

**SPECIFICATION FOR APPOINTMENT OF A CONSULTANT: SPECIALISED MONITORING,  
EVALUATION, SKILLS DEVELOPMENT AND CONSISTENT AUDITING OF THE SOUTH  
AFRICAN POLICE TELECOMS ENVIRONMENT**



**SPECIALISED TELECOMS CONSULTANT**

# **SPECIFICATION FOR APPOINTMENT OF A CONSULTANT: SPECIALISED MONITORING, EVALUATION, SKILLS DEVELOPMENT AND CONSISTENT AUDITING OF THE SOUTH AFRICAN POLICE TELECOMS ENVIRONMENT**

## **SCOPE OF THE REQUIREMENT**

The South African Police Service (SAPS) requires the service of a consultant who will work closely with the Telecoms environment in Division: Financial Management Services. The Consultant needs to have specialized data analytical skills to effectively analyse and audit each SAPS site which still utilize legacy telecommunication services (fixed lines and data services).

The consultant must monitor telecommunication billings to identify possible areas of overcharging of telecommunication services at a site, any incorrect billing and assist with the process of reclaiming the overcharged amounts from the service provider. It is expected from the consultant to advise SAPS on the refreshing of existing contracts in order to improve administrative efficiency for contract negotiations.

The consultant must develop and transfer skills to enable SAPS to continue with the specialised monitoring and evaluation of telecoms billing in future.

The consultant must advise on applicable software that should be acquired in order to aid the monitoring and evaluation of telecoms billing.

The consultant must guide SAPS with the drafting of a very specific Standard Operating Procedure in the telecoms environment to be followed when considering the installation of any new telecoms system/services, to improve administrative efficiency for contract negotiations and approvals and to ensure contracts are completed at the correct level and no redundancies or discrepancies occur.

The scope of work includes, but is not limited, to 1 326 PABX telephone systems of which 374 PABX systems belong to the SAPS (Sita), 912 belongs to Telkom and 40 belongs to other suppliers. There are several products charged for on a monthly Telkom invoice which must be verified.

## **IMPORTANT NOTICE**

- Attention is drawn to the detailed specification requirements herein.
- The SAPS requires that all columns in the specification document must be completed. If a specific column cannot be completed, a detailed explanation must be provided. The SAPS then use discretion to either accept or reject the explanation or deviation.
- No materials shall be supplied by the SAPS.
- The SAPS takes no responsibility whatsoever for the violation of any patent rights.
- It will be expected from the Consultant to occupy space, provided for by the SAPS, at the Telecoms environment in Division Financial Management Services for at least 3 working days in a week
- The consultant must start duties within 1 month of appointment. The contract will be valid for 1 year from the 1<sup>st</sup> day the Consultant takes up office.


**Note: This document must be completed by the provider of the service, indicating a "Yes" or "No" response against each requirement by writing "Yes" under the column marked Yes or "No" under the column marked No.**

**"Yes" will mean compliance and "No" will mean non-compliance. No correction marks or crosses will be accepted.**

**Failure to comply, complete and sign this document will invalidate your bid.**

NO	DESCRIPTION	YES	NO
<b>1.</b>	<b>Scope of work</b>	<b>YES</b>	<b>NO</b>
1.1	The bidder must audit and analyse each SAPS site which still utilise the legacy telecommunication services (fixed lines and data services).		
1.2	The bidder must compare the outcome with the existing contract and monthly billing of the site by the provider (Telkom).		
1.3	The bidder must perform continuous assessments which includes the determination of the value of overlapping to avoid redundancies, overspending and to ensure optimization of contracts.		
1.4	The bidder must advise SAPS on the refreshing of existing contracts to improve administrative efficiency for contract negotiations.		
1.5	The bidder must develop and transfer skills to enable SAPS to continue with the specialised monitoring and evaluation of telecoms billing in future.		
1.6	The bidder must identify possible areas of overcharging of telecommunication services at a site, incorrect billing and assist with the process of reclaiming the overcharged amounts from the service provider.		
1.7	The bidder must advise on applicable software that should be acquired in order to aid the monitoring and evaluation of telecoms billing.		
1.8	The bidder must guide SAPS with the drafting of a very specific Standard Operating Procedure in the telecoms environment to be followed when considering the installation of any new telecoms system/services, to improve administrative efficiency for contract negotiations and approvals and to ensure contracts are completed at the correct level and no redundancies or discrepancies occur.		
<b>2.</b>	<b>Location of Service</b>	<b>YES</b>	<b>NO</b>
2.1	The service will be rendered at the Telecoms environment, Division: Financial Management Services for at least 3 working days in a week.		
<b>3.</b>	<b>Expert Service provider</b>	<b>YES</b>	<b>NO</b>
3.1	The bidder must be a Telecommunications expert with in-depth knowledge of fixed line PABX systems and data services with proven experience in the performance of audits in this regard.		
3.2	Previous experience must be indicated by providing documented proof (reference letter) of at least two other similar projects that is ongoing or which has been finalised with your bid on the closing date and time		

SPECIFICATION NUMBER 323284/25			
3.3	Proof of professional qualifications in the specific field, as indicated in the scope of work, must be attached with your bid on the closing date and time.		
4.	<b>Travelling</b>	<b>YES</b>	<b>NO</b>
4.1	Although the service will be rendered on location at Telecoms environment, Division: Financial Management Services, only reasonable actual travel and accommodation may be invoiced for payment if required in line with SAPS limitations.		
5.	<b>Costing</b>	<b>YES</b>	<b>NO</b>
5.1	Total contract costing must include all expected costs, no additional cost will be allowed afterwards.		
6.	<b>Contract time frames</b>	<b>YES</b>	<b>NO</b>
6.1	The contract will run for a period of twelve (12) months from the first day the consultant takes up office, which must be within one month of award.		
6.2	The service provider will render a dedicated service of 24 hours which equals three (3) days per week.		
7.	<b>Final Report</b>	<b>YES</b>	<b>NO</b>
7.1	Upon finalisation, a final report must be presented to the SAPS which cover the full scope of the required service, all recommendations made and the outcome of the development of the SAPS official.		

  
**BRIGADIER**  
**SECTION HEAD: EXPENDITURE MANAGEMENT**  
**DIVISION: FINANCIAL MANAGEMENT SERVICES**  
**M MARAIS**

Date: 2025-10-06





## DEVIATION SHEET: Bid 19/1/9/1/29TP (25)

*Offered:*

**Specification paragraph**

*Reason:*

*Offered:*



## DEVIATION SHEET: Bid 19/1/9/1/29TP (25)

<b>Specification paragraph</b>
<i>Reason:</i>
<i>Offered:</i>