

BID NO:23/24/114

APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, INSTALL, COMMISSION AND MAINTAIN A (VOIP) PABX SWITCHBOARD SYSTEM WITH TELEPHONE MANAGEMENT SYSTEM FOR THE WITBANK OFFICE OF MPUMALANGA PROVINCE FOR A LEASE PERIOD OF TWELVE (12) MONTHS.

As per department specific goal, tenderer who wish to claim point in terms of table 2.12 on (SBD 6.1) provide prove for each points.

- Historically Disadvantaged individuals (HDI): Attach a copy of Identity Document (ID) and company registration document.
- Who is female- Attach a copy of Identity Document (ID) and company registration document.
- Who has a disability – Attach a certified copy or original doctor's letter confirming the disability
- Who is youth (a person that is not older than 35 years on the closing date of a bid): - Attach a copy of Identity Document (ID) and company registration document.

Kindly submit the request for quotation through email to Tshepo.Seoe@dalrrd.gov.za

CLOSING DATE: 27 October 2023 @11H00 AM

TECHNICAL ENQUIRIES : Ms. Sonto Shongwe or Mr Thokozani Mnisi
TEL : 013 655 1000
EMAIL : Sonto.Shongwe@dalrrd.gov.za
Thokozani.Mnisi@dalrrd.gov.za

BID RELATED ENQUIRIES : Mr Tshepo Seoe / Mr Damian Rudolph
TEL : (013) 754 8038/8012/8066/8000
EMAIL: Tshepo.Seoe@dalrrd.gov.za
DRudolph@dalrrd.gov.za

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT)					
BID NUMBER:	23/24/114	CLOSING DATE:	27 October 2023	CLOSING TIME:	11H00 AM
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, INSTALL, COMMISSION AND MAINTAIN A (VOIP) PABX SWITCHBOARD SYSTEM WITH TELEPHONE MANAGEMENT SYSTEM FOR THE WITBANK OFFICE OF MPUMALANGA PROVINCE FOR A LEASE PERIOD OF TWELVE (12) MONTHS.				
BID RESPONSE DOCUMENTS MAY SUBMITTED VIA EMAIL OR BID BOX (PREFERABLY EMAIL)					
Provincial Shared Service Centre: Department of Agriculture, Land Reform and Rural Development					
17 Van Rensburg Street, Bateleur Building					
6th Floor, Block E			OR Tshepo.Seoe@dalrrd.gov.za		
Nelspruit 1200					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Tshepo Seoe/ Mr Damian Rudolph		CONTACT PERSON	Mr. Thokozani Mnisi / Ms Sonto Shongwe	
TELEPHONE NUMBER	013 754 8038/8012/8066/8000		TELEPHONE NUMBER	013 665 1000	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	Tshepo.Seoe@dalrrd.gov.za DRudolph@dalrrd.gov.za		E-MAIL ADDRESS	Thokozani.Mnisi@dalrrd.gov.za Sonto.Shongwe@dalrrd.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> 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:
<p>1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</p> <p>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.</p> <p>1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.</p> <p>1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</p>
2. TAX COMPLIANCE REQUIREMENTS
<p>2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>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.</p> <p>2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.</p> <p>2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.</p> <p>2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.</p> <p>2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.</p> <p>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."</p>

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:

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

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

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

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

2.2.1 If so, furnish particulars:

.....
.....

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

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or 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

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.

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

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

PRICE QUOTATION PROCESS (UP TO R 1 MILLION)

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

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

1. 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 tender 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;
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000); and
- (f) "Historically Disadvantaged individuals" means a person historically disadvantaged by unfair discrimination on the basis of race: Provided that a person historically disadvantaged on the basis of race refers to Africans, Coloureds, Indians and people of Chinese descent who are South African citizens by birth or descent; or who became citizens of the Republic of South Africa by Naturalisation -
- Before 27 April 1994; or
 - On or after 27 April 1994 and who would have been entitled to acquire citizenship by naturalization prior to that date.

2. GENERAL CONDITIONS

2.1 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

2.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the 80/20 preference point system.
- b) 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

2.3 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.

2.4 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

2.5 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.

2.6 Tenderers that fail to claim points for specific goals or that fail to fully complete the table in paragraph 2.12 below, will not be awarded points for specific goals.

2.7 Tenderers that make a calculation error when claiming points as per the table in paragraph 2.12 below, will not be awarded points for specific goals. Please take note of the examples on how to calculate points for specific goals as per paragraph 2.12 below.

2.8 Tenderers that fail to submit the correct SBD 6.1 form as issued by the Department of Agriculture, Land Reform and Rural Development, will not be awarded points for specific goals.

2.9 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.

2.10 Tenderers who wish to claim points in terms of the table in paragraph 2.12 below need to provide proof for each point claimed as guided below:

2.10.1 Historically Disadvantaged individuals (HDI):

- **Attach a copy of Identity Document (ID) and company registration document.**

2.10.2 Who is female:

- **Attach a copy of Identity Document (ID) and company registration document.**

2.10.3 Who has a disability:

- **Attach a certified copy or original doctor’s letter confirming the disability.**

2.10.4 Who is youth (a person that is not older than 35 years on the closing date of a bid):

- **Attach a copy of Identity Document (ID) and company registration document.**

2.11 The Department will use the Central Supplier Database and documents submitted by the tenderer to verify the points claimed for specific goals.

2.12 **Specific goals for the tender and points claimed are indicated per the table below.**

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Percentage ownership equity (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
I. HDI	10		
II. Who is female	5		
III. Who has a disability	2		
IV. Specific goal: Who is youth	3		

The number of points claimed for specific goals, are calculated as follow:

(I) A maximum of 10 points may be allocated to tenderers who had no franchise in national elections before the 1983 and 1993 Constitution, on the following basis:

- **Percentage ownership equity** x 10 ÷ 100 = number of points claimed.

(II) A maximum of 5 points may be allocated for to tenderers who is female, on the following basis:

- **Percentage ownership equity** x 5 ÷ 100 = number of points claimed.

(III) A maximum of 2 points may be allocated to tenderers who has a disability, on the following basis:

- **Percentage ownership equity** x 2 ÷ 100 = number of points claimed.

(IV) A maximum of 3 points may be allocated to tenderers who are youth, on the following basis:

- **Percentage ownership equity** x 3 ÷ 100 = number of points claimed.

2.13 It is important to note that failure by a tenderer to complete the table in paragraph 2.12 in full, will result in points for specific goals not to be allocated.

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

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

80/20

$$Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in the table in paragraph 2.12 above as may be supported by proof/documentation stated in the conditions of this tender.

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

4.3 A consortium or joint venture may, based on the percentage of the contract value managed or executed by their members, be entitled to claim points in respect of specific contract participation goals.

4.4 A tenderer will not be awarded points for HDI if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for the same number or more points for equity ownership.

4.5 A tenderer awarded a contract as a result of preference for contracting with, or providing equity ownership to a HDI, may not subcontract more than 25% of the value of the contract to a tenderer who is not a HDI or does not qualify for the same number or more preference for equity ownership.

5. SUB-CONTRACTING

5.1 Will any portion of the contract be sub-contracted?
(*Tick applicable box*)

YES		NO	
-----	--	----	--

5.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted:%
- ii) The name of the sub-contractor:
- iii) Points claimed for HDI by the sub-contractor:

6. DECLARATION WITH REGARD TO COMPANY/FIRM

6.1. Name of company/firm:

6.2. Company registration number:

6.3. 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]

6.4. 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:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;

- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

..... SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:



PROVINCIAL SHARED SERVICE CENTRE: MPUMALANGA

DIRECTORATE: NKANGALA DISTRICT SHARED SERVICES CENTRE

Private Bag X11305, WITBANK, 1200; Tel: 013 655 1000; Fax: 013 755 2820; Web: www.drddl.gov.za

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, INSTALL, COMMISSION AND MAINTAIN A (VOIP) PABX SWITCHBOARD SYSTEM WITH TELEPHONE MANAGEMENT SYSTEM FOR THE WITBANK OFFICE OF MPUMALANGA PROVINCE FOR A LEASE PERIOD OF TWELVE (12) MONTHS.

PHYSICAL ADDRESS:

Department of Agriculture, Land Reform and Rural Development

Shop No E8

Saveways Crescent Centre

Cnr OR Tambo And Mandela Street

Emalahleni

1035

1. INTRODUCTION

- 1.1 Nkangala District Shared Services Centre (Witbank): Mpumalanga Province is inviting service providers with suitable relevant technical skills, capabilities, and experience to maintain an effective and reliable, fully functioning (VOIP) PABX Switchboard system with corresponding Telephone Management software system for a lease period of twelve (12) months.

2. BACKGROUND

- 2.1 The office had a contract with VOX company who have installed and maintained the telephone system for the period of 36 months. The contract was effective from 2019 and has expired in May 2022. The office is currently having a fully functioning (VOIP) PABX Switchboard system with corresponding Telephone Management software system. With no maintenance plan since the maintenance plan has expired at the end of the contract with the previous service provider.

3. OBJECTIVES

- 3.1 To appoint a service provider to maintain the telephone system in the Office of the Regional Nkangala District Shared Service Centre: (Witbank) Mpumalanga Province.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING; HYGIENE AND CAR WASH SERVICES FOR THE DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT – NKANGALA OFFICE (RLCC AND DSSC) OFFICES FOR A PERIOD OF 36 MONTHS.

4. SCOPE OF WORK

The appointed service provider shall provide maintenance of the telephone system to the office of the Nkangala District Shared Services Centre (Witbank): Mpumalanga Province

4.1 TELEPHONE MANAGEMENT SYSTEM

- 4.1.1 To record all incoming and outgoing calls
- 4.1.2 Manage individual accounts with limited monthly allowance
- 4.1.3 Able to download, print and electronically send reports and telephone accounts to email.
- 4.1.4 Manage monthly limits
- 4.1.5 System should allow addition of new extension when the need arise.
- 4.1.6 System Administration Setup
 - The required software programming and associated interface equipment to monitor calls on the PABX System continuously;
 - The required software to generate reports and accounts for calls in the typical PABX environment.

4.2 DIGITAL VOIP EXTENSION PORTS AND TELEPHONE INSTRUMENTS WITH 12 SCREENS

- 4.2.1 The solution must allow for digital (VOIP) ports capacity of 30 extensions with screen instruments.
- 4.2.2 The solution must provide 31 telephone instruments with 12 button and 2 telephone instruments with 24 buttons for switchboard.
Also one cordless phone.

4.3 FASCIMILE

- 4.3.1 The solution should be able to accommodate facsimile functionality as part of the bid proposal.

4.1.2 VOICEMAIL AUTO ATTENDANT

This is for voicemail at all extensions and has auto attendant if all lines are busy. Callers can leave messages, users can listen to messages. Incoming callers never reach an empty office. With Call Forwarding, Dial-by-Directory, the ability to retrieve phone messages via the Phone Manager

4.1.3 TELEPHONE CONFERENCING

The system should be able to handle multi-party (Audio) conferencing facility whereby 10 or more staff members can hold a meeting. Internal staff members can also hold a meeting with external clients.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING; HYGIENE AND CAR WASH SERVICES FOR THE DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT – NKANGALA OFFICE (RLCC AND DSSC) OFFICES FOR A PERIOD OF 36 MONTHS.

4.5 UPS – BATTERY BACK UP

4.5.1 This is the Uninterrupted Power Supply that automatically kicks-in when the external power goes off. It needs to be attached to the (VOIP) PABX system, so that if the power goes off, the PABX will still be operating seamlessly. The UPS-Battery Back-Up must last for at least 180 minutes/ (3) Three Hours.

4.6 PRESERVATION AND PROTECTION OF DATABASE BETWEEN BACKUP

4.6.1 The solution should be able to preserve and protect customer database between backups.

4.6.2 Buffer memory to house archived live telephone user data of at least 6 months and more. Earlier backup telephone user data to be archived on suitable storage device at regular intervals in conjunction with departmental PABX System Administrator.

4.7 MAINTAINING

Operations repair and replacement of telephone handset.

4.7.1 Hardware(s) and Software(s)

4.7.2 VOIP PABX Infrastructure

4.7.3 Printing services

4.7.4 Reliability and high performance.

4.7.5 Easy management and configuration.

4.9 Replacing damaged existing telephone point

4.9.1 The service provider should test, repair/ replace and reconnect all existing telephone points. Telephone points should be shifted/ repositioned within offices where it's necessary.

4.9.10 The service provider shall, as part of the maintenance responsibilities repair or replace faulty equipment upon logging of a breakdown within the specified down-time The service provider shall rectify any faulty condition of which he becomes aware, even if it has not been logged

6 PERIOD OF PERFORMANCE

6.1 The successful service provider provide maintenance for the period of 12 months starting from the date of receiving the Official Purchase Order. Any extension proposed or granted with regard to the period of performance if any, shall be agreed upon by both parties in writing.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING; HYGIENE AND CAR WASH SERVICES FOR THE DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT – NKANGALA OFFICE (RLCC AND DSSC) OFFICES FOR A PERIOD OF 36 MONTHS.

7. TERMS AND CONDITIONS OF THE BID

- 7.1 Awarding of the bid will be subject to the Service Provider’s express acceptance of the DALRRD Supply Chain Management general contract conditions. The service providers is expected to do a compulsory site assessment to integrate the system with the current technology
- 7.2 The DALRRD and the Service Provider will sign a Services Level Agreement upon appointment. Such a Service Level Agreement will include the following:
- 7.2.1 Period of agreement;
 - 7.2.2 Project objectives and scope;
 - 7.2.3 Project plan and project plan management;
 - 7.2.4 Budget;
 - 7.2.5 Cost and fee payment;
 - 7.2.6 Method of communication;
 - 7.2.7 Reporting relationship;
 - 7.2.8 Deliverables and terms of deliverables;
 - 7.2.9 Reviews;
 - 7.2.10 Uncompleted work;
 - 7.2.11 Confidentiality;
 - 7.2.12 Disputes; and
 - 7.2.13 Financial penalties and termination of contract.

8. BILL OF QUANTITY

BILL OF QUANTITY

Complete Tele-Communication Solution to be fully maintained as follows:

NO.	ITEM	Quantity
1	ISDN Primary Rate Exchange Line with PRI 30 card	1
2	Digital Extension Ports	75
3	Digital telephone Instruments	75
4	VOIP Telephone instruments (with loudspeaker function)	75
5	Digital Console For Switchboard Operators	1
7	(VOIP) PABX server with proper cabin housing, including wall mounted brackets	1
8	UPS - Battery Back Up	1
9	Lightning Protector	1
10	Preservation and Protection Back-up	1

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING; HYGIENE AND CAR WASH SERVICES FOR THE DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT – NKANGALA OFFICE (RLCC AND DSSC) OFFICES FOR A PERIOD OF 36 MONTHS.

PLEASE NOTE: IT IS NON-COMPULSORY TO DO SITE INSPECTION HOWEVER SERVICE PROVIDER(S) ARE ENCOURAGED TO DO ASSESSMENT ON THE CURRENT SYSTEM FOR QUOTATION PURPOSE, OR BEFORE CLOSING DATE 27 OCTOBER 2023 AT 11h00 AM

Department of Agriculture, Land Reform and Rural Development

Shop No E8

Saveways Crescent Centre

Cnr OR Tambo And Mandela Street

Emalaheni

1035

9. CONTACT PERSONS:

Query	Contact Person	Contact Details
Technical	Mr. T Mnisi Ms. S Shongwe	013- 655 1000 Thokozani.Mnisi@dalrrd.gov.za Sonto.Shongwe@dalrrd.gov.za
SCM Related	Mr. T Seoe Mr. Damian Rudolph	013- 754 8038/8012/8066/8000 Tshepo.Seoe@dalrrd.gov.za DRudolph@dalrrd.gov.za