Coil Cord (HMT Cord): 1.8 metre long (minimum length when stretched) curled detachable cord with RJ9 male termination plugs at both ends.
 - 7.4. Hook switch: Hook switch endurance of 1 million operations.
8. RING AND TONES:
- 8.1. The following ring and tones shall conform to Telkom standards;
 - 8.2. Please state cadence and frequencies offered:
 - 8.2.1. Ringing tone / current for internal calls;
 - 8.2.2. Ringing tone / current for external calls;
 - 8.2.3. Busy tone;
 - 8.2.4. Equipment / Route busy tone;
 - 8.2.5. Confirmation tone;
 - 8.2.6. Dial tone;
 - 8.2.7. Ring tone;
 - 8.2.8. Number unobtainable tone;
 - 8.2.9. Details of how tones are generated on the offered system should be provided and how, if required by the Department, new tones and cadences should be generated.
9. The Department requires a contract with fixed price for time and material as and when needed.
- 9.1. The company must quote a fixed price for the supply and delivery of **OptiPoint 500** standard telephone instruments. This fixed price will be valid for the contract period (i.e. three years).
 - 9.2. The department cannot guarantee the quantity of telephones that will be procured during the contract period, but it will not exceed 200 telephones for the three years.
 - 9.3. During the contract period, the department will place orders for required telephones on a time and material (i.e. as needed / ad hoc) basis.

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9.4. The department will only pay for those phones ordered and delivered (i.e. time and material basis – only pay for quantity when used).

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ANNEXURE F: SPECIFICATIONS FOR VOIP TELEPHONE INSTRUMENTS WORKING THROUGH VOIP 3CX SYSTEM

1 GUARANTEE

1.1. Both the instruments and the PABX system is connected and must be guaranteed to work properly for a minimum of six (6) months from date of installation.

1.2. All instruments must be new

2. FEATURES REQUIRED: Due to the open office environment of the Department, certain features are crucial to the users of the system. These features are listed below:

2.1. Audio Features:

2.1.1. HD voice: HD handset, HD speaker;

2.1.2. Smart Noise Filtering;

2.1.3. Wideband codec: Opus, G.722;

2.1.4. Narrowband codec: G.711(A/μ), G.723.1, G.729, G.729A, G.726, iLBC;

2.1.5. DTMF: In-band, Out-of-band (RFC 2833) and SIP INFO;

2.1.6. Full-duplex hands-free speakerphone with AEC;

2.1.7. VAD, CNG, AEC, PLC, AJB, AGC

2.2. Phone Features:

2.2.1. 2 VoIP accounts;

2.2.2. Call hold, mute, DND;

2.2.3. One-touch speed dial, hotline;

2.2.4. Call forward, call waiting, call transfer;

2.2.5. Group listening, SMS, emergency call;

2.2.6. Redial, call return, auto answer;

2.2.7. Local 5-way conferencing;

2.2.8. Direct IP call without SIP proxy;

2.2.9. Ring tone selection/import/delete;

2.2.10. Set date time manually or automatically;

2.2.11. Dial plan;

2.2.12. XML Browser, action URL/URI;

2.2.13. RTCP-XR, VQ-RTCPXR;

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- 2.2.14. Enhanced DSS Key
- 2.3. Directory:
 - 2.3.1. Local phonebook up to 1000 entries;
 - 2.3.2. Black list;
 - 2.3.3. XML/LDAP remote phonebook;
 - 2.3.4. Smart dialling;
 - 2.3.5. Phonebook search/import/export;
 - 2.3.6. Call history: dialled / received / missed / forwarded;
- 2.4. IP-PBX Features:
 - 2.4.1. Busy Lamp Field (BLF), Bridged Line Appearance (BLA);
 - 2.4.2. Anonymous call, anonymous call rejection;
 - 2.4.3. Hot-desking, voice mail;
 - 2.4.4. Flexible seating;
 - 2.4.5. Call park, call pickup;
 - 2.4.6. Executive and Assistant;
 - 2.4.7. Centralized call recording;
 - 2.4.8. Visual voice mail;
 - 2.4.9. Call recording.
- 2.5. Display and Indicator:
 - 2.5.1. 2.3" 132x64-pixel graphical LCD with backlight;
 - 2.5.2. LED for call and message waiting indication;
 - 2.5.3. Dual-colour (red or green) illuminated LEDs for line status information;
 - 2.5.4. Intuitive user interface with icons and soft keys;
 - 2.5.5. Multilingual user interface;
 - 2.5.6. Caller ID with name and number;
 - 2.5.7. Power saving.
- 2.6. Feature keys:
 - 2.6.1. 2 line keys with LED;
 - 2.6.2. 6 features keys: transfer, message, headset, redial, mute, hands-free speakerphone;
 - 2.6.3. 5 navigation keys;
 - 2.6.4. Volume control keys.
- 2.7. Interface:

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

- 2.7.1. 2 x RJ45 10/100M Ethernet ports;
 - 2.7.2. Power over Ethernet (IEEE 802.3af), class 2;
 - 2.7.3. 1 x RJ9 (4P4C) handset port;
 - 2.7.4. 1 x RJ9 (4P4C) headset port.
- 2.8. Other Physical Features:
- 2.8.1. Colour: Classic Grey;
 - 2.8.2. Wall mountable;
 - 2.8.3. External AC adapter, AC 100~240V input and DC 5V/600mA output;
 - 2.8.4. Power consumption (PSU): 2-3W;
 - 2.8.5. Power consumption (PoE): 3-4W;
 - 2.8.6. Dimension (W*D*H*T): 188mm*189mm*162mm*50mm;
 - 2.8.7. Operating humidity: 10~95%;
 - 2.8.8. Operating temperature: -10~50°C (+14~122°F);
- 2.9. Management:
- 2.9.1. Configuration: browser/phone/auto-provision;
 - 2.9.2. Auto provision via FTP/TFTP/HTTP/HTTPS for mass deploy;
 - 2.9.3. Auto-provision with PnP;
 - 2.9.4. Zero-sp-touch, TR-069;
 - 2.9.5. Phone lock for personal privacy protection;
 - 2.9.6. Reset to factory, reboot;
 - 2.9.7. Package tracing export, system log.
- 2.10. Network and Security:
- 2.10.1. SIP v1 (RFC2543), v2 (RFC3261);
 - 2.10.2. Call server redundancy supported;
 - 2.10.3. NAT traversal: STUN mode;
 - 2.10.4. Proxy mode and peer-to-peer SIP link mode;
 - 2.10.5. IP assignment: static/DHCP;
 - 2.10.6. HTTP/HTTPS web server;
 - 2.10.7. Time and date synchronization using SNTP;
 - 2.10.8. UDP/TCP/DNS-SRV (RFC 3263);
 - 2.10.9. QoS: 802.1p/Q tagging (VLAN), Layer 3 ToS DSCP;

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- 2.10.10. SRTP for voice;
 - 2.10.11. Transport Layer Security (TLS);
 - 2.10.12. HTTPS certificate manager;
 - 2.10.13. AES encryption for configuration file;
 - 2.10.14. Digest authentication;
 - 2.10.15. OpenVPN, IEEE802.1X;
 - 2.10.16. Ipv6;
 - 2.10.17. LLDP/CDP/DHCP VLAN;
 - 2.10.18. ICE
- 2.11. Package Features:
- 2.11.1. Package content:
 - 2.11.1.1. SIP-T31P IP phone;
 - 2.11.1.2. Handset with handset cord;
 - 2.11.1.3. Ethernet Cable (1.5m CAT5E UTP Cable);
 - 2.11.1.4. Stand;
 - 2.11.1.5. Quick Start Guide;
 - 2.11.1.6. Power Adapter (Optional).
 - 2.11.2. Qty/CTN: 10 PCS;
 - 2.11.3. N.W/CTN: 9.79 kg;
 - 2.11.4. G.W/CTN: 10.83 kg;
 - 2.11.5. Giftbox size: 213 mm*210 mm*103 mm;
 - 2.11.6. Carton Meas: 535 mm*443 mm*227 mm
3. Regulations & Compatibility:
- 3.1. Compatibility for Department of Agriculture: The telephone instrument must be compatible with, and integrate into the 3CX system and existing RealitiSDX ISDX PABX system installed on site without any hardware and/or software modifications.
 - 4. The Department requires a contract with fixed price for time and material as and when needed.
 - 4.1. The company must quote a fixed price for the supply and delivery of VOIP standard telephone instruments. This fixed price will be valid for the contract period (i.e three years).
 - 4.2. The department cannot guarantee the quantity of telephones that will be procured during the contract period,

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- 4.3. During the contract period, the department will place orders for required telephones on a time and material (i.e. as needed / ad hoc) basis.
- 4.4. Instruments need to be delivered 15 workdays after request.
- 4.5. The department will only pay for those phones ordered and delivered (i.e. time and material basis – only pay for quantity when used).
- 5. **VOIP Telephones (as and when needed during the contract period):**
 - 5.1. The Department uses Cisco PoE switches and therefore the VOIP telephones must be compatible with the Cisco PoE switch infrastructure.



TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

ANNEXURE G: SPECIFICATIONS FOR IP TELEPHONE INSTRUMENTS WORKING VIA RADIO LINKS AND VOICE SYSTEM (Astra 4422 & cards for Astra BP250 PABX)

1. IPU card and DSM MODULE card (to be installed on Astra BP250).
2. IP telephone (Astra 4422 model).
3. CPU card with software for Astra BP250 PABX version 9 release 18 (or latest).
4. Cables to connect IPU card to network.

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

ANNEXURE H: SPECIFICATIONS FOR SWITCHBOARD CONSOLES

1. Switchboard consoles (As and when needed at the switchboard operator during the contract period)
2. The Department of Agriculture has standardised on HP and Mercer computers. The offered solution must be one of these brands.
3. Specifications:
 - 3.1. CPU box;
 - 3.2. CPU Architecture : Windows 10 X32bit Quad-core
 - 3.3. CPU: - Core Ultra 7, 2nd generation or latest Intel.
 - 3.4. Memory (RAM) 16 GB DDR-4;
 - 3.5. Disk: 1 TB SSD;
 - 3.6. Video Adaptor: Integrated, upgradeable, digital output;
 - 3.7. Connectivity: Gigabit;
 - 3.8. Graphic Display: VGA and HDMI;
 - 3.9. Display card must support dual monitors;
 - 3.10. Screen size: 24" LCD, 90 + ppi, anti-glare;
 - 3.11. Networking: Ethernet Port (RJ45) and 10/100/1000 networking;
 - 3.12. Operating System: Windows 10 64 bit;
 - 3.13. Audio/Visual: Integrated Audio with MIC;
 - 3.14. Warrantees: 3 years onsite and next business day warranty on tower and monitor;
 - 3.15. Brands: Dell, HP or Mercer;
 - 3.16. Peripheral connectivity: Minimum 2 USB ports;
 - 3.17. CR-RW/DVD writer/USB; - if not build in provide external USB
 - 3.18. Keyboard USB;
 - 3.19. Mouse USB (must be cordless mouse);
 - 3.20. Monitors with built in Speakers (one monitor for switchboard and one monitor for normal use);
 - 3.21. Cordless Headset with mic (including adapters etc);
 - 3.22. Handset;
 - 3.23. 3-year retain keep your hard drive.
4. Software needed:
 - 4.1. AC WIN KIT.

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

- 4.2. Operators console card on operator's console, with software to integrate with relevant PABX (i.e.).
 - 4.2.1. RealitisDX ISDX PABX software V8; or higher
 - 4.2.2. Ericson PABX.
5. Training: (As and when needed):
 - 5.1. Training is required for the switchboard operators.
 - 5.2. Training is required for the relevant ICT personnel to enable them to provide the necessary support to the switchboard operators.
 - 5.3. Special conditions:
 - 5.3.1. Compatibility & Integration: The operator consoles must be compatible with and integrate into the existing RealitisDX ISDX PABX system (V9.1 software) installed on site, without any hardware and/or software modifications.
 - 5.4. A working solution is required. It is the responsibility of service providers to include additional software and/or hardware needed to ensure a working solution.
6. **Delivery Address:**
 - 6.1. Department of Agriculture Place building, 20 Steve Biko Street, Pretoria;
 - 6.2. Plant Quarantine Station, Polkadraai Avenue, Stellenbosch.

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

ANNEXURE I: SPECIFICATIONS FOR ON HOLD SYSTEM

1. The Department of Department of Agriculture, (DoA) requires a solution for playing an audio voice message that will play when someone calls the Department via telephone and the call is not answered immediately on all their main telephone entrances (i.e. caller will hear message instead of the normal ringtone).
2. Specify name of system, software and/or equipment (i.e. make and model) proposed for the solution.
3. Provide a solution for 3 year (e.g. software assurance for three or five years).
4. Specify costs for all components needed to ensure a workable solution, e.g. equipment, software, installation, training to DoA officials, etc.
5. The offered solution must integrate with the existing Department of Agriculture telecommunication infrastructure (i.e. RealitisDX ISDX PABX, version 7, 8, 9 and 14 software). Sites where this solution must function is Harvest House, Department of Agriculture Place (4), Sefala, and Stellenbosch).
6. DoA will have the "choice of message" for the on-hold messaging and music on an automated playback system.
7. Reliable digital playback unit integrated with DoA infrastructure via the external music port.
 - 7.1. To effectively reduce caller's perception of the on-hold delay and allow DoA to communicate with them while waiting.
 - 7.2. DoA "on-hold messaging replayed via a 4-minute audio file on an endless playback loop.
8. Updates of messaging and software produced and downloaded remotely within 48 hours.
9. Maintaining total On Hold system integrity for contract period.
10. Dedicated Analogue extension will be provided for updating the system.
11. Successful workable solution must be provided for ON HOLD MESSAGING AND MUSIC UNIT.
12. ON HOLD MESSAGING AND MUSIC UNIT installed must have a lifetime guarantee on the unit. Faulty units will be replaced with no charge.
13. Professional Recording must be guaranteed.
14. Provide training to at least 5 people from DoA on how to use the system.

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

ANNEXURE J: ADDRESSES FOR DELIVERY AND INSTALLATION OF PARTS

1. Delivery and Installation of Equipment:
 - 1.1. Harvest House, 30 Hamilton Street, Arcadia, Pretoria;
 - 1.2. Department of Agriculture Place, 20 Steve Biko street, Arcadia, Pretoria (Three nodes);
 - 1.3. Sefala building, Belvedere street, Pretoria;
 - 1.4. Plant Quarantine Station, Polkadraai avenue, Stellenbosch.
2. VOIP offices:
 - 2.1. Roodeplaat;
 - 2.2. Pietermaritzburg;
 - 2.3. Mbombela (Nelspruit);
 - 2.4. Upington;
 - 2.5. GADI Middelburg EC
 - 2.6. Other offices that may be added during contract period.

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

ANNEXURE K: ABBREVIATIONS AND DEFINITIONS USED IN THIS DOCUMENT

Abbreviations:

ADSL = Asymmetric Digital Subscriber Line
CV = Curriculum Vitae
DoA = Department of Agriculture
Department = Department of Agriculture
DPNSS = Digital Private Network Signalling System
ISDN = Integrated Services Digital Network
PABX = Private Automatic Branch Exchange
PBX = Private Branch Exchange
VOIP = Voice Over Internet Protocol

TERMS OF REFERENCE FOR PROCUREMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS

Annexure L -DECLARATION OF COMPLIANCE

Company name: _____

Contact detail Telephone: _____

Email address: _____

(a) I "person name" _____ hereby declare that

"Company name" _____ comply to all specification in Annexure A to Annexure J of Terms Of Reference.

5/2/2/1(003)2025/2026

APPOINTMENT OF SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE (DoA) OFFICES FOR A PERIOD OF 36 MONTHS.

CLOSING DATE: 10 MARCH 2026 @ 11:00

NB: THERE WILL BE NO BRIEFING SESSION.

TECHNICAL ENQUIRIES : Ms Alta Vermaak
TEL : 012 319 6202
EMAIL : AltaV@nda.gov.za

BID RELATED ENQUIRIES : Mr. F Maseli
TEL : (012) 312 8382
EMAIL : Mbulahenima@nda.gov.za

**NB : The applicable preference point system for this bid is the 80/20 preference point system.
(all applicable taxes included)**

NB: BID CLOSING ADDRESS:
DEPARTMENT OF AGRICULTURE, 600 LILLIAN NGOYI STREET, PRETORIA, 0001

FINANCIAL PROPOSAL PART 2 OF 2

ANNEXURE B – Pricing Schedule for the supply of telecommunication Infrastructure maintenance, repair and support on a time and material basis for a period of 36 months (Department of Agriculture)

- ❖ If more than one solution/option is offered, give all costs for each option.
- ❖ All prices should include VAT.
- ❖ Bidders 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: _____

A No	RealitSDX ISDX ITEM/Description	Quantity / year	Year 1		Year 2		Year 3		Total for 3 years
			Unit price	Total price	Unit price	Total price	Unit price	Total price	
1.	Hardware RealitSDX ISDX								
	Supply of required items see item (i) and Support (item (ii) below (on Time and Material basis (i.e. of the PABX cards, rectifiers, TMS and required programming on PABX) as and when required								
i)	Hardware								
a.	System Shelf Back/In	2	R	R	R	R	R	R	R
b.	16 channel Analogue Extension Cards	6	R	R	R	R	R	R	R
c.	16 channel Digital Extension Card	6	R	R	R	R	R	R	R
d.	Interface Extension Cards	2	R	R	R	R	R	R	R
e.	System Control Interface Cards	2	R	R	R	R	R	R	R
f.	Network Interface Cards	2	R	R	R	R	R	R	R
g.	Modem Cards	2	R	R	R	R	R	R	R
h.	Processor Units	2	R	R	R	R	R	R	R
i.	Power Supply Units	2	R	R	R	R	R	R	R
j.	48V / 33A - Rectifier Charger	1	R	R	R	R	R	R	R
k.	All Interface/Shelve/Card Cables	1	R	R	R	R	R	R	R
l.	MDF Cables	2	R	R	R	R	R	R	R
m.	Cabinet Fans	1	R	R	R	R	R	R	R
n.	VOIP cards	12	R	R	R	R	R	R	R
o.	Media Gateway (DPNSS to SIP converters)	4	R	R	R	R	R	R	R
p.	Directional transceiver	4	R	R	R	R	R	R	R

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q.	Omni directional (point to multipoint) Transceiver	1	R	R	R	R	R	R	R
r.	E1 Gateway (each termination point to cover the IP (wireless) to ISDN (PBX translation) with full PBX commands translation)	4	R	R	R	R	R	R	R
s.	PRI gateway to connect to Ericsson BP250	2	R	R	R	R	R	R	R
ii)	Installation, Service and Support:	hours / year							
a.	Software Updates/Upgrades	200	R	R	R	R	R	R	R
b.	Programming	300	R	R	R	R	R	R	R
c.	Fault finding and correcting	300	R	R	R	R	R	R	R
d.	Programming of interfaces	300	R	R	R	R	R	R	R
e.	Programming of System	300	R	R	R	R	R	R	R
f.	Fault finding and correcting	300	R	R	R	R	R	R	R
g.	Database Management (Back-up, Clean-up, Updates)	300	R	R	R	R	R	R	R
iii)	Additional cost Specify:								
a.			R	R	R	R	R	R	R
b.			R	R	R	R	R	R	R
c.			R	R	R	R	R	R	R
iv)	Celling Price on ISDX RealitIsDX		R	R	R	R	R	R	R

B	BP250 PABX	ITEM/Description	Quantity/year	Year 1		Year 2		Year 3		Total for 3 years
				Unit price	Total price	Unit price	Total price	Unit price	Total price	
i)	BP250 PABX cards:									
a.	ELUD – Digital extension lines, DASL (16 channel)	3	R	R	R	R	R	R	R	R
b.	ELUA – Analogue extension lines (16 channel)	5	R	R	R	R	R	R	R	R
c.	BTUDC – Digital trunk lines, 30 channel CAS	3	R	R	R	R	R	R	R	R
d.	BTUA – Analogue trunk lines	3	R	R	R	R	R	R	R	R
e.	BTUDP – Digital trunk lines, primary access ISDN	4	R	R	R	R	R	R	R	R
f.	BTUB2 – Digital trunk lines, basic access ISDN	4	R	R	R	R	R	R	R	R
g.	IPU – Internet Protocol trunk lines and IP extensions (H.323 clients); DSM modules and flashdisk must be included.	8	R	R	R	R	R	R	R	R
h.	MFU – 82BR/Is. 8 digital ext, 4 analogue ext	8	R	R	R	R	R	R	R	R
i.	ELUD3 – 32 digital ext	3	R	R	R	R	R	R	R	R

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j.	CPU (central processing unit), flashdisk must be included	5	Year 1		Year 2		Year 3		Total for 3 years
			Unit price	Total price	Unit price	Total price	Unit price	Total price	
ii)	BP250 PABX cables and other:								
a.	Network cable	5	R	R	R	R	R	R	R
b.	Programming cable (586)	5	R	R	R	R	R	R	R
c.	Open end cables, 8 port	5	R	R	R	R	R	R	R
d.	Open end cables, 4 port	5	R	R	R	R	R	R	R
e.	BP250 PABX backplanes (pld7)	2	R	R	R	R	R	R	R
f.	BP250 PABX power supplies	2	R	R	R	R	R	R	R
g.	BR1 gateway	2	R	R	R	R	R	R	R
iii)	Any additional costs (like delivery, labour and equipment not specified) – specify.								
a.			R	R	R	R	R	R	R
b.			R	R	R	R	R	R	R
c.			R	R	R	R	R	R	R
iv)	Ceiling price for PB250		R	R	R	R	R	R	R

C	3CX Virtual PABX	ITEM/Description	Quantity / year	Year 1		Year 2		Year 3		Total for 3 years
				Unit price	Total price	Unit price	Total price	Unit price	Total price	
		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								
ii)		Hardware								
a.		VOIP cards	12	R	R	R	R	R	R	R
b.		Media Gateway (DPNSS to SIP converters) (ISDN/E1 TO IP/SIP	10	R	R	R	R	R	R	R
c.		Directional transceiver	4	R	R	R	R	R	R	R
d.		E1 Gateway (each termination point to convert the IP (wireless) to ISDN (PBX translation) with full PBX commands translation)	10	R	R	R	R	R	R	R
ii)		Installation, Service and Support:	hours							
a.		Software Updates/Upgrades	200	R	R	R	R	R	R	R
b.		Programming	300	R	R	R	R	R	R	R
c.		Fault finding and correcting	300	R	R	R	R	R	R	R
d.		Programming of interfaces	300	R	R	R	R	R	R	R
e.		Programming of System	300	R	R	R	R	R	R	R
f.		Fault finding and correcting	300	R	R	R	R	R	R	R
g.		Database Management (Back-up, Clean-up, Updates	200	R	R	R	R	R	R	R
iii)		Any additional costs (like delivery, labour and equipment not specified) – specify.								

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a.			R	R	R	R	R	R	R	R	R	R
b.			R	R	R	R	R	R	R	R	R	R
c.			R	R	R	R	R	R	R	R	R	R
iv)			R	R	R	R	R	R	R	R	R	R

Ceiling price for 3CX

B	Software licences	ITEM/Description	Quantity / year	Year 1		Year 2		Year 3		Total for 3 years
				Unit price	Total price	Unit price	Total price	Unit price	Total price	
a.		3CX Virtual PABX 1500 licences. Pretoria	1	R	R	R	R	R	R	R
b.		3CX Virtual PABX 500 licences. Cape Town	1	R	R	R	R	R	R	R
e.		3CX Virtual PABX 500 licences. GADI	1	R	R	R	R	R	R	R
f.		Zoom Text	2	R	R	R	R	R	R	R
		Jaws	3	R	R	R	R	R	R	R
		Additional cost Specify:								
g.				R	R	R	R	R	R	R
h.				R	R	R	R	R	R	R
i.				R	R	R	R	R	R	R
		Ceiling Price on software renewals		R	R	R	R	R	R	R

No	ITEM/Description	Year 1		Year 2		Year 3		Total for 3 years
		Unit price	Total price	Unit price	Total price	Unit price	Total price	
	Summary of PABX's Maintenance Costs							
	Summary of PABX's Maintenance Costs							
A	Ceiling price of RealitiSDX ISDX	R	R	R	R	R	R	R
B	Ceiling price of BP250 AASTRA/ERICSON	R	R	R	R	R	R	R
C	Ceiling price of 3CX	R	R	R	R	R	R	R
D	Ceiling Price on software renewals	R	R	R	R	R	R	R
	Ceiling Price excl VAT		R		R		R	R
	VAT		R		R		R	R
	Ceiling price incl VAT		R		R		R	R

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

- ❖ If more than one solution/option is offered, give all costs for each option.
- ❖ All prices should include VAT.
- ❖ Bidders 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	Year 1		Year 2		Year 3		Total for 3 years
			Unit price	Total price	Unit price	Total price	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	R	R	R	R	R	R	R
b.	Media Gateway (DPNSS to SIP converters))(ISDN/E1 TO IP/SIP	10	R	R	R	R	R	R	R
c.	Directional transceiver	4	R	R	R	R	R	R	R
d.	E1 Gateway (each termination point to cover the IP (wireless) to ISDN (PBX translation) with full PBX commands translation)	10	R	R	R	R	R	R	R
ii)	Software additional licences								
a.	additional licences for 3CX Virtual PABX	2	R	R	R	R	R	R	R
iii)	Identified offices								
a.	Port Elizabeth Medium Offices	1	R	R	R	R	R	R	R
b.	Bloemfontein - Small office	1	R	R	R	R	R	R	R
c.	Polokwane - Medium Office	1	R	R	R	R	R	R	R
d.	GADI - Extra large	1	R	R	R	R	R	R	R
e.	East London - Medium Office	1	R	R	R	R	R	R	R
iv)	As and when needed								
a.	Small office 1 – 50 officials/users	6	R	R	R	R	R	R	R
b.	Medium office 51 – 100 officials/users	3	R	R	R	R	R	R	R
c.	Large office 101 – 200 officials/users	2	R	R	R	R	R	R	R
d.	Extra-large office 201 – 500 officials / users	2	R	R	R	R	R	R	R
e.	Extra-Extra office 501 – 1000 officials / users	1	R	R	R	R	R	R	R

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	Support	hours	R	R	R	R	R	R	R	R	R	R	R
ii)	Support												
	Software Updates/Upgrades	200	R	R	R	R	R	R	R	R	R	R	R
a.	Programming	300	R	R	R	R	R	R	R	R	R	R	R
b.	Fault finding and correcting	300	R	R	R	R	R	R	R	R	R	R	R
c.	Programming of Interfaces	300	R	R	R	R	R	R	R	R	R	R	R
d.	Programming of System	300	R	R	R	R	R	R	R	R	R	R	R
e.	Fault finding and correcting	300	R	R	R	R	R	R	R	R	R	R	R
f.	Database Management (Back-up, Clean-up, Updates)	200	R	R	R	R	R	R	R	R	R	R	R
g.	Training to ICT SDO officials	officials											
iii)	Training on 3CX software support	4	R	R	R	R	R	R	R	R	R	R	R
a.	Training on 3CX software programming	2	R	R	R	R	R	R	R	R	R	R	R
b.	Any additional costs (like delivery, labour and equipment not specified) – specify.												
iv)													
	a.		R	R	R	R	R	R	R	R	R	R	R
	b.		R	R	R	R	R	R	R	R	R	R	R
	c.		R	R	R	R	R	R	R	R	R	R	R
3.	Ceiling Price on VOIP Annexure C												
	VAT												
	Ceiling price incl VAT												

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6

ANNEXURE D – Pricing Schedule for the supply and delivery of analogue telephone instruments on a time and material (i.e. as needed) basis for the period from 16 April 2026 until contract expired.

- ❖ If more than one solution/option is offered, give all costs for each option.
- ❖ All prices should include VAT.
- ❖ This is for the time and material (i.e. ad hoc / as needed) procurement of telephone instruments during the contract (i.e. from 16 April 2026 until contract expired period).
- ❖ The department cannot guarantee the quantity of telephones that will be procured during the contract period, but it will not exceed 360 telephones for the contract period.

NAME OF COMPANY: _____

No	ITEM/Description	Quantity	Year 1		Year 2		Year 3		Total for 3 years
			Unit price	Total price	Unit price	Total price	Unit price	Total price	
1.	Analogue telephone instrument (as per requirements) start year 2	120	R _____	R _____	R _____	R _____	R _____	R _____	R _____
2.	Curly cords (2 Meter) start year 2	70	R _____	R _____	R _____	R _____	R _____	R _____	R _____
3.	Any additional costs (like delivery, labour and equipment not specified) –specify								
a.				0	R _____	R _____	R _____	R _____	R _____
b.				0	R _____	R _____	R _____	R _____	R _____
c.				0	R _____	R _____	R _____	R _____	R _____
	Ceiling Price excl VAT					R _____		R _____	R _____
	VAT					R _____		R _____	R _____
	Ceiling Price incl VAT					R _____		R _____	R _____

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ANNEXURE E – Pricing Schedule for the supply and delivery of OptiPoint 500 standard telephone instruments on a time and material (i.e. as needed) basis for the period .

- ❖ If more than one solution/option is offered, give all costs for each option.
- ❖ All prices should include VAT.
- ❖ This is for the time and material (i.e. ad hoc / as needed) procurement of telephone instruments during the contract period.
- ❖ The department cannot guarantee the quantity of telephones that will be procured during the contract period, but it will not exceed 150 telephones for the contract period.

NAME OF COMPANY: _____

Ceiling price for the solution:

NAME OF COMPANY: _____

No	ITEM/Description	Quantity	Year 1		Year 2		Year 3		Total for 3 years
			Unit price	Total price	Unit price	Total price	Unit price	Total price	
1.	OptiPoint 500 Standard Telephone Instrument as per requirements	50	R_____	R_____	R_____	R_____	R_____	R_____	R_____
2.	Curly cords (2 Meter) start year 2	40	R_____	R_____	R_____	R_____	R_____	R_____	R_____
3.	Any additional costs (like delivery, labour and equipment not specified) – specify*								
a.			R_____	R_____	R_____	R_____	R_____	R_____	R_____
b.			R_____	R_____	R_____	R_____	R_____	R_____	R_____
c.			R_____	R_____	R_____	R_____	R_____	R_____	R_____
	Ceiling Price excl VAT			R_____		R_____		R_____	R_____
	VAT			R_____		R_____		R_____	R_____
	Ceiling price Incl VAT			R_____		R_____		R_____	R_____

8

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ANNEXURE F – Pricing Schedule for the supply and delivery of VOIP standard telephone instruments on a time and material (i.e. as needed) basis for the contract period

❖ All prices must include VAT.

NAME OF COMPANY: _____

No	ITEM/Description	Quantity	Year 1		Year 2		Year 3		Total for 3 years
			Unit price	Total price	Unit price	Total price	Unit price	Total price	
1	VOIP Standard Telephone Instrument (as per requirements) initial delivery	500	R_____	R_____	0	0	0	0	R_____
2	VOIP Advanced Wireless Telephone Instrument as and when required	50	R_____	R_____	R_____	R_____	R_____	R_____	R_____
3	VOIP Standard Telephone Instrument as and when needed	300	R_____	R_____	R_____	R_____	R_____	R_____	R_____
4	VOIP Switch board Telephone Instrument	25	R_____	R_____	R_____	R_____	R_____	R_____	R_____
5	Curly cords (2 Meter)	100	R_____	R_____	R_____	R_____	R_____	R_____	R_____
6	Any Additional cost (like labour delivery) please specify								
a.			R_____	R_____	R_____	R_____	R_____	R_____	R_____
b.			R_____	R_____	R_____	R_____	R_____	R_____	R_____
c.			R_____	R_____	R_____	R_____	R_____	R_____	R_____
	Ceiling Price excl VAT								
	VAT								
	Ceiling price incl VAT								

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ANNEXURE G– Pricing Schedule for the supply and delivery of IP Telephone Instruments standard telephone instruments on a time and material (i.e. as needed) basis for the contract period.

- ❖ If more than one solution/option is offered, give all costs for each option.
- ❖ All prices should include VAT.
- ❖ This is for the time and material (i.e. ad hoc / as needed) procurement of telephone instruments during the contract (i.e..from 6 December 2025 until contract expired) period.
- ❖ The department cannot guarantee the quantity of telephones that will be procured during the contract period, but it will not exceed 210 telephones for the contract period.

Ceiling price for the solution:

NAME OF COMPANY: _____

No	ITEM/Description	Quantity	Year 1		Year 2		Year 3		Total for 3 years
			Unit price	Total price	Unit price	Total price	Unit price	Total price	
1.	Requirements BP250 Telephone Instruments working (Aastra 4422 & cards for, BP250 PABX	50	R_____	R_____	R_____	R_____	R_____	R_____	R_____
2.	Requirements BP250 Telephone Instruments working (Aastra 4223 & cards for, BP250 PABX	10	R_____	R_____	R_____	R_____	R_____	R_____	R_____
3.	Requirements BP250 Telephone Instruments working(Aastra 4224 & cards for, BP250 PABX	10	R_____	R_____	R_____	R_____	R_____	R_____	R_____
4.	Curly cords (2 Meter) start year 2	40	R_____	R_____	R_____	R_____	R_____	R_____	R_____
5.	Any additional costs (like delivery, labour and equipment not specified) – specify								
a.			R_____	R_____	R_____	R_____	R_____	R_____	R_____
b.			R_____	R_____	R_____	R_____	R_____	R_____	R_____
c.			R_____	R_____	R_____	R_____	R_____	R_____	R_____
	Ceiling Price excl VAT			R_____		R_____		R_____	R_____
	VAT			R_____		R_____		R_____	R_____
	Ceiling price incl VAT			R_____		R_____		R_____	R_____

10

ANNEXURE H – Pricing Schedule to supply and deliver a switchboard operator console solution for DoA OFFICE as and when required)

- ❖ If more than one solution/option is offered, give all costs for each option.
- ❖ All prices should include VAT.
- ❖ Bidders 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	Year 1		Year 2		Year 3		Total for 3 years
			Unit price	Total price	Unit price	Total price	Unit price	Total price	
1	Console	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____
2	24" monitor	4	R_____	R_____	R_____	R_____	R_____	R_____	R_____
3	Cordless headset (with adapters)	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____
4	Handset	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____
5	Cordless mouse	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____
6	Keyboard	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____
7	3-year onsite next day warranty.	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____
8	Windows 10	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____
9	AC WIN KIT	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____
10	Training	5	R_____	R_____	R_____	R_____	R_____	R_____	R_____
11	ISDX Realist environment	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____
12	3CX environment	10	R_____	R_____	R_____	R_____	R_____	R_____	R_____
13	BP250 environment	4	R_____	R_____	R_____	R_____	R_____	R_____	R_____
14	Additional costs (like labour and equipment not specified) – provide details in table below*								
a)			R_____	R_____	R_____	R_____	R_____	R_____	R_____
b)			R_____	R_____	R_____	R_____	R_____	R_____	R_____
c)			R_____	R_____	R_____	R_____	R_____	R_____	R_____
	Ceiling Price excl VAT			R_____		R_____		R_____	R_____
	VAT			R_____		R_____		R_____	R_____

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11

ANNEXURE 1 – Pricing Schedule for the Message on Hold Function and Services

- ❖ If more than one solution/option is offered, give all costs for each option.
- ❖ All prices should include VAT.
- ❖ This is for the time and material (i.e. ad hoc / as needed) procurement of telephone instruments during the contract (i.e. from 16 April 2026 until contract expired period).

NAME OF COMPANY: _____

No	ITEM/Description	Quantity	Year 1			Year 2			Year 3			Total for 3 years
			Unit price	Total price		Unit price	Total price		Unit price	Total price		
1.	Message on hold transcription (12 months *4 years)	12	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____
2.	Installation cost	7	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____
3.	Any additional costs (like delivery, labour and equipment not specified) – specify.											
a.			R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____
b.			R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____
c.			R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____
	Ceiling Price excl VAT		R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____
	VAT		R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____
	Ceiling price Incl VAT		R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____	R _____

13
APC

NAME OF COMPANY: _____

Annexure(Option Agricultural)	Ceiling price
Ceiling Price on Annexure B- Maintenance	R _____
Ceiling Price on Annexure C -VOIP	R _____
Ceiling price on Annexure D Analogue	R _____
Ceiling price on Annexure E Digital	R _____
Ceiling price on Annexure F VOIP instruments	R _____
Ceiling price on Annexure G IP Phones	R _____
Ceiling price on AnnexureH Switchboards	R _____
Ceiling price on Annexure I Message on Hold	R _____
Any additional cost not included	R _____
Total Ceiling Price after VAT	R _____

Pricing schedule approved by

Acting DICT SDO

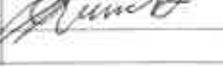
Date:

AK

14

Pricing schedule have been supported and approved as follows:

Specifications Supported by:

Name & Surname	Designation	Date	Signature
Rita Rademeyer	ICT Specialist Telecoms	10/02/2026	
Justice Mathye	ICT Technician Telecoms	10/02/2026	
Axel Lundt	ICT Specialist	10/02/2026	

Specifications approved by :



HA Vermaak

Chairperson : BSEC

Date: 10/2/2026

15