



**APPOINTMENT OF SERVICES FOR CO-SOURCED CALL CENTRE
FOR THE PERIOD OF THREE YEARS (3)
FOR
PROPERTY PRACTITIONER REGULATORY AUTHORITY (PPRA)**

ISSUE DATE: 24 October 2025

BID NUMBER: PPRA 24/25

CLOSING DATE OF THE BID: 18 November at 12h00pm.

BRIEFING SESSION: COMPULSORY (ONLINE) 06 November 2025 at 11h00

[Join the meeting now](#)

Meeting ID: 398 940 188 377 6

Passcode: u839kp3c

[Join conversation](#)

Any enquiries must be in writing and can be directed to:

Bidding enquiries contact: Mr Vusani Tshivule Vusani.Tshivule@theppra.org.za

Bidders are to ensure that they have received all pages of this document, which consist of the following subdocuments:

PART A**SBD1****INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)				
BID NUMBER:	BID: PPRA 24/25	CLOSING DATE:	17 November 2025	CLOSING TIME: 12:00 PM
DESCRIPTION	APPOINTMENT OF SERVICES PROVIDER FOR OUTSOURCED CALL CENTRE FOR THE PERIOD OF THREE YEARS (3) PROPERTY PRACTITIONER REGULATORY AUTHORITY (PPRA)			
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)				
63 WIERDA ROAD EAST				
WIERDA VALLEY				
SANDTON, JOHANNESBURG				
2196				
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	Mr Vusani Tshivule		CONTACT PERSON	N/A
TELEPHONE NUMBER	011 731 5711		TELEPHONE NUMBER	N/A
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A
E-MAIL ADDRESS	Vusani.Tshivule@theppra.org.za		E-MAIL ADDRESS	Vusani.Tshivule@theppra.org.za
SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
FACSIMILE NUMBER	CODE		NUMBER	
E-MAIL ADDRESS				

VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐ 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? ☐ ☐					
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ ☐					
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ ☐					
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? 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 SBD1
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.

SBD 3.3

PRICING SCHEDULE **(Professional Services)**

NAME OF BIDDER:BID NO.: **BID**

CLOSING TIME **12:00 PM**

CLOSING DATE: 17 November 2025

OFFER TO BE VALID FOR 120 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-----	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	---
-----	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.....			

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

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.
.....
.....
.....

Any enquiries regarding bidding procedures may be directed to the –
(INSERT NAME AND ADDRESS OF DEPARTMENT/ENTITY)

Tel:

Or for technical information –

(INSERT NAME OF CONTACT PERSON)

Tel:

SBD4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

- 2.1** Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

- 2.1.1** If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of institution	State

2.2 Do you, or any person connected with the bidder, have a relationship.

1 the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

SBD4

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
 (name)..... in
 submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium¹ will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

¹ Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

..... Name

of bidder.

SBD 6.1

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**

a) The applicable preference point system for this tender is the **80/20** preference point system.

- 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.

1.3.1 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

- 1.4 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.
- 1.5 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 regarding 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).

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:

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

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:

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \quad \text{or} \quad Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in 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 (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
---	---	--

	(To be completed by the organ of state)	
Black people (attach ID Copy)	10	
Women (Attach ID Copy)	4	
People with disability (Attach proof from registered Medical Doctor)	2	
People who are Military Veterans (Attach proof)	2	
Youth (Attach ID Copy)	2	

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

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

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:	



CALL CENTRE TERMS OF REFERENCE

1.1 PROPERTY PRACTITIONERS' REGULATORY AUTHORITY (PPRA) MANDATE

The PPRA is a public entity of the National Department of Human Settlements which has the responsibility to regulate, maintain and promote the conduct of property practitioners.

The authority seeks to enable ease of conducting business in the property sector, while ensuring compliance with the Property Practitioners Act (PPA) and applicable legislation and giving full effect to the transformation objectives of the PPA.

1.2. BACKGROUND TO THE ISSUE

The PPRA is regulating the industry with about 9000 firms of estate agents and over 40 000. In addition, the Board is tasked with regulating the industry in public interest. For this reason, the PPRA interacts with the public on a daily basis.

The PPRA is regulating about 9000 firms of estate agents and over 40 000 estate agents and newly identified categories of property practitioners as per Section 1 of the Property Practitioners Act. The newly identified property practitioners are:

Auctioneers, Bond and Bridging finance originators, HOAs who perform property practitioner activities, Managing agents ,Property facilitators and intermediaries, Business brokers, including sales of franchises and business undertakings, Developers who preform property practitioners' activities, including project managers, development managers, investment sales agents, Time share and fractional ownership practitioners, Property advertising platforms, Property practitioners who specialise in collecting and distributing trust monies in terms of Regulation 2.4.1. (Payment processing agents) and Attorney employees.

In light of the expanded mandate of the PPRA, the Authority will register approximately 30 000+- newly identified property practitioners within the 2024/2025 financial year, the number of firms and property practitioners will therefore increase in our database, thereby increasing the number of calls and queries through the Call Centre.

The current call Centre is hosted at the PPRA office in Sandton and therefore runs on a co-sourcing model with the current service provider. The call statistics were as follows for 2024/2025, financial year:

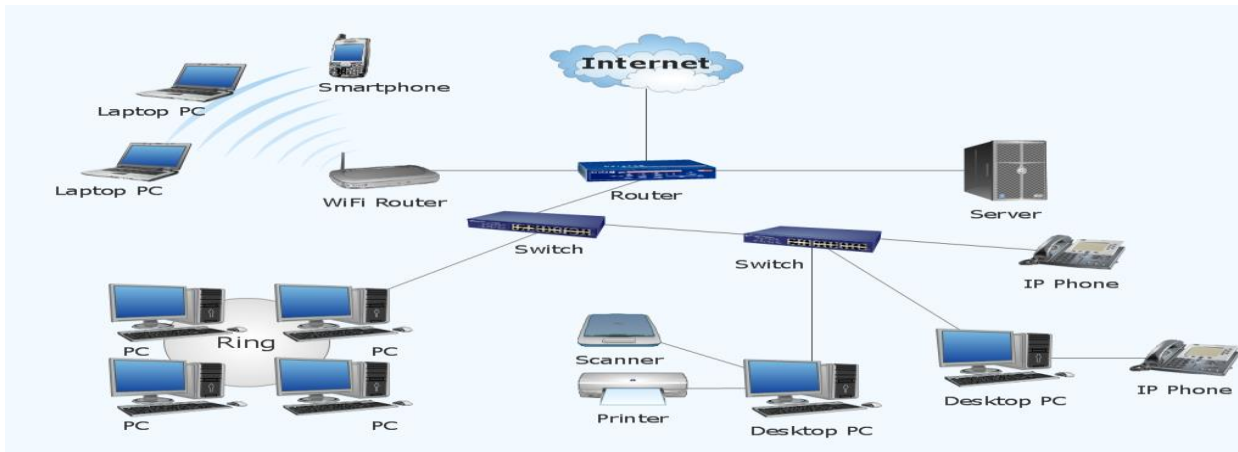
CALL REPORT	APRIL 2024 - MARCH 2025
Call Received	127666
Calls Managed	96919
Calls Abandoned	30747
Calls Abandoned %	24%
Service Level	74%

CURRENT ENVIRONMENT

Current PPRA Contact Centre Architecture includes the following:

Call Centre CTI, IVR, Quality Assurance, voice recording and workforce management services are currently outsourced to 1Stream/Internet Solutions.

Current PPRA Contact Centre Architecture.



1.1. SCOPE OF WORK

1.1.1. This RFQ defines the requirements for Call Centre services to include project plans and costs of delivery of a call centre solution that is fully fledged, reliable, scalable and adaptable with a call centre management and reporting tool including staffing of Call Centre agents and relevant personnel, 15 desktops and 2 laptops, training, set up, testing, and reporting through innovative solutions that would bring about a more effective and efficient service offering to PPRA. The solution should have business intelligence capabilities. The solution should also result in streamlined call handling which would reduce call times (repeat calls), associated costs, and improved customer satisfaction. The Call Centre operates in the following functional areas:

1.1.2. General Call Centre Services to property practitioners (estate agents), members of the public and employees at both Head office (Sandton) and regional office/s (Cape Town) of the PPRA.

1.1.2.1. Operating hours are weekdays from 8h00am to 16h30pm.

1.1.2.2. This functional area presently includes the following responsibilities:

- Field incoming calls.
- Provide information to clients and also educate the client.
- Provide customer care and after-sales service.

1.1.2.3. Matters for call centre considerations follow certain specified processes indicated below:

- Receive a call.
- Assess the nature of the call.
- If there is a general info enquiry, assist client and close a query/activity on SAP system.
- If enquiry requires escalation, log a query/activity, and escalate to admin, or relevant dept.
- If query/activity is still pending after 48hrs, advise the Call Centre Team Leader to follow up with the dept. head.

- Once the query is resolved, feedback is sent to the client to confirm the resolution.
- Activity (query)/closed.
- Report compiled by Call Centre Team Leader.

10.3.4. As the call centre services will be rendered at the PPRA offices in Sandton, the Contractor shall have an office within 200 kilometers requiring no more than one (1) hour 30 minutes driving time from Sandton, Johannesburg, to facilitate routine on-site visits and training for Contractor's representatives.

10.3.5. **NB: THE CALL CENTRE SHALL BE LOCATED AT PPRA PREMISES IN SANDTON, JOHANNESBURG. PPRA to provide desks and related software to support call centre services.**

10.3.6. Contractor shall, in liaison with the PPRA, operate the call centre system in accordance with the South African laws and regulations during the contract period.

10.3.7. Contractor shall provide staff and a call centre monitoring and management solution.

10.3.8. Contractor shall have the capability to provide call Centre services five days a week, from 08h00am to 16h30pm. Normal call centre business hours are 8:00am – 16:30pm Monday – Friday and closed on weekends and public holidays, which must be staffed by suitably qualified staff at all times.

10.3.9. The Contractor shall be responsible for all work performed by subcontractors.

10.3.10. The Contractor shall provide the following types of Call Centre Services including but not limited to:

- Call Centre Staff to include Call Centre Team Leader X1, Quality Assurer X1 and Call Centre Agents X15;
- Provide desktops X15, X2 laptops intended for the Team Leader and the quality assurer to manage calls and emailed queries;

The specification must be aligned to ensure compatibility with SAP.

The proposed basic computer specification for end-user devices to be used by the call centre agents as part of the Call Centre project must meet the following requirements:

Component	Minimum Specification	Recommended Specification	Notes
Processor (CPU)	Intel Core i5 (10th Gen) or AMD Ryzen 5 (4000 series)	Intel Core i5 (12th Gen) or AMD Ryzen 5 (5000 series)	SAP client and Citrix/RDP connections perform best with midrange CPUs
Memory (RAM)	8 GB DDR4	16 GB DDR4	SAP can be memory-intensive when using

			multiple forms or add-ons
Storage	512 GB SSD	512 GB NVMe SSD	SSD improves response time, call handling, and system boot-up speed
Operating System	Windows 11 Pro (64-bit)	Windows 11 Pro (64-bit)	Must be domain-joinable and Intune/Entra compliant
Display	21.5" LED Monitor (1920x1080)	Dual 22" Monitors	Dual screens enhance productivity for SAP + call handling apps

- Inbound and Outbound Live Operator services;
- Service or Product Information;
- Scripted Information Dissemination;
- Mailing of Literature and Information Requests;
- Automatic Call Distributor (ACD);
- Interactive Voice Response (IVR);
- Email Correspondence;
- Call Centre Overflow Capabilities; and
- Handling Surveys and Questionnaires.

10.3.11. Functional Area

10.3.11.1. The contractor shall conduct call handling, and work with PPRA to develop effective call scripts for various projects.

10.3.11.2. The Contractor shall provide, at a minimum, the following types of services:

- Order Calls – this includes the processing of request for information e.g., complaint form, registration forms, audit reports, etc.
- Information Calls – this includes all calls when information is referred to and information is captured from the caller;
- Interactive Voice Response (IVR) – this includes all calls (including order calls and information calls) that are retrieved from the voicemail or IVR system by the Information Specialists and recorded into the call system.
- Callback Calls – a callback occurs when the Call Centre Agent cannot readily answer or provide the requested information while speaking with the customer; therefore, will arrange a callback at a later date and time with the caller.
- Repeat Calls – a repeat call occurs when a customer calls back to check the status of a previous request and additional information is referred, or a new request is placed.

- Call Transfer – this occurs when a caller must be transferred to the Functional Departments within PPRA to receive more specific information not currently provided by the Contractor.
- Out-bound Call Centre/telemarketing – this service includes conducting telephone surveys to consumer and any other business deemed appropriate.
- Mailing Forms – includes obtaining customer name and address and e-mail or fax form to customers.
- Data Entry – keying the data of information received into the PPRA Database;
- Web transactions – this includes, at a minimum: receive and respond to e-mail messages.
- Provide data content and order input of calls, products, and services into Agency database.
- Provide real-time information processing and on-line reporting.
- Provide on-going training to in-bound and out-bound Call Centre Agents.

10.3.12. **SYSTEM REQUIREMENTS**

10.3.12.1. The Contractor must provide detailed information on the infrastructure architecture proposed for hosting the centralised database and telephonic recordings for the call centre system. This must include:

- The type of hosting environment (on-premises, cloud-based, or hybrid) and its configuration;
- For cloud-based environments, details of the cloud service provider, region, service model (IaaS/PaaS/SaaS), and data residency;
- For on-premises or hybrid solutions, the type of storage architecture used (e.g., RAID 5 or equivalent);
- The redundancy and failover mechanisms in place to prevent single points of failure (e.g., multi-zone replication, controller-level redundancy);
- The mean time between failures (MTBF) or corresponding cloud service availability metrics (e.g., 99.9% uptime SLA); and
- Assurance that the system will continue normal operation in the event of a component or instance failure, through built-in fault tolerance and automated recovery at both infrastructure and storage levels.

10.3.12.2. The system will support the archiving, retrieval with its graphic user interface, and purging of all appropriate data. The database(s) residing on the central computer should be kept in an online mode for the length of the contract, except for archiving and retrieval purposes.

10.3.12.3. The System must be able to transact from current platforms (SAP business environment)

- 10.3.12.4. The System must prevent duplication of customer records. The Contractor must describe how this will be accomplished;
- 10.3.12.5. Contractor's interactive voice response (IVR) system shall, at a minimum, include processing calls in accordance with PPRA approved scripts and routing paths, application maintenance, and monitoring of the Call Centre's IVR system, IVR answering capabilities, providing multi-language (English, Zulu, Afrikaans and Sotho) service capability.
- 10.3.12.6. **OUTBOUND CALL CENTRE/TELEMARKETING**
At the direction of PPRA, Service Provider shall conduct telephone surveys of customers, consumers, and any other businesses deemed appropriate by PPRA.
- PPRA shall develop the questions for each survey.
- The Bidder shall conduct all telephone surveys and electronically transmit the responses to the surveys and/or other information to PPRA. Bidder is to provide results of the telephone surveys on in a format to be determined by the PPRA from time to time.
- 10.3.12.7. **PERFORMANCE STANDARDS**
The Contractor shall present itself to all customers as a unit of the PPRA, not as a private contractor.
- 10.3.12.8. **LANGUAGES**
Contractor must be able to oversee calls in at least four languages, English, Zulu, Afrikaans, and Sotho. 100% of the Call Centre staff dedicated to the PPRA under the contract must have at least reading and speaking abilities.
- 10.3.12.9. **MONITORING**
PPRA reserves the right and shall be entitled to "On Site" as well as "On-Line" monitoring of Call Centre and call centre operations at location of the call centre. Timing and frequency of such monitoring shall be determined by the PPRA.
- 10.3.12.10. **DATA ENTRY SERVICE**
Contractor will, by request, input (non-live phone calls) names, addresses, etc. into a database from applications, forms, mailing lists, or from voicemail (IVR), internet, or other sources. Contractor will update certain Call Records in the database.
- 10.3.12.11. **CALL SCRIPTS/SCREENS**
PPRA shall develop all scripts and shall approve materials used in all projects.
- The PPRA database and call database will be accessible to the Call Centre Agents and Agency to provide and receive pertinent information to address inquiries received via the Internet, office mail, and telephone calls to the PPRA business office.

10.3.13. DISASTER RECOVERY

10.3.13.1. Contractor shall have a viable disaster recovery plan to protect against possible service interruption due to an emergency event such as fire, floods, hurricanes, etc. Call centre operations are to be up and running within forty-eight (48) hours of the emergency event. Hot Site capability may be included in the plan only if it is part of Contractor's standard existing operating procedure.

10.3.13.2. The contractor shall have in place process and procedures for restoring service for situations where a reported service interruption cannot be resolved within four (4) hours and for services that cannot be restored within 48 hours. Service transfer capabilities and the lag time to implement must be described for both types of service outage scenario.

10.3.13.3. PRICING

The price proposals will form one of the main criteria for the evaluation, pricing transparency is paramount. Prospective contractors provide complete and accurate pricing. The costs should include all **set-up and configuration fees**.

10.3.13.4. CONTRACT DURATION

The contract will be valid for a period of three years (3) in respect of providing a call centre management solution and reporting tool, staffing, set up, reporting, configuration and implementation of the contact centre. During this period, the service provider should place a technical support person on site and also ensure that necessary skills are transferred to PPRA's technical team who would then continue with support and maintenance after the contract period had lapsed.

10.3.13.5. STAFFING

The contractor shall provide and adjust staff levels to service the volume of calls as anticipated by PPRA based on projections and schedules provided.

Throughout the life of the contract, Contractor shall provide a Project Management Team to implement the PPRA's Call Centre program and guidelines. The Project Management Team will consist of the Contractor's Account Manager and the Supervisor.

The Contractor shall appoint suitably qualified staff to manage PPRA's call centre operations during the duration of the contract. The specific expertise and years of experience must be indicated in the curriculum vitae of the staff members who will be responsible for the fulfillment of the contract.

10.22 TRAINING

10.23.1. **ALL TRAINING COSTS ARE THE CONTRACTOR'S RESPONSIBILITY.** The PPRA will not accept any separate invoices for training and/or associated expenses, unless specifically authorized and agreed to by PPRA IN ADVANCE and in writing.

- 10.23.2. Call Centre Agents are required to receive product knowledge training. In addition, training will be provided for special event-based requirements. Contractor's Supervisor/Trainer shall collaborate with the Customer Relations Manager to review PPRA's training manual.
- 10.23.3. Upon award of the Contract, PPRA trainer shall conduct an initial training program and up to three weeks were indicated and needed, which will consist of product knowledge system training for the Call Centre Supervisor/Trainer and Call Centre Agents before answering calls. Once the Supervisor/Trainer has completed initial training, ongoing training will be Contractor responsibility to provide all training for any new Call Centre Agent hired during the term of the contract.
- 10.23.4. The Contractor shall train and manage staff assigned to the Call Centre as follows:
- Develop, conduct, and maintain a comprehensive and continuous training program providing Call Centre Agents with the appropriate knowledge and current information to perform services required by the PPRA.
 - Develop and update training manuals and training records for the PPRA's review approval.
 - Provide copies of all training materials to the PPRA on an ongoing basis.
 - Conduct training that would include (but not be limited to):
 - o Sensitivity awareness training
 - o Projecting positive and helpful attitude
 - o Communicating with confidence and competence
 - o Adhere to confidentiality policies and procedures
 - o Customer Service Enhancement
- 10.23.5. Contractors must provide training to their staff to maintain continued effective operation of the Call Centre replacement staff and refresher, or updating training as needed.
- 10.23.6. The PPRA shall update the Supervisor/Trainer on a needs basis concerning policy updates. The PPRA will provide current desk reference guide material and other reference information as needed.
- 10.23.7. Any training required for new projects, new subject matters, and certain familiarization throughout the term of the contract shall be at the cost and responsibility of PPRA. Whenever new projects are introduced, the Account Manager and the Supervisor/Trainer shall evaluate the quality standards and time required to train the Call Centre Agents. Training can be formal in terms of an actual "classroom setting" or "on-the-job" training as part of the Supervisor/Trainer's responsibility.
- 10.23.8. Training shall consist of, at a minimum:
- Introduction and purpose of the project;
 - History or project background information;

- Product familiarity, Call content/project knowledge;
- Script familiarity;
- Role-play activities;
- Production and Quality measurement criteria;
- Oral Quiz;
- Written test; and.
- Review

10.23.9. Training will be conducted at Contractor's location or PPRA offices;

10.24. SYSTEM TROUBLESHOOTING

10.24.1. The Contractor(s) shall, in liaison with the Customer Relations Manager, correct all system problems and application problems under its control within (4) hours of detection. Any problems related to system functionality (i.e., hardware, lines, etc.), which are not under Contractor control, must be reported to the Customer Relations Manager immediately upon detection.

10.24.2. Contractor is required to provide troubleshooting and connectivity issue resolution between the call centre and database systems. The Contractor shall provide general troubleshooting of the call module in the areas of call centre user accounts and call reports both of which are key functionality of the call module.

10.24.3. The Contractor(s) shall notify the Customer Relations Manager two calendar weeks in advance, by confirmed e-mail or phone of any planned service outages that may affect the PPRA's services provided or describe alternate plans.

10.25. QUALITY CONTROL

10.25.1. Contractor line supervisors will monitor a minimum of twenty percent (20%) of all calls received by Call Centre Agents for quality control. A monthly report of recorded results will be submitted to the Customer Relations Manager.

10.25.2. The Contractor shall facilitate and allow the Customer Relations Manager their nominee's access to Contractor's screen data displaying real time call centre telephone activities (all volume, number of calls in queue, waiting time, available staff, etc.) This screen availability system shall be available on equipment housed at the Customer Relations Manager and IT Manager's offices.

10.25.3. The Contractor shall verify credentials of authorised PPRA audit personnel prior to any quality control audit. These audit reviews will be incorporated but are not limited to the following:

- Review the Contractor's compliance with contract terms, system specifications, local laws and regulations, and administrative and program documentation.
- Review invoices for accuracy.

The Contractor shall be notified in writing, through the Customer Relations Manager, of the results of any audits. The Contractor shall respond in writing and correct any deficiencies noted by the auditor as specified in this RFQ.

10.26. TRANSITIONAL ARRANGEMENTS

The incumbent contract runs on month to month. It is envisaged that the new contract will commence in December 2025, or at a determined date. Therefore, "transition-in" of services shall begin at contract award and be completed by date to be determined, to include transfer of all data and services. Describe the transition-in plan in detail in technical proposal.

10.26.1. The Transition Plans must include, but not be limited to the following:

- Address all legal regulations and requirements;
- Listing/inspecting of office space, furniture, equipment, telephone, and data lines;
- Any installation of furniture, equipment, telephone, and data lines, where necessary;
- System Security and Security aspects related to a safe environment for staff and customers;
- Transfer and organisation of documentation;
- Transfer of electronic data;
- Coordination of enabling or disabling of logon IDs;
- Establishing or terminating contracts for other services;
- Implementation of standard operating procedures, generally accepted accounting procedures, generally accepted audit standards, and security over the computer system;
- Training of staff;
- Risk analyses and their proposed solution(s), and their assessment for the transition;
- Transfer of services including cutover dates;
- The End-To-End Performance Testing Period*
- Staffing;
- Hardware and/or Software Tools; and
- Hardware and Software platforms utilised.

10.26.2. **End-To-End Performance Test Period:** The end-to-end performance test period will begin during the transition period. The end-to-end performance test period shall be to test complete business processes as required for the utmost reliability of the Call Centre, and shall include at a minimum:

- a. Testing with existing system applications and services as appropriate;
- b. Validate system set-up for transactions and user access;

- c. Confirm use of system in performing business processes;
- d. Verify performance of business-critical functions;
- e. Confirm integrity of business processes, data, services, security, and end-products;
- f. Verify all requirements of the tender have been met;
- g. Speed of performance;
- h. Rate of errors or failures;

If it is determined that the scheduled End-To-End Performance Test Period does not allow for all business processes to be tested (i.e. rounds, inspections, audits), then the Contractor will, at no charge to the PPRA, provide all resources necessary to correct the problems of the system and services for an additional period, until the system is free from performance problems and meets all specifications as defined in this RFQ. If performance problems or specification problems continue, liquidated damage may be assessed.

- 10.26.3. The Contractor is also required to provide a "Transition-Out" plan as an end-of-contract transition prior to the conclusion of the contract awarded as a result of this RFQ. This Plan shall document and demonstrate how the call centre services and operations will be transferred to a potential new contractor. In addition to this Transition-Out Plan, the Contractor shall be required to document all hardware and software platforms, scripts, business processes, databases, hardware architecture, tools, etc., used in their operations. The Contractor shall provide technical support to ensure a smooth, effective, reliable transition.

10.27. OWNERSHIP OF DATA

- 10.27.1. All PPRA data stored on Contractor's servers or other equipment is owned by the PPRA and must be provided to the PPRA and/or a designated future Contractor upon request by the Customer Relations Manager. The PPRA reserves the right to determine the format in which the data is transferred.
- 10.27.2. All data provided to the Contractor remains the property of the PPRA. All data generated during the performance of the contract is the property of PPRA. All PPRA owned data must be used only for the purposes of administering the Call Centre System. The data will not be utilised for any other purpose, commercial or otherwise, unless specifically authorised by the PPRA.

10.28. ORDER PROCESS

- 10.28.1. The Customer Relations Manager will process the PPRA service request electronically submit the request to the Contractor.
- 10.28.2. The Contractor shall respond to the request by email or fax with all pertinent order information within ten (10) business days.
- 10.28.3. The Customer Relations Manager will electronically submit a purchase order to the Contractor. This P.O. will serve the Contractor as a notice to proceed for specific services.

10.28.4. The Contractor shall respond to the Purchase Order by email or fax with all pertinent order information within three (3) business days. Each Purchase Order will include the name, telephone number and e-mail address of the Customer Relations Manager who should receive the order information.

10.29. BILLING INFORMATION

10.29.1. The Contractor shall provide and send monthly invoices to the Customer Relations Manager. The invoices shall be dated the first of the month. In addition, one invoice will be submitted to the Customer Relations Manager on a monthly basis for the previous month's service by the 15th calendar day of the following month, i.e., a copy of June's bill will be submitted by the 15th of July. The monthly invoice shall include the following:

- Name and Address of the vendor;
- Account Number;
- Invoice number and date;
- Billing period;
- PPRA Purchase Order Number;
- Type of Service Provided;
- Quantity of Service Units (Minutes of Service, Hours Worked, etc.);
- Discounts (if applicable);
- Unit Price (Per Minute, Hourly wage, etc.);
- Total current charges;
- Past due charges;
- Balance to date;
- Date due; and
- Remittance address.

10.29.2. The Contractor(s) shall provide with the monthly invoice a call detail report. (See Reports Section for details).

10.30 SECURITY

10.29.3. The Contractor will comply with the PPRA Standards of Security and Privacy: Primary objectives are:

- To establish a secure environment for the processing of data
- To reduce information security risk
- To communicate the responsibilities for the protection of information

10.29.4. All Contractor personnel is responsible for:

- Being aware of their responsibilities for protecting IT assets of the PPRA;
- Exercising due diligence in conducting the PPRA's IT Security Policy;

- Being accountable for their actions relating to their use of all PPRA IT Systems and Internet Access;
- Using IT resources and Internet Access is only for intended purposes as defined by policies, laws, and regulations of the PPRA.

The contractor must be compliant to the Protection of Personal Information Act;

- ISO 27001
- ISO 27701

10.29.5. **REPORTS**

10.29.6. The Contractor will have in place a comprehensive call flow and intelligent routing process. The System must have the capability of generating customised reports. This customised report generator must be Windows based. The reporting software must have real-time access to all of the System's data.

10.29.7. The contractor shall generate reports to evaluate PPRA programs and services system effectiveness. Such reports shall be produced individually or combined and shall be provided on a daily, weekly, monthly, quarterly, semi-annual, annual basis and/or by special request. Reports shall be submitted to the Customer Relations Manager. Reports monitoring call traffic and other reports must also be available. The reports format shall be agreed upon between the Contractor and PPRA.

10.29.8. ACD Reports – average number of agents, total calls accepted, total calls answered, ACD calls referred, average answered, average abandoned, ACD down time, average ACD talk time (seconds), maximum answered, total ACD talk time (seconds), total not ready time, total down time, total wait time, total staff time, customer service staffing level per hour:

- Call volume reports - number of calls during each hour, number of abandoned calls, number of incomplete calls, busy signals and rollovers, length of calls, percentage of calls answered and serviced vs. total calls received, etc.
- Performance Reports – system down time, monthly turnover rate, average time in queue, average call duration per agency, number of calls handled per hour, number of staff on duty daily, number of calls transferred to functional departments, problem/complaint resolution log;
- Abandoned rate reports;
- Trouble (Maintenance) Report; and
- Any other information to the Customer Relations Manager.

10.31.4 **TERMINATION OF SERVICE**

In case of any failure to comply with any of the conditions of the contract or unsatisfactory rendering of service, the stipulation of the General Conditions of Contract and the Special Conditions of Contract shall be applicable.

Should PPRA, after a reasonable period of notice, of not less than seven days, in writing, depending upon the circumstances, call upon the service provider to comply with any of the conditions and should he/she fail to do so, PPRA shall, without prejudice to any of its rights be entitled to cancel the contract, and to claim from the contractor any damage or loss that might have been suffered, including any additional expense incurred by it having either to invite fresh bids/quotation or to accept any less favorable bid.

10.31.6 **UNSATISFACTORY PERFORMANCE**

Failure to comply with the conditions of the contract, PPRA shall be entitled, without prejudice to its other rights, to cancel the contract in terms of the General Conditions of Contract.

10.31.7 **ASSIGNMENT**

The contractor shall not, without prior written authority of PPRA, cede, assign, or transfer its rights or obligations in respect of this contract or any part thereof or any share of interests herein, directly, or indirectly, to any person, firm, or organisation whatsoever.

11. **EVALUATION PROCESS**

The evaluation will be conducted by an evaluation committee who will evaluate all bids submitted in line with the evaluation criteria outlined in this bid document.

Bid Proposals will be evaluated in terms of the Preferential Procurement Policy Framework Act (PPPFA) (Act 5 of 2000), the Preferential Procurement Regulations (PPR) of 2022 and the PPRA Supply Chain Management Policy.

Phase 1 of the evaluation will consist of – Mandatory compliance and functionality and,

- Stage 1A: Mandatory Compliance Evaluation
- Stage 1B: Functionality Evaluation

Phase 2 of the evaluation will be based on - Price and Preference points system the evaluation, as per Regulation 5 of the PPR, 2022.

- Price = 80 points
- Preference Points (specific goals) = 20 points

11.1. **Stage 1: Functionality**

Bidders who score below the minimum requirement shall not be considered for further evaluation in stage .

11.1.1. Functionality will be evaluated using the following table:

Description	Weights
<i>Proposed Approach and Methodology (Infrastructure):</i>	50

Description							Weights
Availability and appropriateness of the tools/methods used by the organisation and how they will satisfy the requirements of the assignment, particular reference to: 06 points = Call centre software and related hardware; 05 points=Training and development of call centre staff; 06 points =Disaster recovery & Location: Offices in Gauteng to enable proper monitoring; (refer to page 20 of the bid document); 02 points= points Languages covered; and 02 points= Quality control							
Project and Implementation Plan: Appropriateness of the suggested delivery schedule indicating targets and time frames per financial year and ability to reach and exceed the set targets. Score 00 points = No understanding of PROJECT; 04 points = Demonstrate understanding of PROJECT; 08 points = Demonstrate understanding of PROJECT, clear timelines; 12 points = Demonstrate understanding of PROJECT, clear timelines, and targets; 16 points = Demonstrate understanding of PROJECT, clear timelines, targets, and project budget; and 20 points = Demonstrate understanding of PROJECT, clear timelines, targets, project budget, and engagement strategy.							10
Qualification and Relevant Experience of Individual Key Team Include Team Leader and Quality Assurer: Academic and experience of individuals that will be involved in the assignments. Score: 00 points=Degree/National Diploma with 0 to 1 year’s relevant experience; 05 points = Degree/National Diploma with 1 to 3 years’ relevant experience; 10 points = Degree/National Diploma with 3 to 5 years’ relevant experience; 15 points = Degree/National Diploma, 5 to 7 years’ relevant experience; 20 points = Degree/National Diploma, 7 to 10 years’ relevant experience; and 25 points = Degree/National Diploma, 10 years’ relevant experience and above							10
Experience of the firm in offering call centre services in line with supported by contactable reference letters. Bidders must use the following template to present experience in the utilisation of the call centre systems.							30
Name of client	Contract start and end date	Contract description	Address where contract work was performed	Contact person and number for references	Provide details of system used and	Total number of years of experience	

Description							Weights
					work undertaken		
Score: 04 points = Between 0 to 2 years; 08 points = Between 3 to 4 years; 12 points = Between 5 to 6 years; 16 points = Between 7 to 8 years; and 20 points = From 10 years and above.							
TOTAL SCORE FOR FUNCTIONALITY							100

All bidders who score less than 70% on functionality will be eliminated and will be regarded as having submitted a non-responsive bid and will be disqualified.

12. STAGE :3 PRICING AND SPECIAL GOALS

This stage of the evaluation is in line with the PPPFA, PPR 2022 and the PPRA SCM Policy prescribing the framework for the Preference Point System.

The Entity is applying the 80/20 Preference Point System for this tender. A maximum score of eighty (80) points will be allocated for Price quoted by the Bidder, as per Regulation 5 of PPR 2022 and twenty (20) points are allocated in line with the persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability including the implementation of programmes of the Reconstruction and Development Programme as published in Government Gazette No. 16085 dated 23 November 1994;

	POINTS
Price	80
Preference Point – Specific Goals	20
Total points for Price and Preference Points	100

Price Evaluation:

The following formula shall be used to calculate the points out of 80 for price in respect of quotations/bids with a Rand value equal to or below R50 000 000 (all applicable taxes included):

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

Ps = Points scored for price of bid under consideration

Pt = Price of bid under consideration

Pmin = Price of lowest acceptable bid

Preference Point – Specific Goals:

A maximum of 20 points will be awarded to a tenderer for the Specific Goal specified in this tender.

Points scored for the Specific Goals must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Specific Goals Requirements

To qualify for Specific Goal points, Bidders must provide evidence and verifiable documentation as proof to claim the Preference Points.

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

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Black people (attach ID Copy)	10	
Women (Attach ID Copy)	4	
People with disability (Attach proof from registered Medical Doctor)	2	
People who are Military Veterans (Attach proof)	2	
Youth (Attach ID Copy)	2	

13. ONLINE BRIEFING SESSION

A compulsory online briefing session will be held on the [REDACTED] at _____am.

14. SUBMISSION OF PROPOSALS

Bidders must respond to the bid as follows:

- Proposals must be VAT inclusive and include all total costs required for the assignment including disbursements (if applicable). Must complete the Bid document must contain a detailed proposal in line with the terms of reference.
- Submit hard copies at the Property Practitioner Regulatory Authority, Deposit the bid proposals in the bid box.
- Bid box is accessible during working days from **07:00am to 17:30pm**
- Bidders must submit the bid to PPRA in the following format:

- ✓ one (1) original hard copy and marked “original.”
- ✓ Three (3) copies and marked “copy1, copy2 and copy3”.
- Submission must be on, or before closing date and time as indicated in the bid document.
- All bids must be submitted in a sealed envelope bearing the bid number, bid description and closing date and time.

15. FORMAL CONTRACT

- 15.1.1 Successful bidder (s) will be required to enter a formal contract with the Property Practitioner Regulatory Authority (PPRA).
- 15.1.2 The terms of reference together with the proposal made by the successful service provider (s), the acceptance thereof by the PPRA and the SLA concluded by and between the Entity and the successful service provider (s) shall constitute the formal agreement between the parties. No amendment to this agreement, variation, waiver, relaxation or suspension of any of the provisions thereof shall have any force or effect, unless reduced to writing and signed by both parties.
- 15.1.3 Awarding of the contract will be subject to the Service Provider’s expressing acceptance of the General Conditions of Contract and Special Condition of Contract.
- 15.1.4 The Entity reserves the right to terminate the contract if there is clear evidence of non-performance, by the Supplier (s).
- 15.1.5 This bid document is not an offer to purchase any services or materials, and the PPRA will not incur or be liable for any costs associated with the preparation of this bid.

16. VALIDITY

Bid documentation submitted by the bidder will be valid and open for acceptance for a period of 120 calendar days from the closing date and time stipulated on the front cover of this invitation to bid.

17. ENQUIRIES

Should any bidder have any enquiries relating to this invitation to bid, such enquiries may only put in writing and be addressed to the person/s detailed as provided below: Enquiries: Vusani.Tshivule@theppra.org.za

Please note that failure to comply with the Bid document will invalidate your submission (if all documents are not submitted then consider and a detailed proposal not accepted).

PPRA reserves the right not to appoint any bidder who has submitted his/her proposal. Note that in the event PPRA selects a successful bidder, the latter will be required to sign a service level agreement. Successful bidders will be subjected to the PPRA ’s terms and conditions.

Other Required Documents for consideration and completion:

- Fully completed and duly signed Bid to invitation (SBD 1),
- Fully Completed and duly signed of Bid Disclosure (SBD 4);

- Fully Completed and duly signed Preference Points Claim Form (SBD 6.1);
- Fully Completed and duly signed Bid Price (SBD 3.1);
- Valid SARS Tax Compliance Status (TCS) Pin;
- Copy of Company Registration Certificate (CIPC);
- Proof of registration with National Treasury Central Supplier Database (CSD)