NATIONAL LOTTERIES COMMISSION

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CELEBRATING 25 YEARS of NLC 1999-2024

NATIONAL LOTTERIES COMMISSION

TERMS OF REFERENCE – FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISIONING OF AN INTEGRATED CLOUD BASED CONTACT CENTRE SOLUTION AND AN END-TO-END CLOUD TELEPHONY SOLUTION FOR THE NLC FOR A PERIOD OF FIVE YEARS.

BID PROCESS	BID REQUIREMENTS
Tender number	**NLC/2026 – 003**
Bid Advertisement Date	**17 April 2026**
Closing date and time	**13 May 2026 at 11:00** *(South African Standard Time)*
Tender validity period	**120 days *from the closing date***
Compulsory Briefing meeting	**30 April 2026 @ 10:30** Venue; 333 Grosvenor Street, Block D, Hatfield Gardens Pretoria
Submission instruction:	All submissions must be addressed to Supply Chain Management NLC. Submission of proposals must be done through online submission on the National Treasury **e-tender portal).** **No email submission**

COMMISSION SECTION 1: BACKGROUND, OVERVIEW AND RFP SCOPE OF REQUIREMENTS.

1. INTRODUCTION

The National Lotteries Commission (NLC) serves as the exclusive National Regulator for lotteries and sports pools in South Africa. It oversees various lottery categories, including the National Lottery Operator, Society Lotteries, Private Lotteries, and Lotteries incidental to exempt entertainment. The NLC ensures the protection of participants' interests in lotteries and guarantees the proper conduct of all lotteries. It also polices other lottery-type schemes. Additionally, the NLC monitors and regulates lottery competitions, organized by both non-profit organizations to raise funds and companies to promote their goods and services.

Furthermore, the NLC functions as a Grant Funder, providing funding to registered Non-Profit Organizations, Non-Profit Companies and Public Benefit Organisations for projects aimed at improving the lives of everyday South Africans. Grant funding primarily focuses on areas requiring substantial support to bring about growth and change within indigent and disadvantaged communities. The impact of the NLC Grant Funding model is designed to play a significant role in changing people's lives. The NLC, as a Commission, adheres to a strict mandate governing its operations and guiding the model of its Grant Funding.

It is essential to note that the NLC does not adjudicate applications for funding or make allocations to organizations. Instead, this responsibility falls to committees known as Distributing Agencies. These agencies are appointed by the Minister of Trade and Industry and Competition, in conjunction with other relevant Ministers, following a process of public nomination. **The NLC provides administrative support to the Distributing Agencies.**

2. BACKGROUND AND PURPOSE

The NLC is implementing a progressive modernization strategy to transform into a more automated, e-services-focused, self-regulated, and risk-oriented organization. This initiative aims to facilitate better regulation, promote social upliftment, and enhance accessibility to Grant Funding through innovative and inclusive multi-channel services, with telephony being an integral component of this strategy.

Currently, the NLC relies on an on-premise Enterprise ERP platform and an on-premise Telephony Solution platform, both having almost reached end-of-life, no upgrades are under consideration. The NLC also makes use of a hosted contact center telephony platform that is integrated to the on-premise telephony system.

The organization is in the process of procuring a single-source Enterprise Business Applications Solution (Enterprise Solution) to handle all channel inquiries, stakeholder queries, grant applications, internal business, and technology queries through a centralized entry point.

This approach aims for more effective and efficient customer and product service, management, and feedback as well as reduced cost of ownership aligned with the Commission's mandate as per legislation.

The scope of the Enterprise Solution, currently being procured, encompasses core workflow applications, such as Customer Relationship Management, Case and Query Ticketing and Management, Core Business Application Workflows, Backend Processing, API Collaboration with identified partners, and fundamental Content and Records Management.

The envisaged integrated Telephony Solution will play a crucial role as a fundamental customer interface and service channel at NLC. In particular:

- **Ensuring exceptional customer service is a top priority for the National Lotteries Commission (NLC)** and to achieve this goal, NLC requires a cloud-based contact centre solution and a comprehensive telephony system for its Head Office and all current and future branches. This document outlines user requirements for this solution, emphasizing functionality across devices and locations, integration with Microsoft Teams (MS-Teams), and appropriate call routing and a work from anywhere (employee mobility) environment.
- **The NLC requires that all product and service channels are appropriately PoPI, PAIA, and ISO compliant,** supporting the implementation of standards and legislative requirements as per **4.24 Compliance to ISO, Industry Best Practice and Technology Standards:**
- **The solution must include full integration with the Enterprise Core Technology Solutions currently being procured separately**.

It is a further requirement that the proposed solution contain integration capabilities to:

- **Support the harmonization of all internal enterprise functions onto the designated business solutions technology platform as outlined in the Scope of Services and Work below;**
- **Offer a configurable service setup for swift deployment, user-friendly operation, security, and user customization; and**
- **Ensure user-driven service level skills and capacity to optimize and minimize third-party maintenance costs.**

3. OBJECTIVE

TERMS OF REFERENCE - INVITATION TO SERVICE PROVIDERS TO SUBMIT PROPOSALS FOR THE PROVISIONING OF AN INTEGRATED CLOUD BASED CONTACT CENTRE SOLUTION AND AN END-TO-END CLOUD TELEPHONY SOLUTION FOR THE NLC FOR A PERIOD OF FIVE YEARS. THE SOLUTION WILL ACCOMMODATE CURRENT AND FUTURE BRANCHES TO ENABLE THE COMMISSION TO PROVIDE A LEVEL OF SERVICE WHICH IS OF A HIGH QUALITY, TARGET BASED AND MEET THE EXPECTATIONS OF ALL ITS STAKEHOLDERS.

4. SCOPE OF WORK, SERVICES AND DELIVERABLES

Phase 1: Cloud-Based Contact Centre and Telephony Solution Implementation

4.1 Contact Centre Setup.

a. The current Contact Centre and Telephony Solution is ZYCOO VoIP PBX.

b. Establish an independent cloud-based contact centre to support both on-site and remote operations for up to 50 Call Centre Agents. **Note:** there is currently no shift-based work arrangement in place for these agents.

c. Inbound call handling includes porting the current numbers including the **Share Call Number.**

d. Provide additional softphone licenses for 400 users.

e. The current Telephone Number in use is a **Share Call Number: 08600 65383**.

f. Telephone number ranges will be retained by the incumbent PSTN service provider.

g. NLC uses Altron's SD-WAN Broadband solution with full high-availability (HA) failover capability. The broadband trunk has a capacity of 10 Gbps.

h. Call Centre Inbound Call volumes are expected to be circa 2500 to 3000 calls per month.

i. **No handsets will be required**, softphone licences are required.

4.2 Automatic Call Distribution (ACD).

a. Implement automatic routing of calls to specific agents or skill sets.

4.3 Interactive Voice Recording (IVR).

a. Provide easy-to-manage IVR options, self-help for customers, and an emergency skill set feature.

b. Text-to-speech is not required; all voice announcements must be professionally recorded. The Bidder is responsible for configuring these announcements as part of the system implementation.

4.4 Reporting.

a. Implement a robust recording system with different reporting options, including real-time and historical data. This should include at least; service levels, calls offered, answered, abandoned,calls waiting, average talk time, list, and agent status etc.

4.5 Call Queue Management System.

a. Manage users, queues, and skill sets with remote monitoring of calls and accessible from mobiledevices.

b. Wallboards with Dashboards to display real time reports according to requirements.

c. Provision of an Email or SMS based OTP authentication mechanism.

4.6 Call Recordings

a. Implement comprehensive call recording, retrieval based on search criteria, export and email options, and integration with NLC's Enterprise Solution data store and in compliance with NLC's Data Retention Policy. The minimum retention for voice recording must be 60 days.

4.7 Call Quality Management

a. Conduct agent interaction monitoring, silent, barge, whisper functionality, and call quality scoring/customer feedback.

4.8 Omnichannel Integration

a. Integrate voice, Webchat, SMS, and social media for seamless routing, reporting, and recording.

b. Integration with MS Outlook, MS-Teams WhatsApp for business.

4.9 Reliability and Security

a. Utilise South African-based data centers, ensure cloud-based solution security.

b. Robust User Authentication including Privileged User Access Management for administration functions.

c. The system should support quick and easy backup and restore functionality e.g., immutable datasnapshotting and audit logging.

d. Ongoing practical compliance to applicable information security and technology standards and processes as per 4.24 Compliance to ISO, Industry Best Practice and Technology Standards: below.

4.10 Uptime Guarantee

a. Provide a minimum 99% uptime guarantee.

4.11 User Licenses

a. Issue 50 Contact Centre licenses and 400 licenses for other employees, scalable on a pay-per-usage basis.

4.12 Installation and Configuration

a. Implement a site-agnostic, available, cost-effective solution accessible via various end-user devices to ensure employee mobility, hosted by the Bidder.

4.13 Support

a. Provide unlimited optimal support and maintenance for a five-year period, including amendments, corrections, fixes, and addition of new functionality.

b. Perform required firmware updates, software updates, security fixes as when so required.

c. Provide monthly support hours as follows:

- Working hours (8am to 5pm, Monday to Friday): 44.

- After hours (Monday to Friday): 44.
- After hours (any hours outside working hours on Saturday, Sunday and Public holiday):30.

d. Demonstrate the capability to handle both existing and anticipated potential volume growth of customers and users. Current volumes are approximately 20,000 Grant Applications and 3,500Grant Awards per annum, resulting in about 20,000 customer profiles. NLC expects a threefoldincrease in the next 2 to 3 years.

4.14 Training

a. Conduct technical and user training for NLC staff members, including contact centermanagement in line with the expected licensing requirements.

b. The successful Bidder will be expected to provide face-to-face training on utilization of thesystem for internal staff to a maximum of 400 staff members at the NLC offices or via MS Teams.

c. Provide a training manuals and video material for internal users, explaining how to use the solution and its various functions.

d. It is expected that the training manuals and videos will be updated as and when requested by NLC during the contract period.

e. The primary focus is for the appointed Bidder to transfer skills to NLC's Administrative/Managerial, technical resources and interns, ensuring proficiency in ongoing systems amendments, administration, and support.

4.15 Integration

a. The system should provide API capability that allow it to connect to other systems already existing in the NLC environment.

b. Ensure seamless integration and migration to and from the new NLC Core Business Solution and other enterprise solutions where required, including but not limited to Microsoft 365, OracleFusion Version 11.1.9 (9.2 On-Prem), Oracle 11g, Oracle SQL, and VMWare Ver. 6.7.0 for non-Oracle Stack. Other server environments include Windows 2016 Standard up to 2023, with legacy servers operating on Windows 2012, and Windows 2016, among others.

4.16 ICT Infrastructure

a. Assess current and future bandwidth requirements for the proposed solution and integrate APIs.

b. Provide detailed technical documentation and diagrams to facilitate and support NLC infrastructure requirements, including bandwidth considerations.

c. Details of the target NLC Bandwidth infrastructure will be communicated at the Bidder Briefing.

4.17 Project Management

a. Include costs for an appropriate project management service, reporting to the NLC PMO office.

4.18 Documents and Handover

a. Deliver all solution specification documents and training material to NLC, ensuring a comprehensive handover to business and technical resources.

Phase 2: Post Implementation Value Added Services and Solution Integration

4.20 After Call Surveys

a. Enable easy setup, reporting, and revision of after-call surveys.

4.21 Speech Analytics (exclusive specialised Contact Centre requirements)

a. Implement a speech analytics tool for organizing and analysing interactions.

4.22 External CRM Integration (exclusive specialised Contact Centre requirements)

a. The telephony solution is not required to include a built-in CRM module, but must support future integration with external CRM and ERP systems via standard APIs. No additional licenses are required for non-contact center agents, as NLC only requires system-level integration into its external CRM and ERP systems.

4.23 Compliance to ISO, Industry Best Practice and Technology Standards:

The proposed solution should accommodate the following Legislative and StandardsRequirements:

a. **The Electronic Communications and Transaction (ECT) Act of 2002:** Provides forthe facilitation and regulation of electronic communications and transactions; to provide the development of a national e-strategy for the Republic; to promote universal access to electronic communications and transactions and the use of electronic transactions by SMMEs; to provide for human resource development in electronic transactions; to prevent abuse of information systems; to encourage the use of e-government services; and to provide for matters connected therewith.

b. **The Protection of Personal Information (POPI) Act of 2014:** The purpose of the POPIAct is to ensure that all South African institutions conduct themselves in a responsible manner when collecting, processing, storing, and sharing another entity's personal information by holding them accountable should they abuse or compromise personal information in any way.

c. **COBIT (Control Objectives for Information and related Technology):** Is regarded asthe world's leading ICT governance and control framework. COBIT provides a referencemodel of 34 possible IT processes typically found in an organization. Each process is defined together with process inputs and outputs, key process activities, process objectives, performance measures and

an elementary maturity model. Originally createdby ISACA, COBIT ® is now the responsibility of the ITGI (IT Governance Institute).

d. **ITIL (IT Infrastructure Library):** is a high-level framework that provides information on how to achieve successful operational service management of ICT. ITIL was developedand is maintained by the United Kingdom's Office of Government Commerce in partnership with the IT Service Management Forum. While not specifically focused on ICT governance itself, the process-related information is an essential reference source for monitoring and the continuous improvement of the ICT service management function.

e. Certified : ISO 9001 - Standards for a Quality Management System.

f. Compliant to : ISO 22301 - Business Continuity Management.

g. Compliant to : ISO 27001 - Certification and High-Quality Data Encryption.

h. Recommended ISO 27032 - Guidelines for Cybersecurity.

i. Compliant to : ISO 27701 - Privacy Information Management.

j. Compliant to : ISO 31000 - Risk Management Standard.

k. That the Bidder/OEM/Supplier is ISO 27001 compliant and accredited for both softwaredevelopment and operations related to the Services.

l. That all repositories utilized are at least DoD 5015.2 compliant.

m. All relevant legislation applicable to NLC such as the PFMA, Lotteries Act & RegulationsAct 57 of 1997

5. KEY DELIVERABLES

It is expected that the NLC Digitisation/Modernisation Programme Telephony Solution willbe implemented in 2 Major Phases:

Phase 1 involves the implementation of a Cloud-Based Contact Centre Solution and an End-to-End Cloud-Based Telephony Solution for the NLC Head Office and its current andfuture branches, spanning a 5-year period.

Within Phase 1:

- NLC requires the successful bidder to deliver and deploy the Core Contact Centre and TelephonySolution, specified in section 4, within 3 months of signing the SLA.
- Integration with both existing and new NLC Enterprise Solutions should be completed within 8weeks of SLA signing.
- The successful Bidder must initiate a practical skills transfer plan for NLC-identified targetresources within the first 16 weeks.

- The system must support all 9 Provincial Offices and a hybrid working environment.

Phase 2 can begin concurrently with Phase 1 if feasible but should be completed within 3months after Phase 1's conclusion and includes After call survey, Speech Analytics and External CRM Integration.

- Appropriate support must continue until 12 months from the signature date, as outlined in Section 4.13. Phase 2 will specifically address requirements 4.20 to 4.23, detailed in section 4."

6. DURATION OF THE PROJECT

The expected duration of the contract is years (5) years, which may be effective on the date of appointment, the date of signing of a service level agreement (SLA) or as directed and at the discretion of the NLC.

SECTION 2: NOTICE TO BIDDERS

1. Terms and conditions of Request for Proposals

1.1 This document may contain confidential information that is the property of the NLC.

1.2 No part of the contents may be used, copied, disclosed, or conveyed in whole or in part to any party in any manner whatsoever other than for preparing a proposal in response to this RFP without prior written permission from the NLC.

1.3 All copyright and intellectual property herein vests with the NLC.

1.4 Late and incomplete submissions will not be accepted.

1.5 No services must be rendered, or goods delivered before an official NLC Purchase Order form has been received.

1.6 This RFP will be evaluated in terms of the 80/20 preference point system

1.7 Suppliers are required to register on the Central Supplier Database at www.csd.gov.za.

1.8 Suppliers must provide their CSD registration number (and attach a CSD Registration report) and ensure that their tax matters are compliant.

1.9 All questions regarding this RFP must be forwarded to lucky@nlcsa.org.za,

1.10 Any supplier who has reasons to believe that the RFP specification is based on a specific brand must inform the NLC via the email addressed in 1.9.

2. General rules and instructions

2.1 News and press releases

2.1.1 Bidders or their agents shall not make any news releases concerning this RFP or the awarding of the same or any resulting agreement(s) without the consent of, and then only in co-ordination with, the NLC.

2.2 Precedence of documents

2.2.1 This RFP consists of several sections. Where there is a contradiction in terms between the clauses, phrases, words, stipulations or terms and herein referred to generally as stipulations in this RFP and the stipulations in any other document attached hereto, or the RFP submitted hereto, the relevant stipulations in this RFP shall take precedence.

2.2.2 Where this RFP is silent on any matter, the relevant stipulations addressing such matter, and which appear in section 217 of the constitution of the republic shall take precedence. Bidders shall refrain from incorporating any additional stipulations in its proposal submitted in terms hereof other than in the form of a clearly marked recommendation that the NLC may in its sole discretion elect to import or to ignore. Any such inclusion shall not be used for any purpose of interpretation unless it has been so imported or acknowledged by the NLC.

It remains the exclusive domain and election of the NLC as to which of these stipulations are applicable and to what extent. Bidders are hereby acknowledging that the decision of the commission in this regard is final and binding. The onus to enquire and obtain clarity in this regard rests with the Bidder(s). The Bidder(s) shall take care to restrict its enquiries in this regard to the most reasonable interpretations required to ensure the necessary consensus.

2.3 Preferential procurement reform

2.3.1 The commission supports B-BBEE as an essential ingredient of its business. In accordance with government policy, the NLC insists that the private sector demonstrates its commitment and track record to B-BBEE in the areas of ownership (shareholding), skills transfer, employment equity and procurement practices (SMME Development) etc.

2.4 National Industrial Participation Programme

2.4.1 The Industrial Participation policy, which was endorsed by Cabinet on 30 April 1997, is applicable to contracts that have an imported content. The NIP is obligatory and therefore must be complied with. Bidders are required to sign and submit the Standard Bidding Document (SBD).

2.5 Language

2.5.1 Bids shall be submitted in English.

2.6 Gender

2.6.1 Any word implying any gender shall be interpreted to imply all other genders.

2.7 Headings

2.7.1 Headings are incorporated into this RFP document and submitted in response thereto, for ease of reference only and shall not form part thereof for any purpose of interpretation or for any other purpose.

2.8 Occupational Injuries and Diseases Act 13 of 1993

2.8.1 The Bidder warrants that all its employees (including the employees of any sub-contractor that may be appointed) are covered in terms of the Compensation for Occupational Injuries and Diseases Act 13 of 1993 and that the cover shall remain in force for the duration of the adjudication of this RFP and/ or subsequent agreement. the commission reserves the right to request the Bidder to submit documentary proof of the Bidder's registration and "good standing" with the Compensation Fund, or similar proof acceptable to the commission.

2.9 Processing of the Bidder's Personal Information

2.9.1 All Personal Information of the Bidder, its employees, representatives, associates and sub-contractors ("Bidder Personal Information") required under this RFP is collected and

processed for the purpose of assessing the content of its tender proposal and awarding the bid. The Bidder is advised that Bidder Personal Information may be passed on to third parties to whom the commission is compelled by law to provide such information. For example, where appropriate, the commission is compelled to submit information to National Treasury's Database of Restricted Suppliers.

2.9.2 All Personal Information collected will be processed in accordance with POPIA and with the commission.

2.9.3 Data Privacy Policy.

2.9.4 The following persons will have access to the Personal Information collected:

2.9.4.1 The commission personnel participating in procurement/award procedures; and

2.9.4.2 Members of the public: within seven working days from the time the bid is awarded, the following information will have to be made available on National Treasury's e-Tender portal:

2.9.4.2.1 contract description and bid number.

2.9.4.2.2 names of the successful bidder(s) and preference points claimed.

2.9.4.2.3 the contract price(s) (if possible).

2.9.4.2.4 contract period.

2.9.4.2.5 names of directors; and

2.9.4.2.6 date of completion/award.

2.9.5 The commission will ensure that the rights of the Bidder and of its employees and representatives (i.e., the right of access and the right to rectify) are effectively guaranteed in accordance with the procedures as specified in the commission PAIA manual.

2.9.6 In signing this document, the Bidder consents to the use of its Personal Information for the purposes as specified in section 2.9.1 above.

3. Compulsory Briefing Session

Date & Time: 30 April 2026 @ 11:00
Venue: 333 Grosvenor Street, Block D Hatfield Gardens,
Hatfield, 0028

Bidders are advised to arrive early; doors will open at 10:00 to the venue

4. Validity Period

4.1 The Commission requires a validity period of 120 Days against this RFP.

4.2 Bidders are to note that they may be requested to extend the validity period of their bids, on the same terms and conditions, if the internal evaluation process are not finalized within the validity period.

5. National Treasury's Central Supplier Database

5.1 Bidders are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information.

5.2 The Commission may not award business to a bidder who has failed to register on the CSD.

5.3 Only foreign suppliers with no local registered entity need not register on the CSD.

5.4 The CSD can be accessed at https://secure.csd.gov.za/

6. Confidentiality

6.1 Bids submitted for this Request for Proposals will not be revealed to any other bidders and will be treated as contractually binding;

6.2 The Commission reserves all the rights afforded to it by the POPIA in the processing of any of its information as contained in Bid Proposals.

6.3 The Bidder acknowledges that it will obtain and have access to personal information of The NLC and agrees that it shall only process the information disclosed by the NLC in terms of this bid award and only for the purposes as detailed in this RFP and in accordance with any applicable law.

6.4 The Bidder shall notify the NLC in writing of any unauthorized access to personal information and the information of a third party, through cybercrimes or suspected cybercrimes, in its knowledge and report such crimes or suspected crimes to the relevant authorities in accordance with applicable laws, after becoming aware of such.

7. Communication

7.1 Specific queries relating to this RFP should be submitted lucky@nlcsa.org.za, before the closing date.

7.2 In the interest of fairness and transparency the NL C's response to such a query may be made available to other bidders.

7.3 It is prohibited for bidders to attempt, either directly or indirectly, to canvass any officer or employee of the NLC in respect of this RFP between the closing date and the date of the award of the business.

7.4 Bidders found to be in collusion with one another will be automatically disqualified and restricted from doing business with organs of state for a specified period.

8. Supplier Performance

8.1 The National Lotteries Commission conducts regular performance reviews in accordance with the requirements for the classification of the contract and or stakeholder by making use of supplier evaluation forms. The evaluation is conducted against the deliverables or scope of the contract with a minimum of an annual review done for contracts longer than a year

and a review at completion of contract for those contracts less than a year.

8.2 Ad-hoc performance reviews shall be conducted where non-performance is identified outside the review period.

8.3 Non-performance will be addressed with at least a formal letter advising specific non-performing areas and stating remedial action/s required within specific time frames. Non-adherence to remedial actions shall lead to escalating performance management actions.

8.4 Any party to this agreement may request to participate in a joint performance review where appropriate and seek continuous improvement opportunities.

SECTION 3 EVALUATION CRITERIA

The below phases evaluation criteria will be considered in evaluating the proposals, being:

Phase 1: Tender Closing and Opening

1.1 Tender closing details

The closing date for tender is on **30 January 2026 at 11:00am** Standard South African Time. Any late tenders will not be accepted. **All submissions Must be addressed to Supply Chain Management NLC. Submission of proposals must be made through online submission on the National Treasury e-tender portal.** The onus remains with the bidder to ensure successful submission of their bids on the e-tender portal. Any discrepancies must be resolved with the National Treasury.

Submission link: [Home Page - eTenders Portal]

1.2 Bid Formats

Bid submissions must be submitted in a PDF format that is protected from any modifications, deletions, or additions.

Financial/pricing information must be presented in **a separate attachment** from the Technical/Functional Response information. The onus is on the Bidder to ensure that all mandatory and required documents are included in the electronic submission.

Tender submissions received after submission date and time will be declared late and will not be accepted for consideration by the NLC.

The NLC will not be responsible for any failure or delay in the submission or receipt of the bid including but not limited to:

- Poor Network
- Power cut (load shedding)
- Straggling access e-tender portal
- Unable to use E-tender portal

Phase 2: Administrative Compliance

All bid respondents must submit the relevant documents that comply with administrative compliance, which will include the following:

Evaluation Criteria	Supporting Document
• All Returnable Documents and/or schedules [where applicable] must be completed and returned by the closing date and time.	SBD Form 1 SBD Form 6.1
• The Bid document has been duly signed by the authorised bidder official.	Company resolution as proof of authorised individuals' delegation
• Whether Bid contains a priced/financial offer.	Pricing and delivery schedule
• Whether the Bidder tax affairs in order.	Valid Tax Compliance System Pin
• Bidders must register on the Central Supplier Database (CSD). Only foreign suppliers with no local registered entity need not register on the CSD	Proof of Full CSD registration
• In the event of the bidder being in a joint venture (JV), a jointed BEE must be submitted.	Valid Joint BEE Certificate/Affidavit

Phase 3: Mandatory Compliance

All bid respondents must submit mandatory documents that comply with all mandatory requirements. Bids that do not fully comply with the mandatory requirements will be disqualified and will not be considered for further evaluation. The mandatory Compliance Evaluation will include the following:

Evaluation Criteria	Supporting Document
1. In the event of the Bidder being in a joint venture (JV), a signed JV agreement must be submitted (where applicable).	JV Agreement.
2. Bidders must submit a fully complete declaration of interest form (failure to declare honestly will lead to a Bidder being disqualified).	SBD 4.
3. ISO 9001 Certification – Current	Certified ISO 9001:2015 Current Certificate.
4. Proof that the bidder attended the compulsory briefing session	Briefing Session Certificate

Note to Bidders:

Bidders may be requested, at the behest of the NLC, to submit via courier services to the SCM unit of the NLC, within a minimum of 3 working days from date of request hard copy certified qualifications, memberships certificates, COIDA etc. which may have been requested for mandatory or functionality assessment. Failure to submit the information within the requested period shall render the bidder non-responsive.

Phase 4: Technical Evaluation

The evaluation for the Technical and Functional threshold will include the following:

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration of ability, understanding, experience, skills, resources, and quality measures. Adds clear value.	5
Good	Satisfies the requirement with minor additional benefits. Above average demonstration with supporting evidence.	4
Acceptable	Meets the requirement. Adequate demonstration with supporting evidence.	3
Minor Reservations	Does not Meets the requirement with minor reservations. Limited supporting evidence.	2
Serious Reservations	Doe not Meets the requirement with major reservations. Considerable concerns and minimal evidence.	1
Unacceptable	Does not meet the requirement. Insufficient information or non-compliance.	0

The evaluation for the Technical and Functional threshold will include the following:

Rating scale of 0 – 5 to be applied.

The following weighting system will apply and only bidders scoring a minimum of **70 points** or morewill be eligible to migrate to the evaluation phase of this bid.

EVALUATION CRITERIA	Scoring Matrix	% Weight
1. Company Experience and Capability		
1.1. Written Reference Letters		**10%**
Bidders are required to submit **at least three (3) reference letters and up to a maximum of 5** as part of their proposal, demonstrating their relevant experience within the past 10 years. **The reference letters must specifically pertain to the Scope of Services outlined in the Terms of Reference**. Each reference letter should: 1. Be issued on official letterhead from clients for whom similar services were provided. 2. Include the company name, contact name,	• No reference letters = **0 Points.** • One reference letter = **1 Point.** • Two reference letters = **2 Points.** • Three reference letters = **3 Points.** • Four reference letters = **4 Points.**	

address, and phone number of the client. 3. Provide a brief description of the services rendered. 4. Clearly indicate how the previous experience relates to the current project. **Please note:** • Reference letters must relate to implementations completed within the last ten (10) years, with the reference letters themselves dated no earlier than five (5) years prior to the closing date of this submission. • Each reference letter must explicitly state the implementation date of the Cloud-Based Telephony solution to confirm the recency and relevance of the bidder's experience. • Multiple reference letters from the same client,even for different appointments of the same services and solution, will be considered as one reference. **Appointment letters will not be accepted.**	• Five reference letters = **5 Points.**	
1.2. Company Experience & Capability		**10%**
EVALUATION CRITERIA	**Scoring Matrix**	**% Weight**
Bidders are required to submit a comprehensive **Company Technical Profile** demonstrating their capacity, capability, and suitability to deliver the services specified in this ToR. The Company Technical Profile **must include the following information**, with emphasis on the **recency and relevance of experience**: 1. **Total years of operational experience** of the bidding entity. 2. **Demonstrated experience in the delivery, deployment, implementation, and support of Cloud-Based Telephony solutions**, limited to **projects executed within the last ten (10) years**. 3. **Detailed descriptions of relevant past projects**, including: ▪ The nature and scope of the services rendered; ▪ The **implementation dates** of the solutions;	• No of the three key information points provided = **0 Points.** • One of the three key information points provided = **1 Point.** • Two of the three key information points provided = **2 Points.** • Three of the three key information points provided = **3 Points.** • Four key information points provided = **4 Points.** • Four key information points and the Service Provider can provide evidence of a similar project in the Government Sector = **5 Points.**	

▪ Clear articulation of how each project is **directly relevant to the requirements of this ToR**. 4. Evidence presented in the Company Technical Profile **must align with and support the reference letters submitted**, ensuring consistency in project dates, scope, and capabilities claimed. Experience or project references **older than ten (10) years** will **not be considered** for purposes of demonstrating technical capability or compliance with this ToR.		
2. Resource Capacity and Ability to Implement		
2.1. Experience and Qualifications of Project Lead / Manager		**10%**
Bidders must submit a Curriculum Vitae (CV) for the proposed Lead Project Manager, clearly demonstrating experience relevant to the scope of this CBTS Solution. The CV must include, at a minimum: • The **full name and surname** of the proposed Lead Project Manager. • The **number of years' experience** in the role of Project Manager, with demonstrable experience **in the design, implementation, delivery and deployment of a Cloud Based Telephony System**.	• No experience indicated =0 points. • Experience > 0 and =< 1 year = **1 Point.** • Experience > 1 and =< 2 years = **2 Points.** • Experience > 2 and =< 3 years = **3 Points.** • Experience > 3 and =< 4 years = **4 Points.** • Experience >= 5 years = **5 Points.**	
3. Project Management, Methodology and Functional Requirement Compliance.		
<u>This section evaluates the Bidder's proposal based on the following criteria:</u> • Project Plan & Approach • Service Level Agreement Framework		
3.1. Project Plan Approach to the Scope		**15%**

Tender Evaluation Criterion: Project Plan Framework Bidders must submit a comprehensive **Project Plan Framework** demonstrating their capability to effectively manage the delivery of the proposed **Cloud-Based Telephony Solution**. The framework must be current, relevant, and based on recognised project management methodologies applied to similar implementations within the past **five (5) years**. Project plans that are generic, outdated, or not demonstrably aligned to **Cloud-Based Telephony or comparable enterprise communication platform implementations delivered within the last ten (10) years** may be scored down or deemed **non-responsive**. The Project Plan Framework must, at a minimum, address the following elements and provide sufficient detail and supporting evidence: • **Project Definition** – including project objectives, scope, assumptions, dependencies, governance structures, and clearly defined roles and responsibilities. • **Project Planning** – detailing the implementation schedule, key milestones, resource allocation, quality assurance approach, and change management processes. • **Project Monitoring and Control** – describing performance tracking, progress reporting, issue and risk escalation procedures, and corrective action mechanisms. • **Risk Management Approach** – outlining the identification, assessment, and mitigation of key project and operational risks, including risk ownership and management processes. • **Project Sign-off and Handover** – including acceptance criteria, deliverables for handover, knowledge transfer activities, and transition to operational support. • **Delivery, Deployment, Implementation and Support Plan** – describing the rollout approach, migration or cut-over strategy, post-implementation stabilisation, and ongoing service support arrangements. Only submissions that provide a **clear, structured, and implementable Project Plan Framework aligned to the proposed solution**	**Scoring Guide (1–5 Points)** Evaluators shall assess the bidder's **Project Plan Framework** against the required elements using the following scoring scale: **5 Points – Excellent** • Fully comprehensive, well-structured, and addresses all required elements. • Demonstrates **current (≤ 5 years)** Cloud-Based Telephony implementation experience using recognised best-practice methodologies. • Very low delivery risk. **4 Points – Very Good** • Addresses all required elements with minor gaps. • Clearly relevant to **current (≤ 5 years)** Cloud-Based Telephony implementations. • Low delivery risk. **3 Points – Adequate** • Addresses most elements but lacks depth or clarity. • Relevance is evident but not consistently substantiated. • Moderate delivery risk. **2 Points – Weak** • Limited coverage of required elements and weak relevance. • Approach is poorly articulated or outdated. • High delivery risk. **1 Point – Poor** • Incomplete or non-responsive submission. • No credible project delivery approach. • Unacceptable delivery risk. **0 Points – Non-Existent** • No Project Plan Framework provided.	

will receive full scoring under this criterion.		
3.2. Service Level Agreement Framework		**10%**
The bidder must submit a **Service Level Agreement (SLA) Management Framework** demonstrating their capability to regulate, manage, and monitor contractual service outputs throughout the duration of the engagement. The SLA Management Framework **must address the following areas**: 1. **Roles and Responsibilities** Clearly define roles and responsibilities for the administration, management, and support of all LAN network components and accessible equipment. 2. **Fault and Support Request Logging** Describe the procedures and tools to be used for logging, tracking, escalating, and resolving support and fault requests. 3. **Response and Resolution Times** Provide response and resolution time commitments aligned to defined ticket prioritisation and severity levels. 4. **Account Management and Service Review** Outline the approach to account management, including service review meetings, performance reporting, escalation mechanisms, and continuous improvement processes.	**Scoring Allocation (cumulative):** ▪ No SLA Framework = 0 Points ▪ Definition of Roles and Responsibilities – **1 Point.** ▪ Fault Logging and Support request procedures **– 2 Points.** ▪ Response and resolution time schedule **– 3 Points.** ▪ Account management and service review process – **4 Points.** ▪ Completed, comprehensive SLA **AND** the Service Provider can provide evidence of **a similar SLA in the Government** Sector = **5 Points.** **Maximum Total: 5 Points**	
3.3. Functional Requirement Compliance		**45%**

The Bidder must demonstrate an understanding of how the scope of services as specified in the Scope of Work and Deliverables in the ToR will be delivered. **Bidders must indicate their compliance to the following requirements in tabular form:** **1. The proposed solution(s) must include:** i. User organization capability, integration to existing software/solution to the NLC environment and requirements. ii. User serviceable branding (White Labelling) of the software/solution. iii. Installation and commissioning. iv. Development support and skills transfer Plan to target resources; and v. 3rd level maintenance and support for a period of 60 months. **Bidders must indicate their compliance to the above.** **2. Provide a detailed response to the Requirements specified from 4.1 to 4.23 in Section 4 (Scope of Work) of this document. This should b completed in Annexure B.**	Bidders will be scored according to their % Compliance to the listed Criteria. These will be split evenly across 5 percentiles as follows: **80 to 100% = 5 Points** **60 to 79% = 4 Points** **40 to 59% = 3 Points** **20 to 39% = 2 Points** **0 to 19% = 1 Points** **No information submitted = 0 points**	
Total:		**100%**

Bidders who achieved minimum of 70% will be evaluated further on price and specific goal

Phase 5: Pricing and Specific Goals

5.1 The evaluation for Pricing and Specific Goals will include the following:

Pricing Schedule: Please refer to Annexure B: The evaluation for Pricing and Specific Goals will include the following:

Evaluation Criteria	Final Weighted Scores
PRICE The following formula will be used to calculate the points out of 80 for price inrespect of a tender with a Rand value equal to or above R30 000 and up to aRand value of R50 million, inclusive of all applicable taxes: $Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right)$ *Where:* *Ps = Score for the Bid under consideration Pt* *= Price of Bid under consideration P min* *= Price of lowest acceptable Bid*	80
SPECIFIC GOALS In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals**.**	20
TOTAL SCORE:	**100**

A maximum of 20 points to be awarded to a tenderer for the specific goals specified for this bid is as follows: -

1. Procurement from entities who are black Owned	Sub – points for specific goals	Maximum points for specific goals	Relevant Evidence
Tenderer who has 100% black Ownership	8	**8**	Copies of ID's/ CIPC Report Recent Full CSD Report
Tenderer who has 51% to 99% black ownership	4		
Tenderer who has less than 51% Black ownership	0		

2. Procurement from entities who are women owned		**4**	B-BBEE Certificate / B-BBEE/ Sworn Affidavit
Tenderer who has 100% women ownership	4		
Tenderer who has 30% to 99% women ownership	2		
Tenderer who has less than 30% women ownership	0		
3. Black Youth Ownership		**4**	B-BBEE Certificate / B-BBEE/ Sworn Affidavit
Tenderer who has 100% youth ownership	4		
Tenderer who has 30% to 99% youth ownership	2		
Tenderer who has less than 30% youth ownership	0		
4.Procurement from Disabilities			
Tenderer who has 20% or more owners with disability	4	**4**	Letter from the Doctor confirming disability
Tenderer who has less than 20% but more than 10% owners with disability	2		
Tenderer who have less than 10% owners with disability	0		
Total points for specific goals		**20**	

The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places. Final appointment to be awarded to the bidder scoring the highest points.

Stage 6: Contract and Award

The stage is for negotiation after receipt of formal tenders and before the conclusion of contracts with suppliers/contractors submitting the lowest acceptable tender with a view to obtaining an improvement in price, delivery, or content, in circumstances which do not put other tenderers at a disadvantage or affect adversely their confidence or trust in the competitive system. Bidders may be requested to provide their best and final offers based on contract negotiation.

SCM
CONSENT REQUEST FORM

REQUEST FOR THE CONSENT OF A DATA SUBJECT FOR PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSE OF PROCUREMENT OF GOODS AND SERVICES APPLICATION, IN LINE WITH THE NLC's SUPPLY CHAIN MANAGEMENT POLICY, IN TERMS OF SECTION 11(1)(a) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.4 OF 2013) (**"POPIA"**).

TO: _____

FROM: _____

ADDRESS: _____
Contact number: _____
Email address: _____

PART A

1. In terms of the PROTECTION OF PERSONAL INFORMATION ACT, consent for processing of personal information of a data subject (the person/entity to whom personal information relates) must be obtained for the purpose of processing of application for procurement of goods and services, in line with the NLC's supply chain management policy, and storage of your personal data by means of any form of electronic communication, including automatic calling machines, facsimile machines, SMSs or e-mail, which is prohibited unless written consent to the processing is given by the data subject. You may only be approached once for your consent by us (NLC). After you have indicated your wishes in Part B,

   you are kindly requested to submit this Form either by post, facsimile or e-mail to the address, facsimile number or e-mail address as stated above.

2. "Processing" means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—

2.1 the collection, receipt, recording, organization, collation, storage, updating or modification, retrieval, alteration, consultation or use;

2.2 dissemination by means of transmission, distribution or making available in any other form; or

2.3 merging, linking, as well as restriction, degradation, erasure or destruction of information.

3. "Personal information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—

3.1 information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, color, sexual orientation, age, physical or mental health, well- being, disability, religion, conscience, belief, culture, language and birth of the person;

3.2 information relating to the education or the medical, financial, criminal or employment history of the person;

3.3 any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;

3.4 the biometric information of the person;

3.5 the personal opinions, views or preferences of the person;

3.6 correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;

3.7 the views or opinions of another individual about the person; and

3.8 the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

_____

Full names of the designated person on behalf of the Responsible Party

_____

Signature of Designation person

NATIONAL LOTTERIES COMMISSION
a member of the dtic group

CELEBRATING 25 YEARS of NLC 1999-2024

SBD1

PART A

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE NATIONAL LOTTERIES					
BID NUMBER:	**NLC2026-003**	**CLOSING DATE**	**13 May 2026**	**CLOSING TIME:**	**11:00**
DESCRIPTION	**TERMS OF REFERENCE – FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISIONING OF AN INTEGRATED CLOUD BASED CONTACT CENTRE SOLUTION AND AN END-TO-END CLOUD TELEPHONY SOLUTION FOR THE NLC FOR A PERIOD OF FIVE YEARS**				

All submissions Must be addressed to Supply Chain Management, NLC Submission of proposals through (online submission on e-tender).

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	**Supply Chain Management**	CONTACT PERSON	**Supply Chain Management**
TELEPHONE NUMBER	**012 432 1470**	TELEPHONE NUMBER	**012 432 1309**
FACSIMILE NUMBER		FACSIMILE NUMBER	
E-MAIL ADDRESS	lucky@nlcsa.org.za	E-MAIL ADDRESS	

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
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	[TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] ☐ Yes ☐ No

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**	☐ Yes ☐ No [IF YES, ANSWER PART B:3]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

Confidential to VCT

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, 2017, 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 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: ……

NATIONAL LOTTERIES COMMISSION
a member of the dtic group

SBD 1

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

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

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

Full Name	**Identity Number**	**Name of State institution**

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.

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

2.1.2 If so, furnish particulars:

……

……

2.2 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**

2.2.1 If so, furnish particulars:

…….

…….

3 DECLARATION

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

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium2 will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

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

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the

bidder was not involved in the drafting of the specifications or terms of reference for this bid.

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

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT. I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

..……	……
Signature	Date
……	……
Position	Name of bidder

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

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

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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 90/10 preference point system.

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

c) Either the 90/10 or 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:

80/20 **or** **90/10**

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right) \text{ or } Ps = 90\left(1 - \frac{Pt - P\,min}{Pmin}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

(Note to organs of state: Where the 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.) Please complete this table for claiming of points.

1. Procurement from entities who are black Owned	**Sub - points for specific goals**	**Maximum points for specific goals**	**Relevant Evidence**	**Number of points claimed (80/20 system) (To be completed by the tenderer)**
Tenderer who have 100% black Ownership	8	**8**	Copies of ID's/ CSD Recent Report	
Tenderer who have 51% to 99% black ownership	4			
Tenderer who have less than 51% black ownership	0			
2. Procurement from entities who are women Owned		**4**	B-BBEE Certificate / B-BBEE Sworn	
Tenderer who has 100% women ownership	4			
Tenderer who has 30% to 99% women ownership	2			
Tenderer who has less than 30% women ownership	0		Affidavit	
3. Youth Ownership		**4**	B-BBEE Certificate / B-BBEE/ Sworn Affidavit	
Tenderer who has 100% youth ownership	4			
Tenderer who has 30% to 99% youth ownership	2			
Tenderer who has less than 30% youth ownership	0			
4.Procurement from Disabilities		**4**	Letter from the Doctor confirming disability and CSD report	
Tenderer who has 20% or more owners with disability	4			
Tenderer who has less than 20% but more than 10% owners with disability	2			
Tenderer who has less than 10% owners with disability	0			
Total points for specific goals		**20**		

4. DECLARATION WITH REGARD TO COMPANY/FIRM

4.1 Name of Company/firm……

4.2 Company registration number: ……...

4.3 TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

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

- The information furnished is true and correct;
- The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- 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;

- 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 disqualify the person from the tendering process;
- recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- cancel the contract and claim any damages which it has suffered as a result of having to make less favorable arrangements due to such cancellation.
- 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
- forward the matter for criminal prosecution, if deemed necessary.

……

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: ……

DATE: ……

ADDRESS: ……

……

……

……

Annexure B: PRICING SCHEDULE: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISIONING OF AN INTEGRATED CLOUD BASED CONTACT CENTRE SOLUTION AND AN END-TO-END CLOUD TELEPHONY SOLUTION FOR THE NLC FOR A PERIOD OF FIVE YEARS

NLC2026-003

Service Component	Service Description	Service Type	Qty	Unit	Rate per unit	Annual Amount (Year 1)	Annual Amount (Year 2)	Annual Amount (Year 3)	Annual Amount (Year 4)	Annual Amount (Year 5)
Cloud Hosting	Hosting of core cloud platform.	Annual Subscription	1	Each		-	-	-	-	-
Licences.	Contact Centre user licence.	Annual Subscription	60	Each		-	-	-	-	-
	Telephony user licences (MS-Teams). Ensure that these costs are ALL inserted. This must include all functionality specified in the functional requirements of this ToR including but not but limited to Speech Analytics, Full featured Call Recording with search and export capabilities.	Annual Subscription	400	Each		-	-	-	-	-
Training	Staff end user introduction training (onsite or remote).	Once-Off	400	Each		-	-	-	-	-
	Contact Centre end user refresher training (onsite or remote).	Once-Off	50	Each		-	-	-	-	-
	Contact Centre end user introduction training (onsite or remote).	Once-Off	60	Each		-	-	-	-	-
	Contact Centre supervisory/manager introduction training (onsite or remote).	Once-Off	2	Each		-	-	-	-	-
	1st level technical administrator (onsite).	Once-Off	2	Each		-	-	-	-	-
Implementation	Installation.	Once-Off	1	Each		-	-	-	-	-
	Core System Configuration.	Once-Off	1	Each		-	-	-	-	-
Integration Services	Integration into the Microsoft 365 (E5) Teams telephony platform.	Once-Off	1	Each		-	-	-	-	-
	Integration into the PSTN SIP SBC gateway.	Once-Off	1	Each		-	-	-	-	-
	Integration into the Enterprise Core Technology Business Solution platforms.	Variable	1	Per hour		-	-	-	-	-

Call Flow Configuration	Configuration of system call features/capabilities.	Variable	1	Per hour		-	-	-	-	-
Change Requests	New business requirements and configurations aligned to the Core Cloud Telephony Solution	Variable	1	Per hour						
Support and Maintenance	Annual maintenance and support	Fixed Annual	1	Each		-	-	-	-	-
Project Management	ICT governance and documentation services	Once-Off	1	Each		-	-	-	-	-
						-	-	-	-	-

Service Type	
Annual Subscription	Annual fee for software licence/Product subscription
Once-Off	A once-off fixed cost pricing over the 5-year contract term.
Fixed Annual	Annual fixed cost
Variable	As and when requirements

Total Price (VAT Inclusive)…….

Name of Bidder…… **Signature----------**