



Province of the
EASTERN CAPE
COOPERATIVE GOVERNANCE
& TRADITIONAL AFFAIRS

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE A CLOUD BASED HOSTED
INTERNET PROTOCOL-PRIVATE BRANCH EXCHANGE (IP-PBX) USING VOICE OVER
INTERNET PROTOCOL (VOIP) TELEPHONE SYSTEM SOLUTION FOR THE PERIOD OF
THIRTY-SIX (36) MONTHS**

TENDER NUMBER: SCMU7- 26/27-0004

NAME OF BIDDER

COMPULSORY PHYSICAL BRIEFING SESSION DATE: 04/09/2026 **TIME:** 10H00

CLOSING DATE: 28/09/2026 **TIME:** 11H00

Tyamzashe Building
Phalo Avenue
Private Bag X0035
Bhisho
5605

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**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

BID NUMBER:	SCMU7-26/27-0004	CLOSING DATE:	28/09/2026	CLOSING TIME:	11H00
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE A CLOUD BASED HOSTED INTERNET PROTOCOL-PRIVATE BRANCH EXCHANGE (IP-PBX) USING VOICE OVER INTERNET PROTOCOL (VOIP) TELEPHONE SYSTEM SOLUTION FOR THE PERIOD OF THIRTY-SIX (36) MONTHS.				

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT THE FOYER.

Main Entrance Foyer, Tyamzashe Building	
Phalo Avenue	
Bisho	
5605	

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO	TECHNICAL ENQUIRIES MAY BE DIRECTED TO:
---	--

CONTACT PERSON	Mr. M. Gcolotela and/ or Mr. T.C. Nchukana	CONTACT PERSON	Mr. M. Damane / Ms. T. Luke
TELEPHONE NUMBER	076 844 6394	TELEPHONE NUMBER	
E-MAIL ADDRESS	• Mbuvekezo.Gcolotela@eccogta.gov.za • Thembani.Nchukana@eccogta.gov.za	E-MAIL ADDRESS	Mawethu.Damane@eccogta.gov.za Tswakai.Luke@eccogta.gov.za

SUPPLIER INFORMATION

NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE	NUMBER	
CELL PHONE 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?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.	

PART B
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:

.....

PRICING SCHEDULE
(Professional Services)
"Annexure A" is attached to provide the detail of the bid price.

Name of bidder.....

Bid number: **SCMU7-26/27-0004**

Closing Time 11:00

Closing date.....

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

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)	
1.	The accompanying information must be used for the formulation of proposals.		
2.	Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project.	R	
3.	PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)		
4.	PERSON AND POSITION	HOURLY RATE	DAILY RATE
		R	
		R	
		R	
		R	
		R	
5.	PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT		
		R	 Days
		R	 Days
		R	 Days
5.1	Travel expenses (specify, for example rate/km and total km, class of air travel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.		
	DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY AMOUNT
			 R
			 R
			 R
			 R

TOTAL: R

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

TENDER No.: SCMU7-26/27-0004

- 5.2 Other expenses, for example accommodation (specify, eg. Three star hotel, bed and breakfast, telephone cost, reproduction cost, etc.). On basis of these particulars, certified invoices will be checked for correctness. Proof of the expenses must accompany invoices

DESCRIPTION OF EXPENSE TO BE INCURRED	RATE	QUANTITY	AMOUNT
.....			R
.....			R
.....			R
.....			R

TOTAL: R

6. Period required for commencement with project after acceptance of bid
.....
7. Estimated man-days for completion of project
.....
8. Are the rates quoted firm for the full period of contract? *YES/NO
9. If not firm for the full period, provide details of the basis on which adjustments will be applied for, for example consumer price index.
.....
.....
.....
.....

*[DELETE IF NOT APPLICABLE]

Any enquiries regarding bidding procedures may be directed to the –

EC: Cooperative Governance and Traditional Affairs
Tyamzashe Building
Phalo Avenue
Private Bag X0035
Bhisho
5605

Mr M. Gcolotela at:

Email: Mbuyekezo.Gcolotela@eccogta.gov.za

Tel: 076 844 6394

Or for technical information –

Mr. M. Damane at:

Email: Mawethu.Damane@eccogta.gov.za

Tel: 082 798 3604

AND

Ms T. Luke at:

Email: Tswakai.Luke@eccogta.gov.za

Tel: 076 141 1749

TENDER No.: SCMU7-26/27-0004

BIDDER'S DISCLOSURE**1. PURPOSE OF THE FORM**

- 1.1 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, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2 If a person is 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. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

- 2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**
- 2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	Identity Number	Name of organ of state

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

- 2.3.1 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**
- 2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	Status (active/inactive/deleted)

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification.

3 GENERAL DECLARATION

I,, the undersigned, 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 to be false.
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.
- 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.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

.....
Signature

.....
Date

.....
Designation

.....
Name of bidder

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

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

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

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 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.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) & \text{or} & Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) \end{array}$$

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

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) & \text{or} & Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \end{array}$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Women		8		
Youth		8		
Disabled		2		
Military		2		
		20		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown

and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:
DATE:
ADDRESS:
.....
.....
.....

GENERAL CONDITIONS OF CONTRACT

1. Definitions

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 anything 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

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, contract disclose the contract, or any provision thereof, or any specification, documents plan, drawing, pattern, sample, or information furnished by or on and behalf of the purchaser in connection therewith, to any person other information; than a person employed by the supplier in the performance of the inspection. 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

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 analysed 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

- 10.1 Delivery of the goods shall be made by the supplier in accordance with and documents 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

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

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 Twenty-four (24) 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 fulfilment 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

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

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

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

The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract 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 cancelling 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

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

- 23.1 The purchaser, without prejudice to any other remedy for breach of for default 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

When, after the date of bid, provisional payments are required, or antidumping 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

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the Majeure 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

The purchaser may at any time terminate the contract by giving written notice of insolvency 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 wilful 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

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.

Applicable law

The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

30. Notices

30.1. 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.

30.2. 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.

31. Taxes and duties

31.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the

31.2 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.

31.3 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.

32. National Industrial Participation (NIP) Programme

The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.

33. Prohibition of Restrictive practices

- 33.1 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).
- 33.2 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.
- 33.2.1 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.

BID ADVERT

The Eastern Cape Department of Cooperative Governance and Traditional Affairs (ECCOGTA) seeks to solicit bids from potential bidder(s) to provide a cloud based hosted IP-PBX platform, which is capable of connecting multiple branches of CoGTA to a shared IP-PBX using a Voice over IP (VoIP) solution and appropriate gateways for CoGTA branches for a period of Thirty-six (36) months. It must also be capable to integrate to the existing Microsoft Active Directory, Teams Telephony and Microsoft Exchange services platforms.

Bids will be evaluated in terms of the Preferential Procurement Regulations of 2022 where the 80/20 preference point system shall be applied. Bidding documents will be available from **28...../.....08...../2026** from the Supply Chain Management Unit, Demand Management Office, Third Floor, Tyamzashe Building, Bhisho. Bidders will be required to send electronic mails for any enquiries related to the bid, for technicalities – Mr M. Damane on email: Mawethu.Damane@eccogta.gov.za until the closing date.

Completed Bid documents, enclosed in sealed envelopes, must be deposited into the **Tender Box** situated at the Main Entrance Foyer, Ground Floor, Tyamzashe Building, Bhisho on or before **28...../.....09...../2026 at 11:00**, clearly marked: **SCMU7-26/27-0004: “Appointment of a service provider to provide a cloud based hosted internet protocol-private branch exchange (IP-PBX) using voice over internet protocol (VOIP) telephone system solution for the period of thirty-six (36) months.”**

BIDDERS SHALL TAKE NOTE OF THE FOLLOWING BID CONDITIONS:

- (a) The department reserves the right to negotiate the final terms and conditions of the contract with the successful bidder prior to awarding the contract.
- (b) Bids which are late or incomplete will not be accepted and use of correction fluid will render the bid non-responsive.
- (c) The documents must remain intact and supporting document must be attached at the back of the bid document.
- (d) Declaration pages must be fully completed and signed.
- (e) Prices must include VAT where bidder is registered as vat vendor.
- (f) Service providers bidding as a joint venture or consortium must submit an agreement signed by all parties.

STANDARD BID DOCUMENT CHECKLIST COMPLETED BY THE BIDDER

#	Requirement	Included in the published bid document?	To be returned by bidder.	Submitted by bidder. (tick Yes/No)	
				Yes	No
A.	Invitation to Bid (SBD1) fully completed	Yes	Yes		
B.	Proof of registration on Centralised Supplier Database (If not registered on CSD, must do so before the evaluation and award of the tender).	No	Yes		
C.	Pricing Schedule (SBD 3.3) must be fully completed by the bidder.	Yes	Yes		
D.	Bidders Disclosure (SBD 4) must be fully completed by the bidder.	Yes	Yes		
E.	Preferential points Claim (6.1) must be fully completed by the bidder. Coupled with the portfolio supporting preference points claimed in a form of: i. A copy of the company registration document, ii. Proof in support of disability from a medically recognised body, and iii. Proof of membership as a military veteran from a recognised body.	Yes	Yes		
F.	JV / Consortium agreement, each party must be registered on the Central Supplier Database.	No	Yes		
G.	Reference Letters in a client's letterhead, signed	No	Yes		

TERMS OF REFERENCE

BID STRATEGY

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE A CLOUD BASED HOSTED INTERNET PROTOCOL-PRIVATE BRANCH EXCHANGE (IP-PBX) USING VOICE OVER INTERNET PROTOCOL (VOIP) TELEPHONE SYSTEM SOLUTION FOR THE PERIOD OF THIRTY-SIX (36) MONTHS

1. INTRODUCTION

Legislatively, the Department of Cooperative Governance and Traditional Affairs (the Department / CoGTA) is mandated to provide support to the Eastern Cape Municipalities and Traditional Institutions.

In the same context, the department is committed to realise its predetermined vision, mission and values which are:

Vision: “An integrated, capable, responsive and accountable local government and traditional institution system focusing on the needs of the community”.

Mission: “To promote a developmental local state and traditional institutions that are accountable, focused on citizen’s priorities; capable of delivering high-quality services consistently and sustainably through local government and participatory democracy”.

Values: “People orientated and based on the Batho Pele Principles”.

2. PURPOSE OF THESE TERMS OF REFERENCE

To solicit bids from potential bidder(s) to provide a cloud based hosted IP-PBX platform, which is capable of connecting multiple branches of CoGTA to a shared IP-PBX using a Voice over IP (VoIP) solution and appropriate gateways for CoGTA branches for a period of Thirty-six (36) months. It must also be capable to integrate to the existing Microsoft Active Directory, Teams Telephony and Microsoft Exchange services platforms.

This document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the Department for the provision of IP-PBX using a Voice over IP (VoIP) solution.

These TORs do not constitute an offer to do business with the Department but merely serves as an invitation to bidder(s) to facilitate a requirements-based decision process. It is essential that the Department contracts a qualified and experienced service provider to provide an IP-based PBX platform, which is capable of connecting multiple branches to a shared cloud based hosted IP-PBX using a Voice over IP (VoIP) solution. This is motivated by a need to improve efficiency and streamline communication between CoGTA business units and CoGTA stakeholders.

DEFINITIONS

The table below defines terms and concepts.

Term / Acronym	Definition
Department or COGTA	The Eastern Cape Department of Cooperative Governance and Traditional Affairs and its directorates
Contract or Purchase Agreement	The agreement to be entered into for services between the Department and the Bidder who submits the proposal accepted by the Department.
SCM	Supply Chain Management
DR	Disaster Recovery
PBX	Private Branch eXchange
IP-PBX	Internet protocol Private Branch eXchange
VOIP	Voice Over Internet Protocol
Bidder	The person or firm submitting the proposal and/or the person or firm awarded the contract
Bid	This Bid, including any amendments or other addenda hereto.
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SITA	State Information Technology Agency
Bid Evaluation Committee	The Bid Evaluation Committee is comprised of the Bid Coordinator (defined in Section 1.04) and other Departmental officials.
Short List	Bidders selected to proceed for further evaluation
UC	Unified Communications
PDMC	Provincial Disaster Management Centre
PHOTL	Provincial House of Traditional Leaders
Service Level Agreement (SLA)	is a contract between the successful service provider and CoGTA that defines the level of service expected.
Third party fees	Are fees payable to third party service providers that provides communication related services on an adhoc basis that is not directly provided by the contracted provider
VAT	Value Added Tax

3. LEGISLATIVE FRAMEWORK OF THE BID

3.1 Tax Legislation

- 3.1.1 Bidder(s) must be compliant when submitting a proposal to the Department and remain compliant for the entire contract term with all applicable tax legislation, including but not limited to the Income Tax Act, 1962 (Act No. 58 of 1962) and Value Added Tax Act, 1991 (Act No. 89 of 1991).
- 3.1.2 It is a condition of this bid that the tax matters of the successful bidder be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.
- 3.1.3 The Tax Compliance status requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 3.1.4 It is a requirement that bidders grant a written confirmation when submitting this bid that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status and by submitting this bid such confirmation is deemed to have been granted.
- 3.1.5 Bidders are required to be registered on the Central Supplier Database and the National Treasury shall verify the bidder's tax compliance status through the Central Supplier Database.
- 3.1.6 Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database.

3.2 Procurement Legislation

ECCOGTA has a detailed evaluation methodology premised on Treasury Regulation 16A3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) and Preferential Procurement Regulations of 2022.

3.3 Local Economic Development Procurement Framework

In its procurement processes, CoGTA employs contents of the Framework of Local Economic Development (LED) in line with Paragraph 2 of the Eastern Cape Provincial Treasury Instruction Note No. 7 of 2016/17, with the purpose of ensuring maximum retention of Provincial fiscal spend in the province. This is aligned to the purpose of the LED Framework which is to provide platform for the state institutions to promote LED through their procurement processes, in so doing ensuring that at least 50% of their procurements are spent on products produced and supplied by suppliers in the province including SMMEs.

3.4 Technical Legislation and/or Standards

Bidder(s) should be cognisant of the legislation and/or standards particularly:

3.4.1 National Treasury SCM Circular No 12 of 2016/2017

4. BRIEFING SESSION

A compulsory physical briefing session and site visit to the Head Office.

5. TIMELINE OF THE BID PROCESS

The period of validity is 120 days. The project timeframes of this bid are set out below:

Activity	Due Date
Compulsory physical briefing session	04/09/2026.....(date)at 10:00
Bid closing date	28/09/2026.....(date)at 11:00

All dates and times in this bid are South African standard time. A compulsory briefing session will be held at 10h00 on the Bidders are required to sign the attendance register which will be provided.

6. CONTACT AND COMMUNICATION

- 6.1 Please refer all SCM enquiries to Mr T. Nchukana at thembani.nchukana@eccogta.gov.za; or Mr M. Gcolotela at mbuyekezo.gcolotela@eccogta.gov.za during normal office hours viz. 08:00 – 16:30 Monday to Thursday and 08:00 – 16:00 on Friday. Bidder(s) must reduce all telephonic enquiries to writing and send to the above email addresses.
- 6.2 All technical enquiries to Ms Tswakai Luke at 040 940 7235 - tswakai.luke@eccogta.gov.za; Mr Mawethu Damane at 040 940 7243 – mawethu.damane@eccogta.gov.za and Ms Yolisa Melani at 040 940 7165 – yolisa.melani@eccogta.gov.za during normal office hour's viz. 08:00 – 16:30 Mondays to Thursday and 08:00 – 16:00 on Friday. Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.
- 6.3 All enquiries should be made during normal office hours viz. 08:00 – 16:30 Mondays to Fridays. Bidder(s) must reduce all telephonic enquiries to writing and send to the above email address.
- 6.4 Any communication to an official or a person acting in an advisory capacity for CoGTA in respect of the tender is not allowed between the closing date and the award.
- 6.5 Whilst all due care has been taken in connection with the preparation of this bid, CoGTA makes no representations or warranties that the content of the bid or any information communicated to or provided

to Bidder(s) during the bidding process is, or will be, accurate, current or complete. CoGTA, its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current or complete.

- 6.6 If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by CoGTA (other than minor clerical matters), the Bidder(s) must promptly notify CoGTA in writing of such discrepancy, ambiguity, error or inconsistency in order to afford CoGTA an opportunity to consider what corrective action is necessary (if any).
- 6.7 Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by CoGTA will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 6.8 All persons (including Bidder(s)) obtaining or receiving the bid and any other information in connection with the Bid or the Tendering process must keep the contents of the Bid and other such information confidential and not disclose or use the information except as required for the purpose of developing a bid response.

7. LATE BIDS

Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder(s).

No late, faxed, electronically transmitted, photocopied, incomplete documents or unsigned bids will be accepted. Only original bids filled in black ink will be accepted.

8. COUNTER CONDITIONS

Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

9. FRONTING

- 9.1 Government supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.
- 9.2 The Government, in ensuring that Bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder /

contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies CoGTA may have against the Bidder / contractor concerned.

10. SUPPLIER DUE DILIGENCE

CoGTA reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

11. SUBMISSION OF PROPOSALS

- 11.1 Bid documents may either be posted to The Department of Cooperative Governance and Traditional Affairs, P/Bag X0035, Bhisho, 5605 (by registered mail) OR placed in the tender box situated at the Department's main entrance foyer at Tyamzashe Building, Phalo Avenue, Bhisho OR couriered to the aforesaid address not later than 11h00, on /before.....
Bidders will have access to the tender opening register.
- 11.2 Completed bid document must be submitted in a sealed envelope, clearly marked: **"Appointment of a service provider to provide a cloud based hosted internet protocol-private branch exchange (IP-PBX) using voice over internet protocol (VOIP) telephone system solution for the period of thirty-six (36) months"; "Bid Number" and "The Bidder's Name"**.
- 11.3 Bid documents will only be considered if received by CoGTA before the closing date and time, regardless of the method used to send or deliver such documents to CoGTA.
- 11.4 Bidders are requested to initial each page of the tender document.

12. PRESENTATION / DEMONSTRATION

CoGTA reserves the right to request presentations/demonstrations from the short-listed Bidders as part of the bid evaluation process.

13. DURATION OF THE CONTRACT

The successful bidder will be appointed for a period of Thirty-six (36) months.

14. SCOPE OF WORK

14.1 Background

Currently, the Department utilises a Telkom/BCX hosted IP-PBX platform telephone system that expire at the end of the 2026/27 financial year. The system allows management, monitoring and control of telephone use to curb abuse and misuse by users. The Department is utilizing 209 Yealink BH76 Headsets, 61 Yealink T43U IP desktop phones for Managers, 476 T31P IP desktop phones for general staff and 2 Yealink EXP43. This

equipment is on the HBT+ platform. In addition, the department utilises Teams telephony. The telephone infrastructure operates over an independent network/internet connection, installed and maintained by the service provider. The current independent network/internet infrastructure is as follows:

Site Name	Access
Bisho PDMC	LTE 3
Bisho Global Life	LTE Elec
Bisho Phalo House	UWAVE 1
Bhisho Business Village	LTE 4
Bisho PHOTL	UWAVE 2
Bisho Head Office	UWAVE
Sarah Baartman (PE)	UWAVE
Amathole (EL)	FTTH
Joe Gqabi (Aliwal north)	FTTH
Chris Hani (Queenstown)	FTTH
OR Tambo (Mthatha)	FTTH
Alfred Nzo Mt Frere	FTTH
Alfred Nzo Mt Ayliff	FTTH

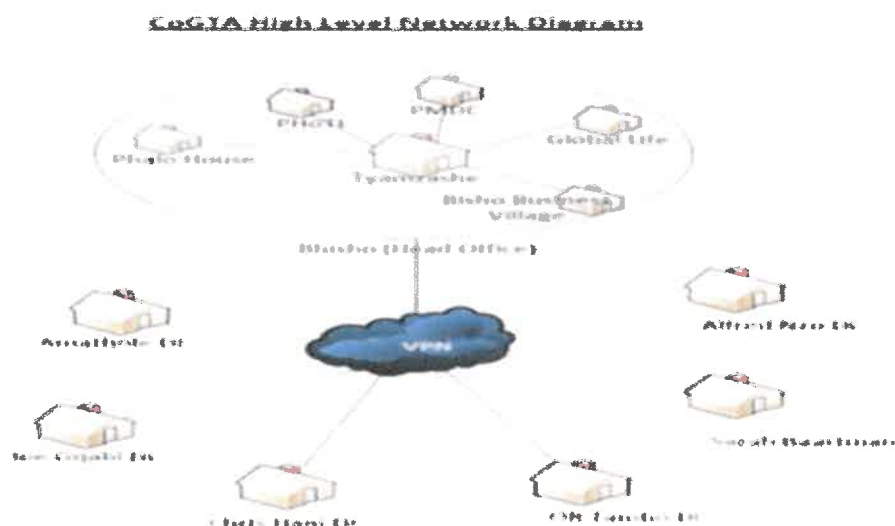
The current independent network/internet infrastructure will need to be maintained as the department intends to continue using the existing infrastructure. The internet links at the different sites will be dismantled at the end of the current contract, and the appointed service provider will be required to re-install these links so they can function with the equipment listed above. The department is looking for a cloud hosted IP-PBX voice services, a Telephone Management System (TMS) and all the necessary peripherals for its communications solution to be able to provide communication services on a cost effective, scalable, reliable and easy-to-manage basis. This is required to run over the independent internet infrastructure. The Department further requires support, maintenance and warranty of the internet links, routers (as listed above) and handsets. Additionally, the service provider will be required to secure licences for the HBT+ platform-based handsets for their continued functionality and usage.

The required telephone system must connect all sites that belong to CoGTA, as the offices and sites are dispersed over a large geographical area through-out the Eastern Cape Province. The Department's head office is in Bhisho and has six District Offices namely: Sarah Baartman, Amathole, Joe Gqabi, Chris Hani, OR Tambo and Alfred Nzo.

14.2 Current Environment

OFFICE/SITE	NAME OF THE BUILDING	GEOGRAPHICAL LOCATION	Number of users
Head Office	Tyamzashe; Provincial House of Traditional Leaders (PHOTKL); Provincial Disaster Management Centre (PDMC); Bhisho Business Village (Unit 9, 11 and 13); Global Life and Phalo House.	Bhisho	380
Sarah Baartman	Old Fort House	Port Elizabeth	19
Amathole	Palm Square Business Park	East London	18
Joe Gqabi	Themba Kojana Office Park	Aliwal North	14
Chris Hani	Komani Hospital	Queenstown	20
OR Tambo	KD Matanzima	Umtata	30
Alfred Nzo	2 Sites (Government Office Park, ex-St Mary Theresa office park)	Mt Ayliff, Mt Frere	14
Teams Telephony			89
TOTAL NUMBER OF EXTENSIONS			584

Schematics details of switches deployed at head office and district offices



14.3 Summary of existing equipment's per office

1.	In Tyamzashe Building there are 4 Floors with 26 Cisco switches in total i.e. 22x WS-C2960X-48LPS-L, 1x c9300-24p and 3x WS-C3850-24T-S
2.	In PDMC there are 3 Cisco switches in total i.e. 3x WS-C2960X-48LPS-L
3.	In PHOTL there are 2 Floors with 5 Cisco switches in total i.e. 1x WS-C2960-24PC-L, 2x WS-C2960X-48LPS-L and 2x WS-C3560G-48PS "
4.	In Global Life there is 1 Cisco switch in total i.e. 1x WS-C2960-24PC-L
5.	In Bhisho Business Village there are 3 blocks with 4 Cisco switches in total i.e. 4x WS-C2960-24PC-L
6.	In Phalo there are 2 floors with 6 Cisco switches in total i.e.6x WS-C2960-24PC-L
7.	In Sarah Baartman District Office there are 3 Cisco switches in total i.e.3X WS-C2960X-24LPS-L
8.	In OR Tambo District Office there are two sites (Botha Sigcawu and KD Building) with 3 Cisco switches in total i.e.3 X WS-C2960X-24LPS-L
9.	In Chris Hani District Office there are 2 Cisco switches in total i.e.2X WS-C2960X-24LPS-L
10.	In Joe Gqabi District Office there is 1 Cisco switch in total i.e.1X WS-C2960X-24LPS-L
11.	In Alfred Nzo District Office there are two sites (Mt Ayliff and Mt Frere) with 2 Cisco switches in total i.e.1X WS-C2960X-24LPS-L and 1x CISCO C9300-NM-4G
12.	In Amatole District Office there are 5 Cisco switches in total i.e.2X WS-C2960X-24LPS-L and 3x CISCO C9300-NM-4G
13.	WIFI Access Points, Brand-Cisco, Model-AIR-CAP1702I-E-K9
14.	WIFI Controller, Brand-Cisco, Model-AIR-CT2504-K9

14.4 Current Configuration and features

The Voice Network currently has the following configurations and features:

- 14.4.1. Per Second Billing;
- 14.4.2. Least Cost Routing;
- 14.4.3. Routers and links installed and maintained by the service provider to route voice traffic independent of the departmental WAN.
- 14.4.4. All internal calls – (within each office and intra-branch) are free or zero rated;
- 14.4.5. The TMS sends an instruction to the hosted IP-PBX to soft-lock a user once a predefined limit is reached in line with the Departmental telephone policy.
- 14.4.6. The TMS sends monthly consumption reports and contains a reporting hierarchy for all users.
- 14.4.7. The TMS provides a login portal where administrators can login using their email address and pin code to access their usage reports which includes real-time usage.

14.5 Project Goal / Business Objectives

By having a Cloud Based Hosted IP-PBX telephone system, COGTA seeks to achieve the following project goals:

- 14.5.1. Provide for day-to-day business voice communications;
- 14.5.2. Provide a communications service that is more cost effective, scalable, reliable and easy-to-manage.
- 14.5.3. Effective and efficient monitoring, management, control and reporting of telephone use in the Department.

- 14.5.4. Achieve significant cost savings without any degradation in the services;
- 14.5.5. Reduce telephone costs;
- 14.5.6. Acquire telephone system that adheres to open standard to ensure interoperability;
- 14.5.7. A solution which is capable to integrate to the existing Microsoft Active Directory and Microsoft Exchange services whilst leveraging on the existing hardware and software platforms;
- 14.5.8. Maximise the return on investments made in hardware and software platforms (including software licensing agreements);
- 14.5.9. Streamline communication between COGTA business units;
- 14.5.10. Zero rated inter-branch and inter-office calls;
- 14.5.11. Appropriately contain risk and potential interruptions / interception of communication.

14.6 High Level Scope

The scope of work will therefore be to supply, install, configure and commission a Cloud Based Hosted IP PBX and the necessary hardware, software for COGTA's Head offices, the six district offices.

The successful bidder must perform the following:

- 14.6.1. Install and configure Cloud Based Hosted IP-PBX using a Voice over IP (VoIP) solution to cater for 500 users between the Head office the 6 district offices;
- 14.6.2. Configure the existing Yealink handsets into the Cloud Based Hosted IP-PBX
- 14.6.3. Configure the necessary independent links to connect all offices directly to the IP-PBX in the cloud while ensuring least cost routing;
- 14.6.4. The bidder is encouraged to make provision in the form of transition period to collaborate with outgoing provider to ensure that the department does not experience interruptions, as the leased links (fibre, microwave, and LTE) will be disabled when the outgoing provider contract ends. The bidder will investigate the state of the current devices (current service provider routers and links), determine their viability for their proposed solution, and decide along with the department on a way forward.
- 14.6.5. Maintain existing independent network/internet infrastructure for the telephones, wireless connection between the main site Tyamzashe Building and the other small sites within Bisho (PHOTKL, PDMC, Bisho Business Village, Phalo House and Global Life) extension of the Voice VLAN for head office;
- 14.6.6. Provide full redundancy and disaster recovery capacity;
- 14.6.7. Configure the existing routers and switches on the new system;
- 14.6.8. Provide a telephone management system;

- 14.6.9. Bidder should renew warranty and maintenance support to current installed Cisco switches for the duration the contract months.
- 14.6.10. Bidder should renew licences, warranty and maintenance support to current headsets and handsets on the HBT+ platform for the duration the contract months.
- 14.6.11. Provide access to CoGTA administrators to be able to update user details, extension allocations and pin code changes;
- 14.6.12. Provide user training to the telephone system; and
- 14.6.13. Provide remote/onsite resource technical support, telephone administration, installation, troubleshooting etc.
- 14.6.14. The preferred bidder will provide the department with a through project plan, with clear timelines and milestones. The department and the preferred bidder will agree on a system of accountability for unmet timelines and milestones.
- 14.6.15. There must be no hidden costs on installation that will have a bearing on the functioning of the telephone system, all costs must be disclosed and firm throughout the contract period.

14.7 Specific Requirements

- 14.7.1. Cloud Based Hosted IP-PBX using a Voice over IP (VoIP) solution that can support up to 500 users;
- 14.7.2. A centralised modern Telecommunications Management system (TMS) that must produce individual and consolidated usage and billing reports across multiple branches of the Department;
- 14.7.3. The TMS solution must also provide the Department with the ability to set and report on budgets at user level and separately identify users' Business Numbers and Private Numbers to aid in the reduction of telephone abuse and change in user behaviour;
- 14.7.4. The TMS solution must allow standard and user driven reports and live access to usage reports for users;
- 14.7.5. The TMS solution must email users the weekly telephone usage reports, monthly usage reports;
- 14.7.6. The TMS solution must send instructions to the IP-PBX to soft lock users when thresholds are reached (zero delay between reaching threshold and soft locking phones);
- 14.7.7. The system must allow COGTA administrator to perform day to day user maintenance and allocation of extension numbers.
- 14.7.8. Must have a Global Address Book which appears on all IP phones;
- 14.7.9. Voice services to include smart access number capabilities and geographic number portability. Users must be able to login to the system when in the office, log out when not available and login to any other handset connected to the system which will then activate the user's extension e.g. the follow me function for each extension must be active;

- 14.7.10. The solution must provide mobile apps to encourage workforce mobility;
- 14.7.11. One call centre with auto attendant functionality should be provided at the Provincial Disaster Management Centre (PDMC) building. The call centre should be able to handle up to eight (8) call centre agents and one (1) supervisor, have ability to queue up to 20 incoming calls per call centre agent and be able to notify number of calls in the queue with outbound predictive dialling or IVR features;
- 14.7.12. The call centre recorder must have a storage capacity of eight (8) Terabytes;
- 14.7.13. Telephone system must include call processing, call control, call management, call recording (limited to call centre) and audio conference services;
- 14.7.14. The system must integrate with the existing Switchboards installed at PHoTL and PDMC that is able to automatically answer when the switchboard operator is not in place and it must also be able to handle multiple incoming calls to the switchboard;
- 14.7.15. System should be licensed for 500 users (including soft phone users);
- 14.7.16. The Bidder's proposed solution must incorporate and implement Least Cost Routing functionality / interconnect facility with all South African telephone networks to provide substantial cost savings on call charges. Examples of previous projects demonstrating the actual costs saved per month in relation to total call charges must be included;
- 14.7.17. Call rate must be per second billing rate for all outgoing calls from the first second;
- 14.7.18. Implement number porting to continue to use COGTA owned telephone number range for Head office and all District offices;
- 14.7.19. Uniformity of numbers should be used for all offices;
- 14.7.20. Provide full redundancy and disaster recovery capacity;
- 14.7.21. Provision of End-User Training for 5 users on the operations of the handsets;
- 14.7.22. Provision of Call Centre End-User Training for 10 users on the operations of the call centre;
- 14.7.23. Provision of administration and installation training for 5 administrators on the use of Telephone Management System (TMS) and IP-PBX user details and extension allocation system all related costs must be included in the bid price;
- 14.7.24. The bidder to provide electronic documentation for the installation, system administration and end user;
- 14.7.25. Provide onsite resource for 2 months to provide on the job training, technical support, admin, installation, troubleshooting etc.

15. EXPECTED DELIVERABLES ON THE PROPOSAL

The following documents must be included in the bid submission:

15.1 Design documents

- 15.2** Policies document (security, configuration, etc.)
- 15.3** Connectivity diagrams include inbound and outgoing infrastructure.
- 15.4** Detailed breakdown structure and project plan that outlines tasks, milestones, durations, and resource needs.
- 15.5** Acceptance Test Plan Methodology
- 15.6** Migration plan for the department's current telephone numbers and a fully functional Telephone Management System.
- 15.7** Pricing model that demonstrates how the solution will incorporate and implement Least Cost Routing functionality / interconnect facility with all South African telephone networks to provide substantial cost savings on call charges. Call rate must be per second billing rate for all outgoing calls from the first second.
- 15.8** Certification from OEM/Manufacturer for providing complete support of product for a period of two years even in the case of product upgrade or discontinue of product for all the major components.
- 15.9** User and administrator training plan (system operation, administration and operation of telephone management system) including all related costs.
- 15.10** All devices that will be supplied during the contract are to be accompanied by a minimum of Thirty-six (36) months on site manufacture warranty.
- 15.11** The pricing model must incorporate and implement Least Cost Routing functionality / interconnect facility with all South African telephone networks to provide substantial cost savings on call charges.

16. SUPPORT, MAINTENANCE & WARRANTY

- 16.1** 99.9% uptime of the voice services (carrier grade voice quality);
- 16.2** Mean time to respond must be within four (4) hours and mean time to repair must be within 24 hours;
- 16.3** Measures taken to attain Network redundancy;
- 16.4** All services must be provided with full redundancy and disaster recovery capacity;
- 16.5** The service provider must provide maintenance and support on all hardware and software provided as part of this project for a minimum of Thirty-six (36) months;
- 16.6** All hardware and software provided must have a Thirty-six (36) months next business day on-site original manufacturer support warranty;
- 16.7** Licensing of all devices that connect to the IP-PBX for 24 months;
- 16.8** All equipment must be new and genuine branded equipment, backed up by the full warranty offered by the manufacturer;

16.9 Onsite resource for 2 months to provide support, admin, installation, troubleshooting

17. SECURITY

The Department requires that communication is secure and that appropriate security measures are taken to reduce potential interruptions / interception of communication.

- 17.1** For enhanced security, the IP-PBX using VoIP solution must be able to encrypt the IP calls end to end with appropriate securities.
- 17.2** Access to the system must be secure and appropriate protocols must be utilized.
- 17.3** Every user must have their own pin code to authenticate to the IP-PBX and to make outgoing calls thereby ensuring no misuse of the system.

18. STRUCTURE OF THE TECHNICAL PROPOSAL DOCUMENT

Notwithstanding the structure of the rest of the bid, the technical solution in response to the terms of reference needs to be submitted in the following format.

Section 1. Introduction

This section must describe the bidder's understanding of the scope of work, necessary skills, and company profile.

Section 2. Executive summary

An overview of the main points contained in the proposal with reference to section where more detailed discussion of each point can be found.

Section 3. Proposed solution design

This item should include the design documents (based on the site assessment report), security and network management plans and policies, and migration plan. The method of routing outgoing calls to ensure cost reduction, maintain acceptable Quality of Service and Security has to be covered. Certification of equipment and acceptance testing plan must be included in this section.

Section 4. Suitability to implement the solution

The capabilities of the bidder to implement the solution should be provided with reference to the **functional evaluation criteria**. References to material supporting such claims need to be made and included in annexures. In addition, other capabilities possible but not indicated in the specification should be mentioned as well as the project roadmap.

Section 5. Work plan and duration (implementation plan)

- a) The work plan and duration for the overall work (from project kickoff date till the Final delivery date), including any dependencies between the separate items in the Scope. The bidder must provide deliverables and milestones as specified (The department and the preferred bidder will agree on a penalty system that will come into effect when the contracted service provider fails to meet any timeline, milestone and/or agreement it has entered into with the department.)

Section 6. Track Record

The bidder's track record of undertaking similar projects both in size and nature, and references of clients with contact information (name, title, fixed line number). Refer to **Annexure B** for detailed information.

Section 7. CVs of project staff

Format of any proposed team and description of each staff role and their relevant experience, detailed CVs of staff team members who implement the project including their certifications. The bidder must also indicate the availability of the proposed staff and their area of competency. In the event of a change in the team after the award the Department must be notified in writing, and the replacing team member(s) must have similar or higher expertise. The bidders project team must consist of but not limited to the following:

Section 7.1. Communications Equipment Vendor Certified network specialist

Section 7.2. Communications Equipment Vendor Certified IP telephony specialist

Section 7.3. Certified Project manager

Appendix I: Methodology

The bidder must provide details of any appropriate methodologies. This section needs to also cover the acceptance test plan methodology.

Appendix II: Work References

The bidder must provide three or more references (in client's letterhead) of similar work performed within the past five years, with an opportunity for an onsite view if the Department wishes to do so.

Appendix III: Cost savings

Pricing model that demonstrates how the solution will incorporate and implement Least Cost Routing functionality / interconnect facility with all South African telephone networks to provide substantial cost savings on call charges, as well as supporting material of previous projects and the cost savings achieved on the call charges and other related information. Call rate must be per second billing rate for all outgoing calls from the first second.

Appendix IV: Skills Transfer Plan

The skills transfer plan needs to cover the type of content for the various user groups and how training is planned to be approached and conducted.

Appendix V: Other material

Other technical material relevant for the solution and any other additional information requested need to be added here. The final site inspection report should be placed here as well.

19. MINIMUM REQUIREMENTS

All bidders must meet the following requirements for their bids to be accepted.

- 19.1 Must have completed a minimum of **THREE (3) successful** medium-to-large IP Telephone system installations with over 500 end user voice connections, provide proof in a form of verifiable reference letters from satisfied client(s) for a contract with a duration of three (3) uninterrupted years completed within the past six (6) years in IP Telephone installation with over 500 end user voice connections. This must be in a client's letter head with contactable details (telephone numbers of preferable fixed landlines, email address and a contact person).
- 19.2 Be registered and provide proof of holding an Electronic Communications Services (ECS) license by Independent Communications Authority of South Africa (ICASA).
- 19.3 In possession of service, network license and Equipment Type approval from ICASA.
- 19.4 Provide proof of financial viability in any form of the following:

A three-month bank statement with a favorable minimum balance of R 300 000.00

Or

An overdraft facility with a minimum available balance of R 300 000.00 or an agreement from a financial institution confirming guaranteed available balance of R 300 000.00 in any form of credit.

Or

Latest Audited Financial Statements not older than 2024/25 Financial Year to those that are compelled to have audited financial statements / OR Independently reviewed Financial Statements where the bidder is not compelled with a positive net asset position of equal or more than R 300 000.00

NB. FAILURE TO MEET THE ABOVE MINIMUM REQUIREMENTS WILL LEAD TO DISQUALIFICATION

20. SUPPORT, MONITORING AND REPORTING

The Department will require that:

- 20.1. The successful bidder enters into an SLA and SBD 7.2 with CoGTA after the award before the project commences;

- 20.2. A full project charter with detailed milestones and project plan must be developed by successful bidder;
- 20.3. A risk and issue matrix must be maintained by the successful bidder;
- 20.4. Project Steering Committee be appointed with representatives from both the department and the successful bidder;
- 20.5. A written progress report must be submitted for each phase completed, with clear time cost-matrix, milestones and project chart;
- 20.6. progress reports should be aligned to the approved implementation plan for this project; and
- 20.7. the successful bidder must provide a final report covering the entire assignment period at the end of the contract.

21. EVALUATION AND SELECTION CRITERIA

The bid will be evaluated in three (3) stages as follows:

Preliminary Evaluation / Administrative Requirements (Gate 0)	Functional / Technical Evaluation Criteria (Gate 1)	Price and Preference Points Evaluation (Gate 2)
Bidders must submit all documents as outlined in paragraph 22.1 (Table 1) below. Only bidders that comply with ALL these criteria will proceed to Gate 1.	Bidder(s) are required to achieve a minimum of 70 points out of 100 points to proceed to Gate 2.	Bidder(s) will be evaluated out of 100 points. Gate 2 will only apply to bidder(s) who have met the threshold of 70 points.

21.1 Gate 0: Pre-qualification Criteria

Without limiting the generality of CoGTA's other critical requirements for this Bid, bidder(s) must submit the documents listed in **Table 1** below. All documents must be completed and signed by the duly authorised representative of the prospective bidder(s). During this phase Bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidder(s) proposal will be disqualified for non-submission of any of the documents.

Table 1: Documents that must be submitted for pre-qualification

Document that must be submitted	Non-submission will result in disqualification	
	YES / NO	REQUIRED EVIDENCE
Invitation to Bid – SBD 1	YES	Complete and sign the supplied pro forma document
Registration on Central Supplier Database (CSD)	NO	Bidders must be registered as a service provider on the Central Supplier Database (CSD) and on LOGIS. If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor/supplier number. Submit proof of registration. Tax matters will be verified at the time of adjudication, and an award will not be made to the bidder whose tax matters with SARS are not in order. In the event where CSD cannot confirm the bidders tax status, Tax pin will be requested from the service provider for confirmation on SARS e-filing.
Pricing Schedule (SBD 3.3)	YES	Attach your items pricing schedule
Declaration of Interest – SBD 4	YES	Complete and sign the supplied pro forma document
Preference Point Claim Form – SBD 6.1	YES	Complete and sign the supplied pro forma document.
Supported by relevant portfolio of evidence in support of preference points claimed on SBD 6.1.	NO	A copy of the company registration document, Proof in support of disability from a medically recognised body and proof of membership from a recognised body (military veteran). NB: Non-submission will lead to forfeiture of the relevant preference points.
Consortium /Joint ventures agreement	YES	In the event of consortium /joint ventures, a signed agreement by all parties must be submitted with the bid proposal.

Only Bidders that have met the Administrative Requirement in (Gate 1) will be evaluated in Gate 2 (technical/ functionality evaluation).

21.2 GATE 1: Functional / Technical Evaluation Criteria out of 100 points.

Criteria	Sub criteria	Max score	Evidence required
Experience in Telecommunications Services – Hosted IP-PBX and VoIP Solutions	- Service providers submitted four or more reference letters will score 30. - Service providers submitted three reference letters will score 25.	30	Provide proof in a form of verifiable reference letters from satisfied client(s) for a contract with a duration of three (3) uninterrupted years completed within the past six (6) years in IP Telephone installation with over 500 end user voice connections, this must be in a client's letter head with contactable details (telephone numbers of preferable fixed landlines, email address and a contact person).
A step-by-step methodology or a project plan as per paragraph 19	- Fully detailed methodology aligned to the terms of reference with clear time frames will score 30. - Unclear methodology without clear time frames will score 0.	30	Detailed project implementation plan with clear time frames.
Financial Viability	Proof of financial viability	20	Financial viability as specified on the minimum requirements under paragraph 19.4.
Location	- Service providers operating in the Eastern Cape will score 20 - Service providers operating outside Eastern Cape or did not submit proof of operations will score 12.	20	Provide proof of locality in a form of: - Municipal bill / Utility bill in the bidder's name or - Letter by the Councillor or - A valid lease agreement signed by both parties (Lessor and Lessee) in the bidder's name accompanied by utility bill of the landlord.
Total		100	
Minimum qualifying score		70	

NB: Bidders who did not meet the minimum qualifying score of 70 points will not be considered for the next valuation stage.

21.3 Gate 2: Price and Preferential Points Evaluation (80+20) = 100 points

Only Bidders that have met the requirements of Gate 2 will be evaluated in Gate 3. In terms of regulation 4 of the Preferential Procurement Regulations 2022 pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:

- The bid price (maximum 80 points)
- Specific goals (maximum 20 points)

22.3.1. Stage 1 – Price Evaluation (80 Points)

This following formula will be used to calculate the points for price:

Criteria	Points
Price Evaluation: $Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$	80

Where: Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

P_{min} = Comparative price of lowest acceptable bid

Prices shall be firm and accommodate all the necessary logistics for the duration of the training and up to the award of the certificates of competency.

22.3.2. Stage 2 – Specific Goals (20 Points)

A maximum of 20 points may be allocated to a bidder for in accordance with the table below:

Specific Goals	Number of Preference Points
Women	8
Youth	8
Disability	2
Military Veteran	2
Points Scored	20

Preference points will be allocated to bidders on submission of the following set of documentation or evidence in support of preference claimed on disability and military veterans:

- Company registration document.
- A proof in support of disability from a medical recognised body;
- A proof of membership with a recognised military veteran body.

A completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1) must be submitted.

Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements. CoGTA will accept agreements signed by both parties as acceptable proof of the existence of a joint venture and/or consortium arrangement.

The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement. Points scored will be rounded off to two decimals.

22. GENERAL CONDITIONS OF CONTRACT

Any award made to a bidder(s) under this bid is conditional, amongst others, upon –

- 22.1** The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which CoGTA is prepared to enter into a contract with the successful Bidder(s).
- 22.2** The bidder submitting the General Conditions of Contract to CoGTA together with its bid, duly signed by an authorised representative of the bidder.

23. SPECIAL CONDITIONS OF THIS BID

- 23.1** The quotation price is to be in South African currency and must include value-added tax, where applicable and must include disbursements.
- 23.2** CoGTA reserves the right not to accept any of the submitted quotations. The lowest, or only quotation, will not necessarily be accepted.
- 23.3** CoGTA will not be liable to reimburse any costs incurred by the contractor during the proposal process.
- 23.4** Penalties will be applied in respect of late completion of work defined in the final contract provided that the delay is attributed on the part of the service provider.
- 23.5** The service provider:
 - 23.5.1.** Undertakes to act as an independent contractor in respect of the work.
 - 23.5.2.** Shall exercise all reasonable skill, care and diligence in the execution of the work and shall carry out all its obligations in accordance with professional standards
 - 23.5.3.** Shall, in all professional matters, act as a faithful adviser to the COGTA.
 - 23.5.4.** Shall be deemed to have satisfied itself as to the correctness and sufficiency of the rates and prices set out in the contract for the work to be rendered.
 - 23.5.5.** Shall, whenever so required by the representative, furnish the representative with particulars in writing regarding the Service Provider's arrangement for the execution of the work. Should the parties be of the opinion that the proposal submitted by the Service Provider does not ensure, inter alia, the completion of the work within a stipulated time for completion, the representative shall have the right to request that the proposal be amended to his/her satisfaction.

- 23.5.6. Shall attend meetings with officials whenever required to do so by the representative for the purpose of obtaining information or advice in regard to the work and assignments or any matters arising there from in connection therewith.
- 23.5.7. Shall not have the power or authority to enter into any contracts or otherwise to bind or incur any liability on behalf of CoGTA.
- 23.6 All documents, database or any other material in any format prepared by the Service Provider in relation to the work shall be delivered to CoGTA immediately upon the CoGTA's request.
- 23.7 The Service Provider shall not attempt to recruit employees of the department during the execution of the contract or any part thereof.
- 23.8 The department undertakes to pay the service provider within (30) days from the date of receipt of the correct invoice.
- 23.9 The department shall not enter into a contract where a company has directors, partners, or employees who are employed by the state.
- 23.10 No late, faxed, electronically transmitted, photocopied, incomplete, copies or unsigned bids will be accepted.
- 23.11 All the submitted documents must be completed in full and signed where necessary
- 23.12 All service providers enlisted by National Treasury in the restricted service provider's register will not be considered.
- 23.13 Completed bid documents must be submitted in a sealed envelope (one envelope).

NB: Failure to comply with the above requirements will lead to the bid regarded as non-responsive and not considered.

24. CoGTA reserves the right:

- 24.1 To award this tender to a bidder that did not score the highest total number of points, only in accordance with section 2(1)(f) of the PPPFA (Act 5 of 2000).
- 24.2 To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- 24.3 To accept part of a tender rather than the whole tender.
- 24.4 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid;
- 24.5 To correct any mistakes at any stage of the tender that may have been in the Bid documents or occurred at any stage of the tender process.
- 24.6 To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after tenders have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.

25. PREPARATION COSTS

The Bidder will bear all its costs in preparing, submitting and presenting any response or Tender to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing CoGTA, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

26. INDEMNITY

If a bidder breaches the conditions of this bid and, as a result of that breach, CoGTA incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the bidder indemnifies and holds CoGTA harmless from any and all such costs which CoGTA may incur and for any damages or losses CoGTA may suffer.

27. PRECEDENCE

This document will prevail over any information provided during any briefing session whether oral or written, unless such written information provided, expressly amends this document by reference.

28. LIMITATION OF LIABILITY

A bidder participates in this bid process entirely at its own risk and cost. CoGTA shall not be liable to compensate a bidder on any grounds whatsoever for any costs incurred or any damages suffered as a result of the Bidder's participation in this Bid process.

29. TAX COMPLIANCE

- 29.1. No tender shall be awarded to a bidder who is not tax compliant. COGTA reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award or has submitted a fraudulent Tax Clearance Certificate to COGTA, or whose verification against the Central Supplier Database (CSD) proves non-compliant.
- 29.2. Bidders must note that in addition to being tax compliant at the time of award of the contract, which will be verified with SARS or the CSD, it is incumbent upon the successful bidder/s to ensure that they are at all times tax compliant over the entire duration of the contract. Failure to ensure tax compliance may prevent the Department/Public Entity from issuing orders when goods/services are required. In such instances, the Department/Public Entity reserves the right to procure outside of the contract. Furthermore, if the Department/Public Entity is prevented from obtaining the relevant goods/services on the contract, such constitutes a breach of contract and will be dealt with accordingly, including the recovery of damages/adverse costs where applicable

30. TENDER DEFAULTERS AND RESTRICTED SUPPLIERS

No tender shall be awarded to a bidder whose name (or any of its members, directors, partners or trustees) appear on the Register of Tender Defaulters kept by National Treasury, or who have been placed on National Treasury's List of Restricted Suppliers. CoGTA reserves the right to withdraw an award, or cancel a contract concluded with a Bidder should it be established, at any time, that a bidder has been blacklisted with National Treasury by another government institution.

31. GOVERNING LAW

South African law governs this bid and the bid response process. The bidder agrees to submit to the exclusive jurisdiction of the South African courts in any dispute of any kind that may arise out of or in connection with the subject matter of this bid, the bid itself and all processes associated with the bid.

32. RESPONSIBILITY FOR SUB-CONTRACTORS AND BIDDER'S PERSONNEL

A bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this bid. In the event that CoGTA allows a bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the bidder and CoGTA will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.

33. CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a bidder's tender(s) will be disclosed by any bidder or other person not officially involved with CoGTA's examination and evaluation of a Tender.

No part of the bid may be distributed, reproduced, stored or transmitted, in any form or by any means, electronic, photocopying, recording or otherwise, in whole or in part except for the purpose of preparing a Tender. This bid and any other documents supplied by CoGTA remain proprietary to CoGTA and must be promptly returned to CoGTA upon request together with all copies, electronic versions, excerpts or summaries thereof or work derived there from.

Throughout this bid process and thereafter, bidder(s) must secure CoGTA's written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

34. CoGTA PROPRIETARY INFORMATION

Bidder will on their bid cover letter make declaration that they did not have access to any CoGTA proprietary information or any other matter that may have unfairly placed that bidder in a preferential position in relation to any of the other bidder(s).

35. AVAILABILITY OF FUNDS

Should funds no longer be available to pay for the execution of the responsibilities of this bid SCMU7-22/23 - 0001, CoGTA may terminate the Agreement at its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance

of the services and minimize further expenditure: Provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.


END USER

20/07/2026

DATE

SECURITY AND WORKS ENVIRONMENT


DIRECTOR: GICTM
TECHNICAL ADVISOR

20/07/2026

DATE



20 July 2026

DATE

CHAIRPERSON: BID SPECIFICATION COMMITTEE

RECOMMENDED / ~~NOT RECOMMENDED~~



20 JULY 2026

DATE

DIRECTOR: SUPPLY CHAIN MANAGEMENT

RECOMMENDED / ~~NOT RECOMMENDED~~

for



04/08/2026

DATE

CHIEF FINANCIAL OFFICER

DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS


APPROVED / NOT APPROVED


MR. V. MLOKOTHI
HEAD OF DEPARTMENT
DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

23/08/2026

DATE

ANNEXURE A

PRICING SCHEDULE

<i>Name of bidder:</i> <i>Bid number:</i>

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

NOTE: PRICES MUST BE FIRM FOR THE FIRST 12 MONTHS OF THE CONTRACT AND THEREAFTER ANY ESCALATION MUST BE IN LINE WITH THE INFLATION PRICE INDEX WITH THE TELECOMMUNICATION INDUSTRIAL SECTOR. (Applicable for rent to buy options only)

Please note pricing tables per pricing option: outright purchase or rent to buy pricing

POWER OVER ETHERNET (PoE) SWITCHES – WARRANTY EXTENSION

Details as per Section 15.3 Summary of existing equipment's per office

DESCRIPTION	SERIAL NUMBERS	QTY	UNIT PRICE EXC. VAT	TOTAL PRICE EXC. VAT
Global Life		1	R	R
Tyamzashe		28	R	R
Bhisho Business Village		4	R	R
Phalo House		6	R	R
PDMC		3	R	R
PHOTL		5	R	R
Sarah Baartman DC		3	R	R
Chris Hani DC		2	R	R
OR Tambo DC		3	R	R
Alfred Nzo DC		2	R	R
Amatole DC		5	R	R
Joe Gqabi DC		1	R	R
2 Year Vendor Warranty Support 8X5XNBD			R	R
SUB TOTAL			R	R
15% VAT			R	R
GRAND TOTAL			R	R

Bidders Name: _____ Date: _____

Signed by: _____ Signature: _____

TELEPHONE HANDSETS – LICENCE & WARRANTY EXTENSION (HBT+)

DESCRIPTION	QTY	UNIT PRICE EXC.VAT	TOTAL PRICE EXC. VAT
-------------	-----	-----------------------	-------------------------

Manager IP phones Yealink T43U	61		R
Standard IP phones Yealink T31P	476		R
Headsets Yealink BH76	209		R
Colour Expansion Module Yealink EXP43	2		R
Large Boardroom (conference) speaker phones	4		R
Small Boardroom (conference) speaker phones	8		R
SUB TOTAL			R
VAT			R
GRAND TOTAL			R

ROUTERS (as listed on 15.1 Background – WARRANTY EXTENSION)

DESCRIPTION	SERIAL NUMBER	QTY	TOTAL EXC. VAT
Tyamzashe – H.O.		1	R
PDMC		1	R
Commercial/KWT		1	R
Global Life		1	R
Phalo House		1	R
PHOTL		1	R
Bisho Business Village		1	R
Sarah Baartman DC		1	R
Chris Hani DC		1	R
OR Tambo DC		1	R
Alfred Nzo DC		2	R
Amathole DC		1	R
Joe Gqabi DC		1	R
SUB TOTAL			R
VAT			R
GRAND TOTAL			R

Bidders Name: _____

Date: _____

Signed by: _____

Signature: _____

CALL CENTRE -

DESCRIPTION	QTY	MONTHLY EXC. VAT	TOTAL MONTHLY EXC. VAT
Call centre for PDMC	1	R	R
Eight (8) Terabyte storage (cloud storage for call centre recordings)	1	R	R
SUB TOTAL		R	R
VAT		R	R
GRAND TOTAL		R	R

The estimated are fixed for bidding purposes. The proposed rates should be revised on a periodic basis – only downward revision in terms of call rates are allowed

CALL RATE CHARGES

ITEM	CALL TYPE	PER SECOND BILLING (PSB) RATE	BIDDER RATE MINUTE	CALL PER	ESTIMATED MONTHLY VOLUME MINUTES	TOTAL COST
1	Fixed line to Vodacom	PSB	R		12 500	R
2	Fixed line to MTN	PSB	R		12 500	R
3	Fixed line to CellC	PSB	R		12 500	R
4	Fixed line to Telkom	PSB	R		12 500	R
5	International	PSB	R		12 500	R
6	Local	PSB	R		15 000	R
7	Local on-net	PSB	R		10	R
8	Long Distance	PSB	R		10	R
9	Long Distance on-net	PSB	R		10	R
TOTAL					10030	R

Bidders Name: _____

Date: _____

Signed by: _____

Signature: _____

SERVICES – 36 MONTHS

DESCRIPTION	QTY	MONTHLY EXC. VAT	TOTAL MONTHLY EXC. VAT
CLOUD BASED HOSTED IP-PBX USING A VOICE OVER IP (VOIP) SOLUTION	1	R	R
CENTRALISED MODERN TELEPHONE MANAGEMENT SYSTEM (TMS)	1	R	R
THIRTY-SIX (36) MONTHS LICENSING OF ALL DEVICES THAT CONNECT TO THE IP-PBX	600	R	R
THIRTY-SIX (36) MONTHS MAINTENANCE AND SUPPORT ON ALL HARDWARE AND SOFTWARE PROVIDED		R	R
THIRTY-SIX (36) MONTHS NEXT BUSINESS DAY ON-SITE ORIGINAL MANUFACTURER SUPPORT WARRANTY ON ALL HARDWARE AND SOFTWARE PROVIDED		R	R
MS TEAMS TELEPHONY ACCOUNTS	89	R	R
INTERNET CONNECTION PER SITE (for telephone system)	14	R	R
OTHERS		R	R
SUB TOTAL		R	R
VAT		R	R
GRAND TOTAL		R	R

Bidders Name: _____

Date: _____

Signed by: _____

Signature: _____

TRAINING – ONCE OFF PURCHASE

DESCRIPTION	QTY	UNIT PRICE EXC. VAT	TOTAL PRICE EXC. VAT
TECHNICIAN TRAINING	5	R	R
ADMINISTRATION TRAINING	5	R	R
CALL CENTER TRAINING	10	R	R
ONSITE RESOURCE FOR 2 MONTHS	1	R	R
SUB TOTAL		R	R
VAT		R	R
GRAND TOTAL		R	R

SUMMARY OF TOTAL COST FOR THE BID

	EXCLUDING VAT	INCLUDING VAT
TOTAL COST FOR ONCE-OFF PURCHASES		
TOTAL MONTHLY COST		
TOTAL COST FOR THE BID		

Bidders Name: _____

Date: _____

Signed by: _____

Signature: _____

ANNEXURE B: BIDDERS MUST COMPLETE THE FOLLOWING TABLE INDICATING THEIR TRACK RECORDS AND REFERENCES

NO.	Company / Client's Name	Description of large Telephone system project	Number of IP extensions	Start Date yyyy/mm/dd	End Date yyyy/mm/dd	CONTACTABLE REFERENCES			
						NAME OF CONTACT PERSONS	WORK MAIL ADDRESS	E-CONTACT NUMBER	
1.									
2.									
3.									
4.									
5.									
6.									

Bidders Name: _____

Date: _____

Signed by: _____

Signature: _____