



REQUEST FOR PROPOSAL SAQA 0003/16 IT

Purchasing, Commissioning and Maintenance of a cloud-based Telecoms System, including PABX, Switchboard, Fax2mail, SMS gateway, Call-Centre capabilities, Telephone Management System and porting of SAQA's existing telephone numbers

**COMPULSORY INFORMATION
SESSION
03 FEBRUARY 2016**

TENDER NUMBER: SAQA 0003/16 IT

CLOSE DATE: 23 February 2016

TIME: 11h00

**COMPULSORY
INFORMATION SESSION:** 03 February 2016

TIME: 14h00

DESCRIPTION: Purchasing, commissioning and
maintenance of a cloud-based
Telecoms System, including
PABX, Switchboard, Fax2email,
SMS gateway, Call-Centre
capabilities, Telephone
Management System and porting
SAQA's existing telephone
numbers

See Special Conditions of Tender and Contract

Documents in tender document pack

Tenderers are to ensure that they have received all pages of this document, which consist of the following sub-documents:

- 1 Part 1 - Invitation to Tender
- 2 Part 2 - Special conditions of tender and contract
- 3 Part 3 - Terms of reference
- 4 Part 4 - Evaluation criteria and process
- 5 Part 5 - Tax Clearance Certificate requirements
- 6 Part 6 - Pricing schedule
- 7 Invitation to bid form . SBD1
- 8 Tax Clearance Certificate Requirements . SBD2
- 9 Declaration of Interest . SBD4
- 10 Preference Points Claim Form . SBD6.1
- 11 Declaration of Bidders' Past Supply Chain Management Practices . SBD8
- 12 Certificate of Independent Bid Determination . SBD9
- 13 General Conditions of Contract

1. Part 1 - Invitation to Tender

YOU ARE HEREBY INVITED TO TENDER FOR A REQUIREMENT OF SAQA

TENDER NUMBER: SAQA 0003/16 IT CLOSING DATE: 23 February 2016

CLOSING TIME: 11:00

DESCRIPTION: Purchasing, commissioning and maintenance of a cloud-based Telecoms System, including PABX, Switchboard, Fax2email, SMS gateway, Call-Centre capabilities, Telephone Management System and porting SAQA's existing telephone numbers

VALIDITY: Offer to be valid for 60 days from the closing date of the tender

The successful tenderer will be required to fill in and sign a written Contract Form

TENDER DOCUMENTS MAY BE: DEPOSITED IN THE TENDER BOX
SITUATED AT 1067 ARCADIA STREET, HATFIELD PRETORIA, 6TH FLOOR
RECEPTION AREA

No faxed or e-mailed tenders will be accepted

Tenderers should ensure that tenders are delivered before the closing date and time to the correct address. If the tender is late, it will not be accepted for consideration.

Tenders can be delivered between 08:00 and 16:00, Monday to Friday, prior to the closing date, and between 08:00 and 11:00 on the closing date.

All tenders must be submitted on the official forms (not to be re-typed). This tender is subject to the General Conditions of Contract (GCC) and, if applicable, any other Special Conditions of Contract.

Tenders submitted that do not comply with the following may not be considered for evaluation:

- A tender that is not in the format prescribed.
- A tender without some or all of the required documents.
- Pricing schedules not in the required format.
- Tenders without the required number of copies.

Any queries regarding tendering procedures and technical information may be directed to:

Tender Procedures

Name: Lenette Venter

Tel.: 012 431 5062

Fax: 012 431 5061

E-Mail: lventer@saqa.co.za

Technical Information

Michael Holdstock

Tel: 012 431 5161

Fax: 012 431 5061

E-Mail: mholdstock@saqa.co.za

**All tenderers must furnish the following particulars and include it in their submission:
(Failure to do so may result in your tender being disqualified)**

2. Part 2 - Special conditions of tender and contract

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
1. GUIDELINE ON COMPLETION					
1.1	Tenderers must indicate compliance or non-compliance on a paragraph-by-paragraph basis. Indicate compliance with the relevant tender requirements by marking the YES box and noncompliance by marking the NO box. If the contents of the paragraph only need to be noted, please mark the NOTED box. The tenderer must clearly state if a deviation from these requirements are offered and the reason therefore. If an explanatory note is provided, the paragraph reference must be attached as an appendix to the tender submission. Tenders not completed in this manner may be considered incomplete and rejected. Should tenderers fail to indicate agreement/compliance or otherwise, SAQA will assume that the tenderer is not in compliance or agreement with the statement(s) as specified in this tender.				
1.2	Proper tenders for the services specified must be submitted.				
2. GENERAL CONDITIONS OF CONTRACT					
2.1	The General Conditions of Contract must be accepted.				
3. ADDITIONAL INFORMATION REQUIREMENTS					
3.1	During evaluation of the tenders, additional information may be requested in writing from tenderers. Replies to such request must be submitted, within 5 (five) working days or as otherwise indicated. Failure to comply, may lead to your tender being disregarded.				
4. VENDOR INFORMATION					
4.1	All tenderers will be required to complete a vendor information form detailing the organisation's complete profile.				
5. QUESTIONNAIRE: BROAD BASED BLACK ECONOMIC EMPOWERMENT					
5.1	All tenderers will be required to complete a Broad Based Black Economic Empowerment form detailing the organisation's profile.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
6. CONFIDENTIALITY					
6.1	The tender and all information in connection therewith shall be held in strict confidence by tenderers and usage of such information shall be limited to the preparation of the tender.				
6.2	All tenderers are bound by a confidentiality agreement preventing the unauthorised disclosure of any information regarding SAQA or of its activities to any other organisation or individual. The tenderers may not disclose any information, documentation or products to other clients without written approval of SAQA.				
7. INTELLECTUAL PROPERTY, INVENTIONS AND COPYRIGHT					
7.1	Copyright of all documentation relating to this assignment belongs to SAQA. The successful tenderer may not disclose any information, documentation or products to other clients without the written approval of SAQA.				
7.2	In the event that the Company would like to use any information or data generated in terms of the Services, the prior written permission must be obtained from SAQA.				
7.3	SAQA shall own all materials produced by the Company during the course of, or as part of the Services.				
7.4	This clause 7 shall survive termination of this Agreement.				
8. PAYMENTS					
8.1	SAQA will pay the Company the Fee as set out in the final contract. No additional amounts will be payable by SAQA to the contractor.				
8.2	The contractor shall from time to time during the duration of the contract, invoice SAQA for the services rendered. No payment will be made to the contractor unless an invoice has been submitted to SAQA.				
8.3	Payment shall be made into the tenderer's bank account formally within 30 days after receipt of an acceptable, valid invoice. (Banking details must be submitted as soon as this tender is awarded).				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
8.4	The contractor shall be responsible for accounting to the appropriate authorities for its Income Tax, VAT or other moneys required to be paid in terms of applicable law.				
9. NON-COMPLIANCE WITH DELIVERY TERMS					
9.1	As soon as it becomes known to the contractor that he will not be able to deliver the goods/services within the delivery period and/or against the quoted price and/or as specified, SAQA must be given immediate written notice to this effect. SAQA reserves the right to implement remedies as provided for in the GCC.				
10. WARRANTS					
10.1	The Company warrants that: It is able to conclude this Agreement to the satisfaction of SAQA.				
10.2	Although the contractor will be entitled to provide services to persons other than SAQA, the contractor shall not without the prior written consent of SAQA, be involved in any manner whatsoever, directly or indirectly, in any business or venture which competes or conflicts with the obligations of the contractor to provide the Services.				
11. PARTIES NOT AFFECTED BY WAIVER OF BREACHES					
11.1	The waiver (whether express or implied) by any Party of any breach of the terms or conditions of this Agreement by the other Party shall not prejudice any remedy of the waiving party in respect of any continuing or other breach of the terms and conditions hereof.				
11.2	No favour, delay, relaxation or indulgence on the part of any Party in exercising any power or right conferred on such Party in terms of this Agreement shall operate as a waiver of such power or right nor shall any single or partial exercise of any such power or right under this Agreement.				
12. RETENTION					
12.1	On termination of this agreement, the contractor shall on demand hand over all documentation, information, software, etc., without the right of retention, to SAQA.				
12.2	No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force and effect unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
13. SUBMITTING TENDERS					
13.1	An original plus three copies of the tender, i.e. four documents in total and should be handed in/delivered to:				
13.2	Deputy Director: Supply Chain Management The South African Qualifications Authority (SAQA) 1067 Arcadia Street, Hatfield, Pretoria 0083				
	NB: Tenderers are to indicate on the cover of each document whether it is the original or a copy				
13.3	Tenders should be in a sealed envelope, marked with: Tender number (SAQA 0003/16 IT) Closing date and time (23 February 2016 @ 11:00) The name and address of the tenderer				
14. LATE TENDERS					
14.1	Late submissions will not be accepted. A submission will be considered late if it arrived only one second after 11:00 or any time thereafter. The tender (tender) box shall be locked at exactly 11:00 and tenders arriving late will not be accepted under any circumstances. Tenderers are therefore strongly advised to ensure that tenders be dispatched allowing enough time for any unforeseen events that may delay the delivery of the tender.				
15. BRIEFING SESSION AND CLARIFICATIONS					
15.1	COMPULSORY BRIEFING SESSION Date: 03 February 2016 Time: 14h00 Place: SAQA House 1067 Arcadia Street Hatfield Pretoria				
15.1.1	Any clarification required by a tenderer regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning the tender, is to be requested in writing (letter, facsimile or e-mail) from Lenette Venter. The tender number should be mentioned in all correspondence.				
16. FORMAT OF TENDERS					
16.1	Tenderers must complete all the necessary tender documents and undertakings required in this tender document. Tenderers are advised that their proposal should be concise, written in plain English and simply presented.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
16.2	Tenderers are to set out their proposal in the following format:				
16.2.1	Part 1: Invitation to Tender				
16.2.2	Part 2: Compliance to Special Conditions of Tender and Noting of Evaluation Process and Criteria				
16.2.3	Part 3.1: SARS Tax Clearance Certificate(s) Part 3.2: B-BBEE Certificate				
16.2.4	Part 4: Declaration of interest				
16.2.5	Part 5: Declaration of tenderers' past supply chain management practices				
16.2.6	Part 6: Technical approach (Methodology and approach)				
16.2.7	Part 7: Experience in this field				
16.2.8	Part 8: Pricing Schedule.				
17. DETAIL OF PROPOSAL DOCUMENTS					
17.1	Part 1: Invitation to Tender Tenderers must complete and submit the Invitation to Tender+document.				
17.2	Part 2: Compliance to Special Conditions of Tender and Noting of Evaluation Process and Criteria Indicate compliance/non-compliance or noted. In case of non-compliance details and referencing to the specific paragraph is required.				
17.3	Part 3.1: SARS Tax Clearance Certificate An original SARS Tax Clearance Certificate must accompany the proposal. In case of a consortium/joint venture, or where subcontractors are utilised, an original SARS Tax Clearance Certificate for each consortium/ joint venture member and/or subcontractor (individual) must be submitted. Part 3.2: B-BBEE Certificate An accredited B-BBEE Certificate must accompany the proposal. Complete and sing SBD6.1 Form.				
17.4	Part 4: Declaration of Interest Tenderers must complete and submit the Declaration of Interest.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
17.5	Part 5: Declaration of tenderer's past supply chain management practices				
17.5.1	Tenderers must complete and submit all required documentation; SBD4; SBD 6.1; SBD 8 and SBD 9 Forms				
17.6	Part 6: Technical approach Tenderers must, at least:				
17.6.1	Provide an overview of the methodology that is followed by them e.g. a risk based approach is required				
17.6.2	Describe, in detail, exactly how they propose to carry out the activities to achieve the outcomes identified in the terms of reference. They should identify any possible problems that might hinder delivery and indicate how they will avoid, or overcome such problems.				
17.6.3	Identify the position(s) involved in the direct delivery of the service to be provided and in the overall management of the work and name the people who will fill these positions.				
17.6.4	Describe the tasks, duties or functions to be performed by staff in these positions.				
17.7	Part 7: Experience in this field				
17.7.1	Tenderers should provide at least the following information: Details of contracts for similar work within the last 4 years. Contact details of a minimum of 3 organisations for which work was done.				
17.8	Part 9: Pricing Schedule				
17.8.1	All costs related to this assignment are to be allowed for in the pricing schedule and in the formats prescribed. The proposed totals for fees and reimbursables will be included in the contract as the maximum amount to be spent on these items.				
17.8.2	A pricing schedule with one of the specified elements (fees and reimbursable costs) omitted from the costing, may be considered non-responsive.				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
17.9	Fees				
17.9.1	Completed Vendor Information form & required source documents. Payment details and proof of bank account (cancelled cheque) will only be required from the successful tenderer.				
18. PRESENTATIONS					
18.1	SAQA reserves the right to invite tenderers for presentations before the award of the tender.				
19. NEGOTIATIONS					
19.1	SAQA has the right to enter into negotiation with a prospective contractor regarding any terms and conditions, including price(s), of a proposed contract.				
19.2	SAQA shall not be obliged to accept the lowest of any quotation, offer or proposal.				
19.3	Despite preferential procurement regulations 3(4), 4(4), 5(4), 6(4) and 8(8) that state that only the proposal with the highest number of points may be selected, a contract may, on reasonable and justifiable grounds, be awarded to a proponent that did not score the highest number of points.				
19.4	All tenderers will be informed whether they have been successful or not. A contract will only be deemed to be concluded when reduced to writing in a contract form signed by the designated responsible person of both parties.				
19.5	Documents submitted by tenderers will not be returned.				
20. DOMICILIUM					
20.1	The parties hereto choose domicilia citandi et executandi for all purposes of and in connection with the final contract as follows:				
	The South African Qualifications Authority (SAQA) 1067 Arcadia Street Hatfield Pretoria 0083				
	The Service Provider: ò ò ò ò ò ò ò ò ò ò ò ò ò ò .				

3. Part 3 – Terms of Reference

3.1 Introduction

SAQA is seeking a solution from interested and qualified organizations in providing Cloud-based telephony services.

SAQA requires a single partner to be responsible for and to take ownership of the ongoing services of the total solution with a single point of contact and problem resolution and upgrades for the duration of the contract.

The service must provide uninterrupted connectivity and allow multiple levels of access, while integrating the services required.

3.2 Technology Frameworks / Network Framework

WAN

SAQA is located in a single building. The network is connected to the Internet via Fibre Optic cable (6Mb/s) and ADSL (4Mb/s).

The voice network is carried on its own VLAN.

The optic fibre solution is currently provisioned to provide 1Mb for VoIP.

All incoming calls are received on two E1 lines. All outgoing calls are transmitted across the 1Mb provision on the Fibre Optic cable.

LAN

The Local Area Network consists of HP and 3Com switches running 1Gb/s on the back-bone and 1Gb/s and 100Mb/s to workstations.

All the LAN switches are PoE

PABX

Avaya S8300 server in a G450 Gateway

Avaya S8800 AES Server

Avaya one-X Attendant (soft switchboard)

Multi-channel Routing

Avaya Presence server

Telephone Units / Handsets

Avaya 1608

Avaya 1616

Jabra Headsets (Avaya OneX soft phones)

Plantronics Headsets (Avaya OneX soft phones)

Telephone Management System

Midas TMS (customized reporting)

Call-recording

Libre Voice Recording system

SMS Gateway

Uniserver Live sms gateway

Fax2email

Galatrix Fax server

3.3 SAQA Specifications

3.3.1 Responding to Questions

Please ensure that you answer all of the under mentioned questions. We require that respondents utilize the same outline structure, responding to questions in the corresponding sequence.

Please submit supporting documentation or technical bulletins as appendices to your response, making reference to supporting material in the text of your proposal.

3.3.2 System Requirements

The Cloud-based telephony solution must have equivalent modules for all the current SAQA systems listed above.

3.3.2.1 Functionality

The preferred solution must include the following functionality:

- End to end managed solution;
- End to end maintenance and support;
- Central management interface for all directorates, user levels and end users;
- Central interface for reporting and billing for all directorates;
- VOIP Quality management and monitoring;
- Redundancy and reliability;
- Smart phone and softphone PBX integration;
- Remote and mobile PBX users;
- Clean interface for easy administration;
- No onsite PBX's.

3.3.2.2 Features

PBX Features must include, but not be limited to:

- Alerts
- Busy lamps
- Call screening
- Classes of service (access / priority levels)
- Multi-level (Precedence and Preemption during peak times)
- Call Forwarding
- Click to dial (for those users with existing soft phones)
- Caller line ID
- Conferencing
- Call recording
- Virtual phones
- Numbers forwarded to SIP phones (extensions), voicemail, or forwarded when not available
- Voice mail
- Call history
- Pickup groups
- Hunt Groups
- Speed dials

3.3.2.3 Number Porting

- All existing SAQA telephone numbers (landline / fixed numbers) must be retained

3.3.2.4 Users and channels

- The system must accommodate between 170 and 200 staff members, with the ability to expand or shrink as required
- At least 60 channels must be available for concurrent calls

3.3.2.5 Security

- The necessary security mechanisms and pro-active monitoring tools to avoid infrastructure intrusion must be in place

3.3.2.6 Reporting

- Real-time management and Reporting Tools (these should be browser-based applications and include Dashboard Overviews)
- Alarms on extended call duration or long-distance connections
- Statistics per Directorate, per User
- Breakdown of cost and usage per Directorate, per User

3.3.2.7 Billing

- Transparency on call rates - these must be clearly indicated
- Billing unit (indicate per second or per minute)
- Connection fees must be stipulated, if applicable

3.3.2.8 System Administration

- Administration interface/management console must be via a web enabled interface running in a browser (Chrome, Firefox, IE, Safari)
- Administrators must be able to produce cost and usage reporting; billing; call type breakdown; call logs; real-time call costs; individual call history; Access by role; and must be able to export reports in CSV and or PDF
- Administrators must be able to upload Interactive Voice Response messages via the web interface; upload music on hold; upload or terminate once off messages.
- Administrators must be able to upload After Hours Greetings
- Must be able to apply Answering Rules to give the ability to choose how incoming calls are handled - auto routing
- Set up auto-attendant (custom main greeting) to automatically greet and direct callers to the appropriate extension using a pre-recorded message chosen by the caller
- Administrators must be able to create, update or delete accounts;
- Administrators must be able to distinguish between business calls, private calls, local, national and international outgoing calls
- System administrators must be able to block or allow certain numbers (see also international calls, calls to cellphones, roaming) Dial out restrictions

3.3.2.9 Call Administration

- Hunting/Re-routing/IVR/Caller line identification must be available for incoming or outgoing calls
- Administrators must be able to set up the system such that phones can be rung in sequence or at once, in parallel, serial, circular hunt groups; internal or external numbers
- Distribution of incoming calls to multiple agents from a single central phone number:
 - Calls should be queued;
 - Issue intermittent call greetings;
 - Calls will not ring at an agent phone if that agent is not available;
 - Agents do not have to be co-located on a single site;
 - Filter extensions into groups;
 - Click to dial, transfer and retrieve calls

- Routing calls to a host device for a specific period of time
- Automatic call distribution ability
- Call screening
- Music or a message played while callers remain on hold and ability to upload such music
- User access must be controlled using a PIN or similar authentication mechanism
- Browser-based administration lets users change their own availability and number preferences, as well as simplifying MACs, hunt groups, or ACD management, and other administration work

3.3.2.10 Switchboard Operator

- Switchboard operator must be able to see when a device is busy;
- monitors colleagues busy/not busy calls;
- transfer calls
- perform standard switchboard operations

3.3.2.11 Storage / Recording

- must be able to record and store calls for specified number of days, preferably in an encrypted format
- Must be able to retrieve recordings for DR purposes at regular intervals

3.3.2.13 Call Centre

- Real time reporting to enable managers to check on call queues and activity as they happens
- Automatic call distribution (ACD), factoring in the volume of calls agents have handled and how long they've been off the phone to more evenly distribute the workload

3.3.2.14 Mobility

- Calls can be forwarded to alternative numbers, allowing transfer of calls to staff not currently in the office

3.3.2.15 SMS Gateway

- The ability to send and receive SMS's, per Directorate

3.3.2.16 Fax2Email

- The ability to send and receive faxes via e-mail, per Directorate

Furthermore:

- 8x5 2 hr response time must be included
- Integration with existing handsets (Avaya 1608/1608i/1616) is required.

All servers and systems must be located and hosted with the borders of the Republic of South Africa

- SAQA requires that the system be delivered, installed and commissioned before 01 April 2016.

3.4 Provide references similar to the proposed solution in terms of functionality, service required and size, including company name, contact, and telephone number.

3.5 Is your solution dependent on third party vendors? If so, describe your business relationship and the impact on the solution.

3.6 Provide an overview of new technologies (with special reference to the solution provided) your company plans to market in the near future that would be of advantage to SAQA.

3.7 Services

Please cost the installation and commissioning of system including the training and knowledge transfer to SAQA staff.

Please provide the CV's and certifications of the individuals providing any service on this project

Please include your warranty and conditions, which includes three years on site with a five year option as well.

Please describe and cost a three-year and a five-year maintenance service separately, including a draft SLA agreement. The SLA agreement must (amongst other) clearly state the deliverables, the roles and responsibilities of all stakeholders, response times and penalties for non-performance.

Outline product enhancements your product might undergo over the next four quarters.

Outline any features or benefits your solution would provide not mentioned anywhere else and would set your solution apart from others

The proposed project plan for the migration from the current system to the new system must include the following deliverables:

- **Project Schedule**

- **Work breakdown structure**
- **Hardware and software specifications**
- **Project organization and communication**
- **Resource requirements**
- **Training**
- **Project Risks**
- **Success Criteria**

4. Evaluation criteria and process

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
1. EVALUATION PROCESS					
1.1 COMPLIANCE WITH MINIMUM REQUIREMENTS					
1.1.1	All bids duly lodged will be examined to determine compliance with bidding requirements and conditions. Bids with obvious deviations from the requirements/conditions, may be eliminated from further adjudication.				
1.2 PRICE, FUNCTIONALITY AND PREFERENCE POINTS					
1.2.1	All remaining bids will be evaluated as follows:				
1.2.2	90 Marks will be awarded for price and 10 marks will be awarded for specific goals set out in the preference points claim form(s).				
1.3 DETERMINATION OF PERCENTAGE FOR FUNCTIONALITY					
1.3.1	The evaluation criteria and weights for functionality as indicated in the table in paragraph 2, will apply.				
1.3.2	<p>The percentage scored for functionality should be calculated as follows: Each panel member shall award values for each individual criterion on a score sheet. The value scored for each criterion shall be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for the various criteria. These marks should be added to obtain the total score. The following formula should then be used to convert the total score to a percentage for functionality:</p> $Ps = \frac{So}{Ms} \times Ap$ <p>Where Ps = percentage scored for functionality by bid/proposal under consideration So = total score of bid/proposal under consideration Ms = maximum possible score Ap = percentage allocated for functionality</p>				

No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
	<p>The percentages of each panel member shall be added together and divided by the number of panel members to establish the average percentage obtained by each individual bidder for functionality.</p> <p>After calculation of the percentage for functionality, the prices of all bids that obtained the minimum score (100%) for functionality should be taken into consideration.</p>				
1.4 ELIMINATION OF PROPOSALS ON GROUNDS OF FUNCTIONALITY					
1.4.1	Bids that score less than 80% of the marks available for functionality will be eliminated from further consideration. Points will therefore not be awarded for their cost proposals or for preference.				
1.5 DETERMINATION OF PERCENTAGE FOR PRICE					
1.5.1	<p>The percentage scored for price shall be calculated as follows:</p> <p>The lowest acceptable bid/proposal (adjusted or not), will obtain the maximum percentage allocated for price. The other bids/proposals with higher prices (adjusted or not), will proportionately obtain lower percentages.</p>				
1.6 CALCULATION OF POINTS FOR FUNCTIONALITY AND PRICE					
1.6.1	<p>The percentage scored for price shall be calculated as follows:</p> <p>The lowest acceptable bid/proposal (adjusted or not), will obtain the maximum percentage allocated for price. The other bids/proposals with higher prices (adjusted or not), will proportionately obtain lower percentages.</p>				
1.6.2	<p>The points scored out of 90 shall be calculated according to the following formula.</p> <p>The 90/10 preference point system (above R1 Million)</p> $Ps = 90 \left(1 - \frac{Hs \cdot Rs}{Rs} \right)$ <p>Where</p>				

	<p>Ps = points scored for price of the bid/proposal under consideration</p> <p>Hs = highest percentage scored by any acceptable bidder for functionality and price</p> <p>Rs = percentage scored for price by bid/proposal under consideration.</p>				
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No.	Conditions	Confirmation			
		Yes	No	Noted	If no, indicate deviation
1.7 AWARDING OF POINTS FOR PREFERENCES/GOALS					
1.7.1	Points for any specific preferences will be awarded according to the formula(e) indicated in the preference points claim form(s), refer to no. 1.8, Preference Points Claim Form in Terms of the Preferential Procurement Regulations, 2001.				
1.8 COMBINING FUNCTIONALITY, PRICE AND PREFERENCE POINTS					
1.8.1	The preference points for each bid will now be added to the price mark for that bid.				
1.8.2	The Evaluation Committee may recommend that the contract be awarded to the bidder obtaining the highest aggregate mark as determined by 1.8.1 or to a lower scoring bid on justifiable grounds.				
1.9 ADJUDICATION OF BID					
1.9.1	The Evaluation Committee will evaluate and make recommendation. The Procurement Committee will consider the recommendations and make the final award. The successful bidder will usually be the service provider scoring the highest number of points or it may be a lower scoring bid on justifiable grounds or no award at all.				

4.1.1 EVALUATION CRITERIA

The evaluation criteria are as follows:

CRITERION	COMPLIANCE
1. PHASE 1: FUNCTIONALITY	
Setup integration and porting	20%
Call Administration	25%
System Administration	25%
Fax facility & SMS facility	5%
Support and Maintenance	25%
TOTAL SCORE FOR FUNCTIONALITY	100%
Bidders MUST score 80% for phase 1 to qualify for further evaluation Bidders that fail to score 80% will be disqualified for being technically non-compliant and will not be considered for Phase 2	
2. PHASE 2: PRICE	
2.1 Relative competitiveness of proposed price	90 Points
TOTAL SCORE FOR PRICE	90 Points
3. PREFERENCE POINTS	
EQUITY (10 Points)	
Level 1	10
Level 2	9
Level 3	8
Level 4	5
Level 5	4
Level 6	3
Level 7	2
Level 8	1
Non-compliant contributor	0

4.2 BID DOCUMENTATION

It is very important that the standard bid documentation included in this bid document be completed and submitted as part of the proposal. Failure on the part of the bidder to complete the attached documentation may lead to disqualification.

Attached Documents	Reference
Invitation to Bid	SBD 1
Tax Clearance Requirements	SBD 2
Pricing Schedule . Firm Prices	SBD 3.3
Declaration of Interest	SBD 4
Preference points claim form in terms of the Preferential Procurement Regulations 2011	SBD 6.1
Declaration of Bidder's pas Supply Chain Management Practices	SBD 8
Certificate of Independent Bid Determination	SBD 9
Organisation and methodology [To be drawn up by the bidder using the format as per paragraph 13 of this bid document]	Refer to par. 13

5. PERIOD OF VALIDITY

Bidders shall be bound by their proposals for a period of **90 days** from the deadline for the submission of bids.

6. LANGUAGE

The proposals, all correspondence and documents related to the bid document exchanged by the bidder and SAQA must be written in the language of the procedure . **English.**

Supporting documents and printed literature furnished by the bidder may be in another language, provided they are accompanied by an accurate translation into the language of the procedure. For the purposes of interpretation of the bid, the language of the procedure will prevail.

7. COMPULSORY INFORMATION SESSION

COMPULSORY BRIEFING SESSION

Date: 03 February 2016
Time: 14h00
Place: SAQA House
1067 Arcadia Street
Hatfield
Pretoria

8. SUBMISSION OF BIDS

Proposals must be received before the deadline as indicated in the bid document. They must include the signed standard bid documentation and all other relevant documents required and submitted at the following address:

<p><u>Physical Address</u> South African Qualifications Authority SAQA House Building 1067 Arcadia Street Hatfield, Pretoria, 0083</p>
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Bidders shall comply with the following conditions:

All bids to be submitted in one original marked “original”, and 3 (three) copies signed in the same way as the original and marked “copy”.

All bids must be received before 11.00 on Tuesday 23 February 2016.

All bids, including annexures and all supporting documents, to be submitted in a sealed envelope bearing only:

- (a) *the above address*
- (b) *the reference code of this bid, **Reference: SAQA 0003/16 IT***
- (c) *the words “Not to be opened before the bid opening session” in the language of the bid document - **English***
- (d) *The name of the bidder, telephone number and address*

9. PRICING

Bidders shall be deemed to have satisfied themselves, before submitting their proposal(s), as to its/their correctness and sufficiency, to have taken account of all that is required for the full and proper performance of the contract and to have included all costs in their rates and prices.

10. ADDITIONAL INFORMATION BEFORE THE DEADLINE FOR SUBMISSION OF TENDERS

Bidders may submit questions in writing to the following address, specifying:

Reference number: SAQA 0003/16 IT

The contract title: Purchasing, commissioning and maintenance of a cloud-based Telecoms System, including PABX, Switchboard, Fax2email, SMS gateway, Call-Centre capabilities, Telephone Management System and porting SAQA's existing telephone numbers

Contact name: Lenette Venter
Deputy Director: Supply Chain Management

Postal address: SOUTH AFRICAN QUALIFICATIONS AUTHORITY,
Post Net Suite 248, Private Bag X06, WATERKLOOF, 0145

Physical address: SOUTH AFRICAN QUALIFICATIONS AUTHORITY,
SAQA House Building, 1067 Arcadia Street, Hatfield, Pretoria
0081

E-mail: lventer@saqa.co.za

Any prospective bidders seeking to arrange individual meetings with SAQA during the bid period may be excluded from the bid procedure.

11. OPENING OF BIDS

The opening and examination of bids shall be for the purpose of checking whether the bids are complete, whether the documents have been properly signed and whether the bid proposals are generally in order.

In the interests of transparency and equal treatment and without being able to modify their proposals, bidders may be required, at the sole written request of the evaluation committee, to provide clarifications within 48 hours. Any such request for clarification must not seek the correction of formal errors or major restrictions affecting performance of the contract or distorting competition.

Any attempt by a bidder to influence the evaluation committee in the process of examination, clarification, evaluation and comparison of bids, to obtain information on how the procedure is progressing or to influence SAQA in its decision concerning the award of the contract shall result in the immediate rejection of its bid.

All bids received after the deadline for submission specified in the procurement notice or these instructions will be kept by SAQA. No liability can be accepted for late delivery of bids. **Late bids may be rejected and not be evaluated.**

In no event shall SAQA be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a bid even if the Contracting Authority has been advised of the possibility of damages. The publication of a procurement notice does not commit SAQA to implement the programme or project announced.

12. CONDITIONS UNDER WHICH PROPOSALS ARE TO BE SUBMITTED

- 12.1 SAQA reserves the right to reject any tender that, in its opinion, is not suitable for the purpose of this assignment.
- 12.2 Contractors may be penalised for not meeting performance levels. Where such shortfalls exist, notification and warning(s) will precede any such penalty to correct the situation promptly.
- 12.3 SAQA reserves the right to terminate this appointment or temporarily defer the work, or any part thereof, at any stage of completion should it be decided not to proceed with the project. Should either party due to reasons not attributable to the contractor terminate the agreement between SAQA and the service provider, the service provider will be remunerated for the appropriate portion of work completed.
- 12.4 The professional persons proposed for use on the project shall remain in use on the project unless permission is granted by SAQA to change the staffing proposal. Such permission will only be granted in exceptional cases.
- 12.5 No material or information derived from the provision of the services under the contract may be used for any purposes other than those of SAQA, except where authorized in writing to do so by SAQA.
- 12.6 The bidder will be disqualified should any attempt be made by the service provider, either directly or indirectly, to canvass SAQA, or any of its employees in respect of a bid between the date of the tender and the date of award.
- 12.7 The copyright of all documents and electronic aids, software etc, prepared or developed in terms of this appointment shall be vested in SAQA.
- 12.8 SAQA reserves the right not to accept the lowest quotation, as the quality of the bid proposal and the potential to implement will play a major role when the bid proposals are evaluated. Similarly SAQA is not bound to select any of the service providers tendering for the bid.
- 12.9 SAQA reserves the right to award only part of the contract, if it deems necessary.
- 12.10 The General Conditions of Contract will apply in this tender.
- 12.11 The Code of Conduct for Security Services Providers as stipulated in the Regulation Act, 2001 (Act No. 56 of 2001).

13. ORGANISATION AND METHODOLOGY

To be completed by the Bidder

RATIONALE

- Comments on the Terms of Reference of importance for the successful execution of activities, in particular its objectives and expected results, thus demonstrating the degree of understanding of the contract. **Any comments contradicting the Terms of Reference or falling outside their scope will not form part of the final contract.**
- An opinion on the key issues related to the achievement of the contract objectives and expected results.
- An explanation of the risks and assumptions affecting the execution of the contract.

STRATEGY

- An outline of the IT approach proposed for contract implementation.
- **A list of the proposed activities considered necessary to achieve the contract objectives.**
- The related inputs and outputs.
- In the case of a bid being submitted by a consortium, a description of the input from each of the consortium partners and the distribution and interaction of tasks and responsibilities between them.
- A description of sub-contracting arrangements foreseen, if any, with a clear indication of the tasks that will be entrusted to a sub-contractor and a statement by the bidder guaranteeing the eligibility of any sub-contractor.

TIMETABLE OF ACTIVITIES

- The timing, sequence and duration of the proposed activities, taking into account mobilisation time.
- The identification and timing of major milestones in execution of the contract, including an indication of how the achievement of these would be reflected in any reports, particularly those stipulated in the Terms of reference.
- The expected number of working days required from each category of expert each month during the period of execution of the contract (using the Excel spreadsheet or similar).

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/PUBLIC ENTITY)

BID NUMBER: SAQA 0003/16 IT

CLOSING DATE: 23 FEBRUARY 2016

CLOSING TIME: 11:00

DESCRIPTION: Purchasing, commissioning and maintenance of a cloud-based Telecoms System, including PABX, Switchboard, Fax2email, SMS gateway, Call-Centre capabilities, Telephone Management System and porting SAQA's existing telephone numbers

The successful bidder will be required to fill in and sign a written Contract Form (SBD 7).

BID DOCUMENTS MAY BE POSTED TO:.....
OR

DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)
.....
.....

Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration.

The bid box is generally open 24 hours a day, 7 days a week.

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS – (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT

THE FOLLOWING PARTICULARS MUST BE FURNISHED
(FAILURE TO DO SO MAY RESULT IN YOUR BID BEING DISQUALIFIED)

NAME OF BIDDER

POSTAL ADDRESS

STREET ADDRESS

TELEPHONE NUMBER CODE..... NUMBER.....

CELLPHONE NUMBER

FACSIMILE NUMBER CODE NUMBER.....

E-MAIL ADDRESS

VAT REGISTRATION NUMBER

HAS AN ORIGINAL AND VALID TAX CLEARANCE CERTIFICATE BEEN SUBMITTED? (SBD 2) YES or NO

HAS A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE BEEN SUBMITTED? (SBD 6.1) YES or NO

IF YES, WHO WAS THE CERTIFICATE ISSUED BY?

AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA).....

A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS); OR.....

A REGISTERED AUDITOR

[TICK APPLICABLE BOX]

(A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE 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?
NO

YES or

[IF YES ENCLOSE PROOF]

SIGNATURE OF BIDDER

DATE

CAPACITY UNDER WHICH THIS BID IS SIGNED

TOTAL BID PRICE..... TOTAL NUMBER OF ITEMS OFFERED

ANY ENQUIRIES REGARDING THE BIDDING PROCEDURE MAY BE DIRECTED TO:

Department:

Contact Person:

Tel:

Fax:

E-mail address:.....

ANY ENQUIRIES REGARDING TECHNICAL INFORMATION MAY BE DIRECTED TO:

Contact Person:

Tel:

Fax:

E-mail address:.....

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER:	BID NO.: SAQA 0003/16 IT
CLOSING TIME 11:00	CLOSING DATE: 23 FEBRUARY 2016

OFFER TO BE VALID FORDAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY **(ALL APPLICABLE TAXES INCLUDED)
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1. The accompanying information must be used for the formulation of proposals.

2. NB: PLEASE REFER TO THE TERMS OF REFERENCE

Please ensure that firm prices are quoted for each of the 3 years.

Year 1	R.....
Year 2	R.....
Year 3	R.....

Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. R.....

3. PERSONS WHO WILL BE INVOLVED IN THE PROJECT AND RATES APPLICABLE (CERTIFIED INVOICES MUST BE RENDERED IN TERMS HEREOF)

4. PERSON AND POSITION	HOURLY RATE	DAILY RATE
-----	R-----	-----
-----	R-----	-----
-----	R-----	-----
-----	R-----	-----
-----	R-----	-----

5. PHASES ACCORDING TO WHICH THE PROJECT WILL BE COMPLETED, COST PER PHASE AND MAN-DAYS TO BE SPENT

-----	R-----	----- days
-----	R-----	----- days
-----	R-----	----- days
-----	R-----	----- days

Name of Bidder: í

5.1 Travel expenses (specify, for example rate/km and total km, class of airtravel, etc). Only actual costs are recoverable. Proof of the expenses incurred must accompany certified invoices.

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

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

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

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

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

*[DELETE IF NOT APPLICABLE]

TAX CLEARANCE CERTIFICATE REQUIREMENTS

It is a condition of bid that the taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

- 1 In order to meet this requirement bidders are required to complete in full the attached form TCC 001 Application for a Tax Clearance Certificate and submit it to any SARS branch office nationally. The Tax Clearance Certificate Requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 2 SARS will then furnish the bidder with a Tax Clearance Certificate that will be valid for a period of 1 (one) year from the date of approval.
- 3 The original Tax Clearance Certificate must be submitted together with the bid. Failure to submit the original and valid Tax Clearance Certificate will result in the invalidation of the bid. Certified copies of the Tax Clearance Certificate will not be acceptable.
- 4 In bids where Consortia / Joint Ventures / Sub-contractors are involved, each party must submit a separate Tax Clearance Certificate.
- 5 Copies of the TCC 001 Application for a Tax Clearance Certificate form are available from any SARS branch office nationally or on the website [www.sars.gov. a](http://www.sars.gov.a).
- 6 Applications for the Tax Clearance Certificates may also be made via eFiling. In order to use this provision, taxpayers will need to register with SARS as eFilers through the website [www.sars.gov. a](http://www.sars.gov.a).

**VENDOR REGISTRATION/MAINTENANCE
FORM**



DIRECTORATE: FINANCE AND ADMINISTRATION

I hereby request that the following vendor be added to our ACCPAC vendor list

Requested by:	Approved by Director:
Date:	Date:

Vendor registered on Accpac already?	Yes/No
---	---------------

Tax Clearance Certificate Attached?	Yes/No
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Company Name/Claimant:

VAT No./ID No.

Physical Address:

Area Code:

Postal Address:

Postal Code:

Contact Person:

Tel No.:

Fax No.:

Core Business of Vendor

E-Mail: (for remittance advices)

BANKING DETAILS

Banking details to be submitted on a letterhead or a
Cancelled Cheque as confirmation thereof

Account No.:	Bank:
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Branch Code:

For use by SAQA: Directorate Finance and Administration

Vendor/Claimant No.:

Approved by: **Date:**

Captured by: **Date:**