



SOUTH AFRICA

TENDER BRIEFING NOTES

TENDER IEC/COM-02/2023

CONTACT CENTRE SERVICES

25 APRIL 2023

Tender Briefing Panel / IEC Representatives:

- Mr Tinyiko Baloyi – Supply Chain management
- Laura Franz-Kamissoko
- Liziwe Koba
- Rachel Malele

An attendance register was circulated for all prospective bidders to complete.

Mr Tinyiko Baloyi welcomed prospective bidders and thanked them for attending the briefing session for the tender.

The tender requirements were addressed and bidders were advised that the tender briefing session was held to promote a better understanding of the critical tender prerequisites and to enhance successful participation in the tenders.

The briefing session was held at:

Election House
Riverside Office Park
1303 Heuwel Avenue
CENTURION

During the tender briefing, the administrative requirements pertaining to the completion of the tender document as well as the technical aspects in respect of the contact centre services requirements for National Office were addressed.

ADMINISTRATIVE TENDER REQUIREMENTS

Prospective bidders must note the administrative part of the bidding requirements, amongst others, the following:

- Attendance to the briefing was **not** compulsory.
- The closing date and time for the tender is at **11:00 on 8 May 2023**.
- Tender documents must only be submitted at the Electoral Commission's address as specified in the tender document before the closing date and time. Submission of bids elsewhere will result in such bids being set aside.
- The Electoral Commission preferably determines the time of closure by using Telkom's 1026 number – if available at the time of the closure of the tender.
- Once the tender closes, the list of bids received will be recorded.
- The list of bids received will be published on the Electoral Commission's website as well as National Treasury's eTender Portal within 10 days of the tender closing.
- Interested parties are welcome to observe the closure of the tender, should they so wish.
- Primary bid compliance verification is performed prior to the bid evaluation process to determine which bids qualify for consideration and which not. This is done by the Electoral Commission's Supply Chain Management Department and Legal Services. The findings are then reviewed by the Electoral Commission's panel of independent auditors.
- The Electoral Commission's Supply Chain Management Department, user department and Legal Services will attend to the evaluation of bids thereafter.
- Once the bid evaluation committee has considered the bids, proposals are made to the Bid Adjudication Committee (BAC) who, in turn, shall make recommendations to the Chief Electoral Officer (CEO) for consideration and approval on the adjudication of the in consultation with the Executive Committee (EXCO).
- Bids with a value exceeding R5 million including all applicable taxes are approved by the CEO in consultation with the Commission.
- Bids in respect of bidders and their directors/trustees/shareholders that are listed on the national treasury register for tender defaulters or the list of restricted suppliers will be rejected.
- **NO LATE TENDERS**, as whole or in part, will be accepted.

Certain aspects of the tender that should not be overlooked are as follows:

- Bid documentation is available free of charge on the Electoral Commission's website at www.elections.org.za or https://votaquotes.elections.org.za/eproc_inter/Default.aspx or the National Treasury eTender portal at <http://www.etenders.gov.za/>
- Prospective bidders must ensure that the tender document is downloaded and printed and that it has all the applicable pages. Incomplete bid submissions, i.e. a tender document that lacks pages or failure to submit any returnables (as may be applicable) will be

disqualified. Although courtesy copies were made available to prospective bidders it remains their responsibility to ensure that their bid submissions contain all the applicable pages and returnables (if applicable) of the tender document.

- Preferably print the tender document single sided rather than double sided as it eases the bid assessment and evaluation processes.
- When preparing bid submissions (e.g. files containing the completed tender document and all supporting documentation) it is advisable NOT to split the tender document into different sections as this often leads to incomplete bid submissions in that certain pages of the tender document are omitted or that bidders fail to sign certain pages of the tender document. It is best to include the complete tender document at the top of the file followed by supporting documents.
- Prospective service providers are requested to write their company name on the cover page of the tender document – refer space provided for that purpose.
- The General Questionnaire provided on page twenty-six (26) of the tender is important and suppliers should focus on the requirements stipulated in the questionnaire once they have completed the entire tender document and prepared their detailed bid submission since it would assist them to ensure that they adhere to tender rules and comply with requirements.
- *General Tender Conditions* commencing on page four (4) of the tender document must be read carefully before the completion of the tender document.
- **ALL APPLICABLE PAGES OF THE TENDER DOCUMENT MUST BE SIGNED/INITIALLED IN ORIGINAL INK AND RETURNED AS PART OF YOUR BID SUBMISSION.** Failure to return a page (which constitutes an incomplete bid submission) or unsigned/un-initialled page/s of the tender document shall lead to bids being disqualified. It is suggested that more than one person signs/initials the tender document pages to ensure that it is done properly and that no page is skipped.
- **N.B There is a provision at the bottom of each and every page for a signature/initial.**
- **ALL CORRECTIONS AND/OR ALTERATIONS SHOULD BE SIGNED,** failure of which may lead to the disqualification of bid submissions.
- **EACH ALTERATION should have its own signature/initial.**
- **Any changes/alterations to pricing that is not signed/initialled are material and, therefore, not allowed.**
- **THE USE OF CORRECTION FLUID/TAPE TO AMEND/CHANGE PRICING MUST BE AVOIDED.** The tender rules specifically provide that if correction fluid, tapes or any other such method is used to alter pricing it shall lead to the disqualification of a bid submission. Note the caution expressed at the bottom of each page in the tender document in this regard.
- All potential service providers that wish to do business with the Electoral Commission must register on the Central Supplier Database (CSD). In particular, prospective bidders **MUST**

register on the CSD prior to submitting their bids. Further detail and guidelines in this regard are available on the Electoral Commission's website as indicated above.

- Please include a printout of your Central Supplier Database (CSD) registration form in your bid submission and state your unique CSD registration number on page thirteen (13) of the tender document as required.
- A bid shall be disqualified if the bidder is not registered on the Central Supplier Database (CSD).
- National Treasury has placed an obligation on the Electoral Commission to ensure that persons conducting business with it are tax compliant.
 - Your entity's tax compliance status is indicated in the Central Supplier Database (CSD). The Electoral Commission will only contract service providers whose tax status is compliant. This means that if you were tax compliant during the bidding phase but become non-compliant before the bid adjudication is completed, your bid will be disqualified if your tax affairs remains non-compliant as per the provisions of *National Treasury Instruction No 9 of 2017/2018 Tax Compliance Status Verification*. It remains your responsibility to ensure that your taxes are in order, remain in order and that this is reflected on the CSD. You must also ensure that all sub-contractors (if applicable) are tax compliant.
- If preference points are claimed, an original or certified copy (not a copy of a certified copy) of the valid B-BBEE status level certificate from an accredited verification agency or affidavit, if applicable, must be submitted together with the bid.
- The 80/20 preference point system will be applied in accordance with the formula and applicable points as provided for in the respective status level contributor tables in the Preferential Procurement Regulations, 2022. Failure to submit the required B-BBEE status level certificates or affidavit will lead to a zero (0) status level for non-compliant service providers/contributors and no preference points will be given. Furthermore, it is important that correct information and documentation with regards to B-BBEE is submitted by bidders i.e., the B-BBEE certificate or affidavit must match/correspond with the annual turnover information submitted in the tender document and the annual financial statements. The tick box information in the tender document to be completed and should correspond with the B-BBEE documentation submitted.
 - The thresholds applicable to B-BBEE are as follows:
 - All EMEs are required to submit a B-BBEE EME sworn affidavit or CIPC B-BBEE certificate. This applies to entities with an annual turnover below R10 million.
 - QSEs follow two paths dependent on the percentage black ownership. This applies to entities with an annual turnover above R10 million and below R50 million.

- A QSE with black ownership of 51% or more must submit a B-BBEE QSE sworn affidavit.
- A QSE with black ownership of 50% or less must submit a certified copy of a SANAS accredited B-BBEE status level certificate.
- All entities with an annual turnover above R50 million must submit a certified copy of a SANAS accredited B-BBEE status level certificate.
- Please note that all joint ventures must submit a combined B-BBEE document assessed for the applicable bid.
- The *B-BBEE status level information* on page fourteen (14) of the tender document needs to be completed carefully and accurately. The information is used for purposes prescribed in the Preferential Procurement Policy Framework Act and its Regulations and for the final adjudication of the tender. It is advisable to take note of the latest developments concerning the Preferential Procurement Regulations, 2022 from National Treasury, especially in respect of consortia, joint ventures, *et cetera* and eligibility for preference points.
- The Employment Equity Act (EEA) requirements are also important. Bidders must ensure that correct information is submitted together with the bid. As an example, bidders must not claim to be an EEA designated employer if they are not. It is important for bidders to ascertain the latest developments around the EEA from the Department of Labour and to ensure that they are fully compliant. Enactment of the Employment Equity Amendment Bill is of particular importance as Section 53 of the Act will provide that State contracts may only be issued to employers that have been certified as being in compliance with their obligations under the Act. For that, bidders will be required to obtain a certificate from the Minister of Employment and Labour to certify that they are compliant.
- **Do not RETYPE tender documents or any part thereof.** If there is insufficient space, the pages of the tender document in question may be photocopied and attached to the original document.
- Copies may be made of relevant pages of the tender document. It is suggested that copies of applicable pages of the tender document, for example the pricing schedules, be used as rough drafts and then to submit the original completed document for tendering purposes. Although photocopies of the tender pages could be submitted if necessary, all pages must be completed and signed/initialled in original ink. Photocopied detail and/or signatures/initials will invalidate the bid submission.
- The *Tender Questionnaire* (including all declarations) on pages thirteen to seventeen (13–17) must be completed by the service provider. In the case of a consortium, joint venture, partnership or a subcontractor, the forms should be completed for each and every member in order for the Electoral Commission to be able to determine the necessary information and declarations. Separate forms must be used for each entity – do not combine

information for multiple parties on a single form. Failure to do so may invalidate a bid submission.

- The unique National Treasury Central Supplier Database (CSD) registration number on page thirteen (13) must be stipulated as the Electoral Commission will use this information to draw supplier reports on the CSD to verify information such tax compliance status, banking details, *et cetera*.
- As such, the unique CSD registration number will be used to capture your company details as a vendor to the Electoral Commission in the event that your bid succeeds. The Electoral Commission will draw your registration detail from the CSD and any changes (including banking details) you effect to your registration on the CSD will automatically update your registration as a vendor to the Electoral Commission. Detail provided on invoices issued to the Electoral Commission must correspond to the detail of your company as registered on the CSD. It remains your responsibility to ensure that details are correct to enable the Electoral Commission to effect any payments due to you.
- The *Financial Information* on page eighteen (18) should be completed.
- The *Delivery and Guarantees* section on page nineteen (19) should be completed.
- The *Bidder's Disclosure and Declaration* from page twenty (20) to page twenty-three (23) of the tender document is important and must be completed by the service provider and in the case of a consortium, joint venture or a subcontractor, by each and every member. Failure to do so may invalidate a bid submission. The information provided will *inter alia* be used in order to address possible conflict of interest that may arise.
- In the case of a consortium, joint venture or partnership being formed, relevant documents should be submitted for all parties concerned. This is also applicable to the use of subcontractors where 25% or more of the work is being done by another party. Separate forms must be used for each entity.
- It is important to complete all pricing schedules included in the tender document. Failure to complete any pricing schedule that is required to be completed shall invalidate a bid submission. Where additional information is required, for example detailed costing schedules, such information must be submitted as part of the required written submission (where applicable). The mandatory pricing schedule/s in the tender document must not, however, be substituted by the service provider's own pricing schedule/s as it will lead to disqualification.
- Bidders should note the provisions and evaluation criteria provided on page forty two (42) as well as the bid evaluation schedule included at the end of the tender document, with specific reference to matters that will lead to the disqualification of bids received due to non-compliance. Bidders are advised to use the evaluation criteria as a guide and checklist to ensure full compliance with all requirements and that all the necessary information and detail are provided in their written submission.

- A due diligence audit will be performed on a shortlisted bidder in order to confirm details and information, capacity, capability and ability to execute the contract. The due diligence audit process is not aimed at creating any expectations or commitments as it is merely part of the overall bid assessment process. In order to mitigate risks, the Electoral Commission may not consider bidders that do not have the necessary capacity, capability and ability which includes financial liquidity to execute the requirements set out in the tender.
- A contract/service level agreement (SLA) may be entered into.
- The Electoral Commission's payment terms are within thirty (30) days after the receipt of a valid tax invoice, provided that such invoice is not disputed.
- To avoid unnecessary delays in payment, it remains the service provider's responsibility to ensure that their banking details are correct and validated on the Central Supplier Database (CSD). The Electoral Commission will not be liable for interest accrued on overdue accounts where the service provider has not resolved their incorrect banking detail on the CSD.
- The award of the tender will be published in the Tender Bulletin (when available again) and the National Treasury eTender Portal as well as the Electoral Commission's website as may be applicable. Bidders should note the award of the tender as published and that no general notices to unsuccessful bidders will be issued.
- A successful bidder may be required to sign a service level agreement (SLA). In the event that the Electoral Commission fails to negotiate a contract/service level agreement with a bidder their bid may be set aside.

General – Bidders must at all times scrutinise the tender document and bid specifications carefully in order to ensure that they provide all the necessary information in their written responses as well as take care that copies of all relevant documentation that is required is submitted as part of their bid.

Written submissions are critical and must contain all the required and relevant information in order to enable proper evaluation of bids. Failure to ensure that the written proposal is complete may result in the bid not meeting all the requirements stipulated in the bid evaluation criteria. Bids not meeting the requirements will not be acceptable and shall be disqualified.

Only qualifying bids that are acceptable will be subjected to scoring in terms of the provisions of the Preferential Procurement Regulations, 2022 for bid adjudication purposes.

TECHNICAL REQUIREMENTS

The following points were highlighted by Ms Laura Franz-Kamissoko in respect of the bid specifications for the Electoral Commission's Contact Centre Services. Technical specification was done through slide presentation electronically and the following issues were highlighted:

Contact Centre Services Tender Overview

- To contract a contact centre service provider over a **total period of 5 years**.
- Contact centre services will be limited to **two periods of 6–9 months each**:
 - **2024 National and Provincial elections**
 - **2026 Municipal Elections**.
- Contact centre closes a month after each election date
- Services to be provided on a time-material basis **without retainer**.



Contact Centre Services Timeframes

Contact centre services will be used at pre-arranged intervals in 6-9 month period in 2023/2024:

- **Launch of 2024 elections:** **October 2023**
- **Voter Registration Weekend 1:** **November 2023**
- **Voter Registration Weekend 2:** **Q1 2024**
- **Elections week:** **May-August 2024**
- Contract to begin asap in time for elections launch
- Contact centre to close one month after the elections
- Similar campaigns and timeframes for 2026 Municipal Elections, scheduled to take place between November 2026 and January 2027.



Purpose of Contact Centre

- Primary purpose of the omni-channel in-bound and out-bound contact centre is to allow potential eligible voters to clarify any questions they may have with respect to voter registration and voting processes so that they may meaningfully participate in the elections.
- Other stakeholders, such as political parties, independent candidates, community representatives and members of the media will also be attended to, to a limited degree.

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Contact Centre Platforms

- Contact centre will deal with stakeholders using different platforms, including telephone, email and social media.
- Social media integration will focus on Facebook/Instagram and Twitter, webchat and WhatsApp.
- Voice calls still dominate contact centre interactions, particularly for older citizens, the last three elections have seen the rise of internet/data-driven interactions, including email and social media.
- Future contact centre operations must provide for this trend, and the service provider must assist in proposing and rolling out further improvements in this regard.



Contact Centre Deliverables

Contact centre to be operational from 8am-5pm weekdays, with increased operations in the week ahead of the registration weekends and in the week of elections.

Contact centre will be enabled to clarify any questions or queries that voters may have with respect to:

- Information regarding voter registration requirements.
- Information concerning how to register, as well as places and times where voter registration may be undertaken.
- Information about the status of the caller on the voters' roll.
- Any other information that affects the eligible voters with respect to their preparation and participation in the forthcoming elections.
- Information about the elections and associated preparatory processes.
- Information about political party and candidate participation.
- Contact centre agents to be capacitated to update the addresses (re-register) of voters on the My IEC portal – www.elections.org.za/MyIEC.



Tender Deliverables

All potential service providers participating in the tender are required to prepare and submit the following:

- Comprehensive **written proposal** that will conceptualise, support and demonstrate their understanding and ability to deliver the services required in terms of the specifications provided below in points 4.1 to 4.8.
- **Company profile.**
- **List of minimum of 5 clients over the past five years**, including current clients, with a brief description of the size and duration of the contact centre, and services provided.
- At least **3 letters of reference** from current or past clients, where the letters are **not older than three years**.



Tender Deliverables cont.

- **Full CVs of at least three (3) members of the project team, including the project manager** (please indicate size of contact centre have experience with).
- At least **one example of contact centre performance management reporting**, featuring daily, weekly, monthly and close-out reports for evaluation purposes.
- An **example of a staffing plan** compiled for a past or current client for evaluation purposes.
- An **example of a training plan** compiled for a past or current client for evaluation purposes.
- **Completed original pricing schedule** (see Section 5).



Scope of Work: Premises and office equipment

Service provider must:

1. Provide suitable premises to accommodate the national contact centre with up to 100 agents.
2. Such premises will be situated **within a 50-kilometre radius of the Electoral Commission's national office** at 1303 Heuwel Avenue, Centurion, Tshwane, for ease of access by staff. **An indication must be given of the distance of service provider's office from this address.**
3. Provide office equipment, including desks and chairs, networked desktop computers, connected telephones and associated accessories, and any other equipment that may be required.



Scope of Work: Staffing & Management

The successful service provider will be responsible for the following:

1. Recruiting, inducting, training and remunerating contact centre staff.
2. Provide a dedicated project manager to ensure effective communication between the contact centre and IEC.
3. Providing a strategic staffing plan for the duration of the election campaign of the contact centre, including a launch with a core group of 30 agents and supervisor, ramping up to full capacity of about 100 agents and the requisite number of supervisors for the registration weekends and the week of elections, and the troughs in between where possibly only 30-50 agents may be required. At all times, the agent occupancy rate of 70% must be taken into account.
4. Provide facilities for all training of contact centre staff.



Scope of Work: Staffing & Management

5. Provide skilled, trained and trainable contact centre staff. In particular, the successful service provider will be required to provide training to its staff in the content of elections administration (i.e. voter registration, voting and the use of software applications specific to voter registration and voting such as Voting Station Finder and My IEC portal). The service provider will be required to provide the Electoral Commission with a proposed training plan in order to meet the go-live deadline. Training support will be provided by IEC. Service providers are required to provide at least one example of a training plan compiled for a past or current client for evaluation purposes.
6. Indicate proven flexibility of capacity, i.e. being able to increase agents at short notice (within a week) from 30-50 and up to 100.
7. Provide for the quality assurance (QA) of agent voice and data responses throughout the period that the contact centre is operational for, especially as new agents assume their roles.



Scope of Work: Technology

Service providers must indicate in written proposals capacity to:

1. Ensure processing capacity meets the requirements of an instantaneous response to an enquiry (i.e. 80% of all calls received to be answered in less than 20 seconds; and 98% of calls must be answered by an answering resource within 60 seconds.).
2. Ensure 99.9% systems uptime; which should translate into 43 minutes and 12 seconds downtime.
3. Ensure systems are compatible with the Microsoft Windows Pro 10-based platform used by the IEC including but not limited to API and web services integration, web-based mapping platforms such as Google maps, Open Street Maps, etc.
4. Undertake integration, maintenance and upgrades of the software and hardware for operation of a physical and virtual contact centre.
5. Provide technical support required keeping the contact centre operational.



Scope of Work: Software

Service providers must indicate in written proposal capacity to:

1. Acquire information systems compatible with those used by the IEC, including a Mitel telephony system.
2. Integrate information for periodic reporting purposes to the IEC.
3. Provide internet access.
4. Log all calls received (or made) in a manner that will allow for quality assurance and statistical analysis as required.
5. Provide call routing or scripting in a manner sufficient to allow callers to be assisted in the most efficient way possible.
6. Provide call management facility including but not limited to call queuing, on-hold message service and IVR (to be developed by service provider).
7. Provide a call queuing and on-hold messaging service.
8. Propose cost-effective solution to support possible outbound campaigns. Proposed solution must be able to place calls either by a back-end system or manually by a contact centre agent.



Scope of Work: Software cont.

Service providers must indicate in written proposal capacity to:

9. Provide any other telephonic services that may be critical to the proper functioning of the contact centre.

The Electoral Commission will provide:

- Voting Station Finder API or appropriate service.
- Secured access to voters' roll via API, web service or similar.
- Other relevant reference data.



Scope of Work: Hardware

Service provider must indicate in its written proposal its capacity to:

1. Integrate the contact centre with the Electoral Commission's systems; undertake a full-scale testing of the systems between the Electoral Commission and the contact centre.
2. Maintain all data interfaces between the contact centre and the Electoral Commission on a 24/7 basis.
3. Provide server capacity for routing/re-routing to the contact centre of email and Internet queries received by the IEC. Contact centre will be required to provide reliable access rates with a minimum of 99.9% up-time. Provide planned maintenance schedule outages.
4. Provide an electricity back-up system (UPS) to ensure that the service is operational on a continuous basis.

The Electoral Commission will provide:

- A fully subsidised telephone service (0800-type)
- Technical details of IEC systems and interfaces



Scope of Work: Reporting

- All reports will be used by the IEC to monitor service level agreement (SLA/contract) compliance.
- Service providers shall provide a guarantee of service levels according to the following report requirements, and shall submit **at least one example of contact centre performance management reporting, featuring daily, weekly, monthly and close-out reports, for evaluation purposes.** In its written proposal, the successful service provider must indicate its capacity to:
 1. Provide remote access to all critical live statistics including, but not limited to, total incoming calls, calls dropped by callers, calls lost in the system, average waiting time, average call duration, calls per channel/IVR selection and calls per skill set/language selection.
 2. Provide statistics required by the IEC on a regular basis – daily, weekly, quarterly and monthly.



Scope of Work: Reporting cont.

3. Provide the IEC with regular reports with detailed analysis of the statistics mentioned in 4.6.1 – weekly, monthly and at the end of the election campaigns.
4. Be capable of submitting hourly, daily, weekly and monthly reports to the IEC/performance monitor on the achievements of Key Performance Indicators (KPIs) on request.
5. Submit management reports with statistics indicating the breakdown of interactions received. The breakdown shall indicate the number of election-related interactions, as well as the type of information requested.

Scope of Work: Information and Performance Standards

Service providers must indicate in its written proposal its capacity to:

1. Develop and provide the IEC with user guides describing how the contact centre has been set-up, how it will be functioning and enabling quality assurance, and any other documents that may be required for the successful operation thereof.
2. Provide comprehensive voice and written responses to questions regarding voter registration, voting day processes, etc. that the public may require, based on the standard replies provided by the IEC.
3. Based on the analyses of dynamic client reports, advise the IEC on measures to improve the effectiveness of the contact centre or, alternatively, services that may not be adding value for the purposes of the contact centre.

Scope of Work: Information and Performance Standards cont.

Service providers must indicate in its written proposal its capacity to:

4. Identify, recommend, implement and report on industry-standard KPIs that are appropriate and will enable the IEC to monitor compliance with the output specification.
5. Provide response times as per generally accepted international customer relations management standards, where:
 - 80% of the calls must be answered by an answering resource within 20 seconds.
 - 98% of calls must be answered within 60 seconds.
 - Number of abandoned calls must not exceed 5% of all calls received.
 - Number of lost or dropped calls must be 0% of all calls received.
 - Maximum queue length or waiting time of 2 minutes.
 - Agent occupancy rate of about 70%.



Scope of Work: Contingency Plan

Service provider must prepare a contingency plan for any emergency situation, which should provide for the following in its written proposal:

1. Identify the risks per contact centre system.
2. Confirm a disaster recovery site.
3. Fail-over plan, including provisioning for message broadcast, time in which agents will receive calls again after crisis, and how soon reporting to resume.
4. Identify the crisis team.
5. Provide for back-up staffing in the event of labour unrest (strikes) and/or Force Majeure events (unforeseen circumstances that prevent a bidder from fulfilling a contract) including pandemic.



Pricing Schedule

- Original pricing schedule to be completed in full – failure to do so shall lead to disqualification.
- Additional pricing schedule may also be included in the written proposal in support of the completed pricing schedule but may not replace or substitute the original pricing schedule.
- For comparative purposes, the costing will be based on a capacity of 50 agents.
- All costs quoted must be VAT inclusive.



Bidders must note that that an all-inclusive pricing will be considered during the bid evaluation. And bid adjudication processes (*Stating all and correct pricing on the pricing schedule is critical as the Electoral Commission will not entertain any deviations from tender prices*).

Only qualifying bids that are acceptable will be subjected to scoring in terms of the provisions of the Preferential Procurement Regulations, 2022 for bid adjudication purposes.

QUESTIONS AND ANSWERS

Question: Tender document indicates that completion of document must be in original ink. Does it mean hand written or electronic completion?

Response: Hand written is ideally required as with electronic completion page numbers can shift.

Question: After completion of tender forms in the tender document, can you attach other annexures if there's more information?

Response: Yes, other information can be submitted together with the proposal

Question: How many copies of the tender documents need to be submitted?

Response: One original tender document to be submitted. However, when printing the tender document bidders may print more than one so that one can be used as draft before submitting the actual tender document.

Question: For joint ventures, must bidders complete two (2) separate tender documents?

Response: No, one tender document must be submitted, but each company in the joint venture/ consortium must complete separate tender questionnaire forms as indicated in the tender document.

Question: Is the submission of a sworn affidavit allowed with regards to BEE level?

Response: Yes, qualifying small enterprises (QSEs) with at least 51% black ownership can submit sworn affidavits if they don't have the necessary documentation at hand.

Question: How many quality assurance (QA) agents are required?

Response: Required number of contact centre agents for the purpose of pricing comparison in the tender is 50, however they are not involved in QA. The service provider must advise how many training personnel would be required to check the quality of the agent training through a QA process.

Question: Experience of agent, is there any specific skills you're looking?

Response: Agents must be computer literate, have good telephone etiquette, and good reading and writing skills for social media. Moreover, the service provider must conduct systems training for their agents, while the IEC will assist with training on election processes, i.e. registration and voting.

Question: Are systems accessed via cloud or internet?

Response: Via internet

Question: Are the questions going to be shared to everyone or to individual?

Response: Questions will be shared to everyone on the VotaQuotes portal.

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