



# agriculture, land reform & rural development

Department:  
Agriculture, Land Reform and Rural Development  
REPUBLIC OF SOUTH AFRICA

PROVINCIAL SHARED SERVICE CENTRE: MPUMALANGA

Private Bag X11305, Nelspruit, 1200; Tel: 013 754 8000 Web: [www.dalrrd.gov.za](http://www.dalrrd.gov.za)

Enquiries: A Nkuna  
Tel no. email as indicated

## SUPPLY CHAIN MANAGEMENT Request for Quotation(s) (RFQ)/ Proposals

### REQUEST FOR THE QUOTATION.

Dear Sir or Madam

You are hereby invited to submit a quotation for the supply and delivery of the following goods/assets/ service to the Department of Rural Development and Land Reform (DRDLR)

| Item # | Description  | Qty       |
|--------|--|-----------|
| 1      | Lease, install, provide support and maintenance for VOIP telephone system and switchboard system for SG office in Mpumalanga | 36 Months |

Closing Date: 09/09/2022

Closing Time: 16h00

Please submit your quotation on your company official letter head and clearly indicate your Lead Time, Validity Period of your quotation and the total amount including vat.

The quotation must be emailed to [ANkuna2@dalrrd.gov.za](mailto:ANkuna2@dalrrd.gov.za) on or before the closing date and time. All documentation/ certificates indicated on specification Tax clearance certificate, BBBEE Certificate, SBD Forms must be attached and are compulsory. Please attach your quotation separately

Mandatory requirements: refer to the attached Terms of Reference/Specification

**TERMS AND CONDITIONS :** If the Supplier fails to deliver any or all goods or to perform services within the specified period in the Order/Contract, the purchaser may as a penalty deduct from the Order/Contract price a sum of the delayed goods or unperformed services ,or terminate the contract in part or in whole.

Yours faithfully

Mr. ALPHEUS NKUNA

For: Demand and Acquisition Management

Date: 06/09/ 2022

013 754 8066

Technical inquiry: T Vos

Tel no: 013 754 5400 or [tanya.vos@dalrrd.gov.za](mailto:tanya.vos@dalrrd.gov.za)



## PART A INVITATION TO BID

|  |  |               |             |               |       |
|--|--|---------------|-------------|---------------|-------|
| <b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM</b> |  |               |             |               |       |
| BID NUMBER:  | DRDLR-MP 0001 (2019/2020)  | CLOSING DATE: | 23 MAY 2019 | CLOSING TIME: | 11:00 |
| DESCRIPTION  | APPOINTMENT OF A SERVICE PROVIDER TO RENDER CLEANING AND HYGIENE SERVICES FOR THE DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM - MPUMALANGA PROVINCILA SHARED SERVICE CENTRE FOR A PERIOD OF 36 MONTHS. |               |             |               |       |

**THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

**BID RESPONSE DOCUMENTS MAY BE SUBMITTED TO:**

BID RESPONSE MUST BE DEPOSITED INTO THE TENDER/BID BOX SITUATED AT:  
DEPARTMENT OF RURAL DEVELOPMENT AND LAND REFORM  
HEAD OFFICE, OLD BUILDING,  
184 JEFF MASEMOLA STREET,  
PRETORIA

### 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  |  |   |  |                                     |         |   |  |
|  |  | TCS PIN:  |  | OR                                  | CSD No: |   |  |
| B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE<br>(TICK APPLICABLE BOX)  |  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No   |  | B-BBEE STATUS LEVEL SWORN AFFIDAVIT |         | <input type="checkbox"/> Yes<br><input type="checkbox"/> No |  |
| IF YES, WHO WAS THE CERTIFICATE ISSUED BY?   |  |   |  |                                     |         |   |  |
| AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA) AND NAME THE APPLICABLE IN THE TICK BOX |  | <input type="checkbox"/> AN ACCOUNTING OFFICER AS CONTEMPLATED IN THE CLOSE CORPORATION ACT (CCA)           |  |                                     |         |   |  |
|  |  | <input type="checkbox"/> A VERIFICATION AGENCY ACCREDITED BY THE SOUTH AFRICAN ACCREDITATION SYSTEM (SANAS) |  |                                     |         |   |  |
|  |  | <input type="checkbox"/> A REGISTERED AUDITOR<br>NAME:  |  |                                     |         |   |  |

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

|   |                              |                             |  |                                |                             |
|---|------------------------------|-----------------------------|--|--------------------------------|-----------------------------|
| ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED? | <input type="checkbox"/> Yes   | <input type="checkbox"/> No |
|   | [IF YES ENCLOSE PROOF]       |                             |  | [IF YES ANSWER PART B:3 BELOW] |                             |

|                     |      |
|---------------------|------|
| SIGNATURE OF BIDDER | DATE |
| .....               |      |

|  |  |
|--|--|
| CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.) |  |
|  |  |

|                               |                                 |
|-------------------------------|---------------------------------|
| TOTAL NUMBER OF ITEMS OFFERED | TOTAL BID PRICE (ALL INCLUSIVE) |
|                               |                                 |

|  |  |  |  |
|--|--|--|--|
| <b>BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:</b> |  | <b>TECHNICAL INFORMATION MAY BE DIRECTED TO:</b> |  |
| DEPARTMENT/ PUBLIC ENTITY                              | RURAL DEVELOPMENT AND LAND REFORM  | CONTACT PERSON                                   | MS NOKUTHULA THABETHE  |
| CONTACT PERSON   | ALPHEUS NKUNA  | TELEPHONE NUMBER                                 | (013) 754 8012   |
| TELEPHONE NUMBER                                       | (013) 754 8066   | FACSIMILE NUMBER                                 |  |
| FACSIMILE NUMBER                                       |  | E-MAIL ADDRESS                                   | <a href="mailto:constance.thabethe@drdlr.gov.za">constance.thabethe@drdlr.gov.za</a> |
| E-MAIL ADDRESS   | <a href="mailto:Alpheus.nkuna@drdlr.gov.za">Alpheus.nkuna@drdlr.gov.za</a> |  |  |

## PART B TERMS AND CONDITIONS FOR BIDDING

|   |  |  |  |  |   |  |  |  |
|---|--|--|--|--|---|--|--|--|
| <b>1. BID SUBMISSION:</b>   |  |  |  |  |   |  |  |  |
| <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 ONLINE</p> <p>1.3. BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) TO UPLOAD MANDATORY INFORMATION NAMELY: ( BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.</p> <p>1.4. WHERE A BIDDER IS NOT REGISTERED ON THE CSD, MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS MAY NOT BE SUBMITTED WITH THE BID DOCUMENTATION. B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTION.</p> <p>1.5. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER LEGISLATION OR SPECIAL CONDITIONS OF CONTRACT.</p> |  |  |  |  |   |  |  |  |
| <b>2. TAX COMPLIANCE REQUIREMENTS</b>   |  |  |  |  |   |  |  |  |
| <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 VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.</p> <p>2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) OR PIN MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE <a href="http://WWW.SARS.GOV.ZA">WWW.SARS.GOV.ZA</a>.</p> <p>2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS TOGETHER WITH THE BID.</p> <p>2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS / PIN / CSD NUMBER.</p> <p>2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.</p>   |  |  |  |  |   |  |  |  |
| <b>3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>  |  |  |  |  |   |  |  |  |
| <table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?</td> <td style="text-align: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</td> </tr> <tr> <td>3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA?</td> <td style="text-align: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</td> </tr> <tr> <td>3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?</td> <td style="text-align: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</td> </tr> <tr> <td>3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?</td> <td style="text-align: right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</td> </tr> </table> <p><b>IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.</b></p>  | 3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? | <input type="checkbox"/> YES <input type="checkbox"/> NO | 3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA? | <input type="checkbox"/> YES <input type="checkbox"/> NO | 3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA? | <input type="checkbox"/> YES <input type="checkbox"/> NO | 3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA? | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| 3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?  | <input type="checkbox"/> YES <input type="checkbox"/> NO             |  |  |  |   |  |  |  |
| 3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA?  | <input type="checkbox"/> YES <input type="checkbox"/> NO             |  |  |  |   |  |  |  |
| 3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?   | <input type="checkbox"/> YES <input type="checkbox"/> NO             |  |  |  |   |  |  |  |
| 3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?  | <input type="checkbox"/> YES <input type="checkbox"/> NO             |  |  |  |   |  |  |  |

**NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

## **BIDDER'S DISCLOSURE**

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.

### **Bidder's declaration**

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state?
- 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.

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

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<sup>1</sup> 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?

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?

2.3.1 If so, furnish particulars:

.....  
.....

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 consortium<sup>2</sup> 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

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<sup>2</sup> 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

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

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1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2

- a) The value of this bid is estimated to **exceed/not exceed** R50 000 000 (all applicable taxes included) and therefore the        preference point system shall be applicable; or
- b) Either the 80/20 or 90/10 preference point system will be applicable to this tender (*delete whichever is not applicable for this tender*).

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

|  |  |
|--|--|
|  |  |
|  |  |
|  |  |
|  |  |

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

- (a) “**B BBEE**” means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) “ **BBEE status level of contributor**” means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) “**bid**” means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) “**Broad Based Black Economic Empowerment Act**” means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- “**EME**” means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) “**functionality**” means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) “**prices**” includes all applicable taxes less all unconditional discounts;
- (h) “**p** ” means:
- B-BBEE Status level certificate issued by an authorized body or person;
  - A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
  - Any other requirement prescribed in terms of the B-BBEE Act;
- (i) “**QSE**” means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

### 3.1

A maximum of 80 or 90 points is allocated for price on the following basis:

$$= 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

- $P_s$  = Points scored for price of bid under consideration
- $P_t$  = Price of bid under consideration
- $P_{\min}$  = Price of lowest acceptable bid

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:



| 1                         | 10 | 20 |
|---------------------------|----|----|
| 2                         | 9  | 18 |
| 3                         | 6  | 14 |
| 4                         | 5  | 12 |
| 5                         | 4  | 8  |
| 6                         | 3  | 6  |
| 7                         | 2  | 4  |
| 8                         | 1  | 2  |
| Non-compliant contributor | 0  | 0  |

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6.1 B-BBEE Status Level of Contributor: . = .....(maximum of 10 or 20 points)  
 (Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7.1 Will any portion of the contract be sub-contracted?

**(Tick applicable box)**

|     |                          |    |                          |
|-----|--------------------------|----|--------------------------|
| YES | <input type="checkbox"/> | NO | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

**(Tick applicable box)**

|     |                          |    |                          |
|-----|--------------------------|----|--------------------------|
| YES | <input type="checkbox"/> | NO | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

|   | <input type="checkbox"/>            | <input type="checkbox"/>            |
|---|-------------------------------------|-------------------------------------|
| Black people  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Black people who are youth  | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Black people who are women  | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Black people with disabilities                                    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Black people living in rural or underdeveloped areas or townships | <input type="checkbox"/>            | <input type="checkbox"/>            |
| Cooperative owned by black people                                 | <input type="checkbox"/>            | <input type="checkbox"/>            |

|  |  |  |
|--|--|--|
| Black people who are military veterans |  |  |
| Any EME                                |  |  |
| Any QSE                                |  |  |

8.

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

8.4 TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

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

8.6 COMPANY CLASSIFICATION

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we 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 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a

fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding 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 bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury 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.

|           |
|-----------|
| WITNESSES |
| 1. ....   |
| 2. ....   |

|                                     |
|-------------------------------------|
| .....<br>SIGNATURE(S) OF BIDDERS(S) |
| DATE: .....                         |
| ADDRESS .....                       |
| .....                               |
| .....                               |

## DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Standard Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
  - a. abused the institution's supply chain management system;
  - b. committed fraud or any other improper conduct in relation to such system; or
  - c. failed to perform on any previous contract.
- 4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

| Item  | Question   | Yes                             | No                             |
|-------|--|---------------------------------|--------------------------------|
| 4.1   | Is the bidder or any of its directors listed on the National Treasury's database as companies or persons prohibited from doing business with the public sector?<br><b>(Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).</b>  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 4.1.1 | If so, furnish particulars:  |                                 |                                |
| 4.2   | Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?<br><b>To access this Register enter the National Treasury's website, <a href="http://www.treasury.gov.za">www.treasury.gov.za</a>, click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 3265445.</b> | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 4.2.1 | If so, furnish particulars:  |                                 |                                |
| 4.3   | Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?   | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 4.3.1 | If so, furnish particulars:  |                                 |                                |
| 4.4   | Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?  | Yes<br><input type="checkbox"/> | No<br><input type="checkbox"/> |
| 4.4.1 | If so, furnish particulars:  |                                 |                                |

**CERTIFICATION**

**I, THE UNDERSIGNED (FULL NAME).....  
CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION  
FORM IS TRUE AND CORRECT.**

**I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT,  
ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION  
PROVE TO BE FALSE.**

.....  
**Signature**

.....  
**Date**

.....  
**Position**

.....  
**Name of Bidder**



## agriculture, land reform & rural development

Department:  
Agriculture, Land Reform and Rural Development  
REPUBLIC OF SOUTH AFRICA

### **SURVEYOR-GENERAL: MPUMALANGA**

Private Bag X11281, NELSPRUIT, 1200 – Tel (013) 754 5400 Fax (013) 755 3517  
14 Henshall Street, Medcen Building, cnr Bell & Henshall Streets, NELSPRUIT

## **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO LEASE, INSTALL, PROVIDE SUPPORT AND MAINTENANCE FOR VOIP TELEPHONE SYSTEM AS WELL AS SWITCHBOARD SYSTEMS AT THE OFFICE OF THE SURVEYOR-GENERAL: MPUMALANGA IN THE DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF (36) MONTHS.**

### **1. INTRODUCTION**

- 1.1. The Office of the Provincial Shared Service Centre: Mpumalanga is inviting potential service providers with suitable technical skills and experience to lease, install, provide support and maintain an effective and reliable Switchboard and Telephone Management System for Surveyor-General: Mpumalanga office.
- 1.2. The Surveyor-General: Mpumalanga office telephone systems are outdated and with no maintenance contract.

### **2. BACKGROUND**

2.1. The office of the Surveyor-General: Mpumalanga is situated as follows:

- Physical address: 14 HENSHALL STREET

**MBOMBELA**

1200

(Corner Henshall and Bell Streets)

2.2. The Department of Agriculture, Land Reform and Rural Development, Surveyor-General: Mpumalanga is currently utilizing the below mentioned system:

- Telkom Opticon

### **ISDN/ PRIMARY RATE INTERFACE LINES**

Mpumalanga based offices have ISDN/PRI (Integrated services Digital network /Primary Rate Interface) Line of which the PABX System must be connected to.



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**3. OBJECTIVE**

- To lease, install, provide support and maintain an effective and reliable Switchboard and Telephone System for a Mpumalanga based office.
- Provide independent telephone hub whenever necessary.
- The department intends to lease a system that will supply telecommunication services to a maximum number of employees that will be making outside calls at one time with no interruptions.
- Supply possible VOIP telephone system that can be removed whenever the department moves to new sites with less additional costs.
- Provide remote support in terms of programming of the system, accommodating the changing environment and any other support required during the term contract.
- Provide telephone call limits to users
- Provide pins for security reasons and allow users to change their pin numbers.

**4. SCOPE OF WORK**

The appointed service provider will be expected to supply a fully functional system as mentioned below:

| NO  | ITEM   | QUANTITY |
|-----|--|----------|
| 1.  | Digital Extension Ports  | 70       |
| 2.  | Digital telephone instruments  | 70       |
| 3.  | VOIP Telephone instruments (with load-speaker function)                | 70       |
| 4.  | Digital Console for Switchboard operator                               | 1        |
| 5.  | VOIP server with proper cabin housing, including wall mounted brackets | 1        |
| 6.  | UPS – Battery back-up  | 1        |
| 7.  | Lightning Protector  | 1        |
| 8.  | Preservation and Protection Back-up                                    | 1        |
| 9.  | Voice Mail   | 70       |
| 10. | Training   | All      |



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|     |   |           |
|-----|---|-----------|
| 11. | - Authentication;<br>- Risk Vulnerability Management;<br>- Pre-Inspection of the System | 1         |
| 12. | Maintenance and Warranty  | 36 Months |

The above mentioned system must at least perform the following:

**4.1. TELEPHONE MANAGEMENT SYSTEM**

- 4.1.1 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 users via email.
- 4.1.4 Bar unpaid accounts (Automatically by the system)
- 4.1.5 Manage monthly limits
- 4.1.6 System Administration setup:
  - The required software programming and associated interface equipment to monitor calls on the VOIP telephone system continuously.
  - The required software to generate reports and account for calls in the typical VOIP environment.
- 4.1.7 Provide in house-training of the system to the operators

**4.2 VOIP CONSOLE FOR SWITCHBOARD OPERATORS**

- 4.2.1 This is the main console for the switchboard operator
- 4.2.2 When the number of users on hold reaches a preset level, calls should be forwarded to a specified destination. It should also take place when the length of time a call is queued exceeds a specified limit.
- 4.2.3 The software package should simulate an enhanced attendant console on a PC's screen. All features should be activated and executed via the pc keyboard and mouse.

**4.3 PC BASED ATTENDANT SOFTWARE LICENSE**



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4.3.1 The software should be installed on the switchboard operators PC. The PC and OEM License will be provided for by the Department.

4.3.2 The service provider should supply, install, update and renew telecommunications software and licenses for the duration of the lease contract.

**4.4 USB HEADSET FOR OPERATORS TO BE CONNECTED TO PC**

4.4.1 The USB headset should be connected to the computer to allow the operator not to lift the handset but speak into the headset.

**4.5 VOIP CONSOLE OF USERS**

4.5.1 Screen showing missed calls as well as number of missed call and number of incoming call.

**4.6 CORDLESS TELEPHONES**

4.6.1 The service provider to ensure the availability of wireless network within the offices in order to allow specified users to move around with the cordless telephone instruments and be able to answer and make calls.

**4.7 UNINTERRUPTED POWER SUPPLY (UPS) - BATTERY BACK UP**

4.7.1 The solution should provide preventative and remedial measures to be taken in sustaining the fixed land line communication operation during enterprise-wide system power failure.

4.7.2 This is the UPS that kicks start automatically when the external power goes off. It needs to be attached to the VOIP system, so that if the power goes off, the VOIP system will still be operated. The UPS-Battery Back-Up must last for at least 60 minutes/ (1) one hour.

4.7.3 Battery backup must ensure all ongoing calls are not disrupted and terminated during power failure.

**4.8 PRESERVATION AND PROTECTION OF DATABASE BETWEEN BACKUP**



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

4.8.2 Buffer memory to house archived live telephone user data of at least 6 months and more. The system must ensure backup telephone user data to be archived on suitable storage device at regular intervals, in conjunction with departmental switchboard system administrator.

**4.9 VOICE AUTO ATTENDANT**

4.9.1 This allows callers to be automatically transferred to a dedicated extension without the intervention of an Operator.

4.9.2 The auto attendant will reduce operation by switchboard Operators and save time for internal and external clients.

**4.10 VOICEMAIL AUTO ATTENDANT**

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

**4.11 VOICE MAIL**

4.11.1 Create automated customized system allowing callers to listen to business information. For example, The Vision, Mission and Values of the Department

**4.12 TELEPHONE CONFERENCING**

4.12.1 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.

**4.13 CALL HUNTING FACILITIES**



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4.13.1 The solution should be able to conduct call hunting in large groups. If a member of a certain group is not answering the call, the call should hunt for the next available member in the same group.

#### **4.14 INSTALLATION**

##### **4.14.1 Hardware(s) and software(s)**

- VOIP Infrastructure
- Reliability and high performance
- Easy management and configuration
- Easy integration to VOIP technology infrastructure
- Liaise with Telkom SA for ISDN/PRI lines
- The bidder must bid for the installation of a complete, operational system.
- The system must be removable and installable at another site if and when required.

#### **4.15 TRAINING**

- 4.15.1 Operators and supervisors working on the system must be sufficiently trained on the operation and procedures with regards to the VOIP implementation and Telephone Management Software system.
- 4.15.2 Orientation on the use/operation of the implemented system should be provided to all users (70 end-users).
- 4.15.3 The service provider must develop, provide and offer customer specific an end-user training plan for implementation.
- 4.15.4 Training material and on-site training support to be provided by the service provider and on-going training support after the initial end-user induction training programme for system, including targeted training for software upgrades.
- 4.15.5 The proposal must include a detailed knowledge transfer training package of how and how long the service provider envisages transferring of competency-based end-user tele-communication skills to the relevant Departmental managers and officials working with the proposed system.



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**4.16 UPGRADING AND RECONNECTING OF EXISTING TELEPHONE POINTS / NETWORK POINTS**

4.16.1 The service provider should test, repair/replace, upgrade and reconnect all telephone / network points without interruptions of other users. Telephone / network points should be shifted/ repositioned within offices where it's necessary.

**4.17 AUTHENTICATION**

4.17.1 All switchboard operators must use an individual username and password to authenticate to the system.

4.17.2 The system must enforce strong passwords security.

4.17.3 Users must be able to log in at any phone in the building using his/her account irrespective of location.

**4.18 RISK VULNERABILITY MANAGEMENT**

4.18.1 The system must be able to manage risks effectively, taking into account controls to mitigate these risks, risk weights, probability etc.

4.18.2 The system must enable users to utilize all information for analysis purposes during the query and search process.

**4.19 PRE-INSPECTION OF THE SYSTEM**

4.19.1 The required system must be pre-inspected by the client before final implementation and acceptance.

4.19.2 The client must be satisfied that the system is up to standard and in accordance with stipulated client requirements.

4.19.3 A certificate of acceptance to be provided by the service provider.

4.19.4 If any discrepancies have been identified, corrective steps/actions must be implemented within the agreed time specified.

**4.20 TESTING AND COMMISSIONING OF THE SYSTEM**



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- 4.20.1 The service provider must initiate a testing and commissioning phase of the system until it is fully operational before the contract can commence. All expenses including losses and damages resulting from the malfunctioning of the system during the testing and commissioning phase will be to the account of the service provider.
- 4.20.2 The client must be satisfied that the system is 100% ICASA compliant, fully functional and in accordance with the agreed bid proposal response/telecommunication solution requirements stipulated.

**4.21 MAINTENANCE AND WARRANTY**

- 4.21.1 The service provider must indicate the warranty to be provided on the system and the period thereof. A minimum warranty period of thirty six (36) months on all equipment's should be provided.
- 4.21.2 A detailed maintenance plan covering a period of thirty six (36) months should be provided, covering all aspects of the system that are not covered by the warranty , this should include operations, services, repair and replacement of all items/consumables , etc. with all applicable schedules and costing.
- 4.21.3 The service provider shall maintain the entire system for the contract period of thirty six (36) months.
- 4.21.4 Maintenance implies and shall include regular preventative maintenance, corrective maintenance, as well as breakdown maintenance on all components of the system.
- 4.21.5 The service provider shall, as part of its maintenance responsibilities repair or replace faulty equipment upon logging of a breakdown, within the specified down-time at the service provider's cost. The service provider shall rectify any faulty condition of which they become aware, even if it has not been logged.

**5. PROJECT MANAGEMENT**



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The service provider must provide a clear project plan with deliverables and timeframes for this project.

## **6. MANDATORY REQUIREMENTS**

**Bidders must comply with the requirements and submit all required document(s) indicated hereunder with the bid documents at the closing date and time of bid. This phase is not scored and bidders who fail to comply with all the mandatory criteria will be disqualified.**

- 6.1 Bidders are required to be registered on the Central Supplier Database and the Department of Agriculture, Land Reform and Rural Development shall verify the bidder's tax compliance status through the Central Supplier Database. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database. It is therefore a condition of this bid that the tax matters of the bidder be in order at any point in time from the closing date of the bid. This bid will only be awarded to a bidder(s) whose tax status on Central Supplier Database is compliant.
- 6.2 The bidder shall be in possession of a valid ICASA license issued per system type by ICASA. The bidder must submit duly certified copies of these licenses.

## **7. SUB-CONTRACTING**

The successful bidder is expected to inform the Department of the sub-contracting arrangements and access to the sub-contracted entities for purposes of quality, compliance check, security and tax issues.

## **8. SECURITY AND CONFIDENTIALITY OF INFORMATION**

The successful Bidders must undertake to disclose information relating to the contract only in terms of the SLA and only to the parties stipulated in the SLA, both during the



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contract period and subsequently. Information may only be disclosed to outside sources with the prior, written approval from the DALRRD.

**9. TERMS AND CONDITIONS OF THE PROPOSAL:**

- Awarding of the proposal will be subject to the Service Provider's expressing acceptance of the DALRRD Supply Chain Management general contract conditions.
- The Service Provider should not qualify the proposal with his/her own conditions. Any qualification to the terms and conditions of this quotation will result in disqualifications.
- Any short coming in this term of reference must be identified by the service provider prior the awarding of contract. Any short coming identified by the service provider after the contract has been awarded and that would have an impact on the contract price will be for the account of the service provider.
- Should the service provider not comply with any of the conditions contained in this term of reference during the contract period DALRRD may cancel the contract within one month notice as per General condition of a contract.
- Provide Management report on a monthly basis. The report shall be based on different services and shall cover all work performed and completed during the month.
- The pricing must be fixed for the duration of the contract.
- All equipment to be supplied must be durable and South African National Accreditation System (SANAS) approved.
- The successful service provider will also be required to supply proof of valid insurance of the VOIP telephone system that they are going to install prior to commencement of the project.
- The company and its employees may be subjected to positive security vetting and screening.
- **The Department of Agriculture, Land Reform and Rural Development shall:**
  - Conduct business in a courteous and professional manner with the Service Provider.
  - Not accept responsibility/liability of accounts/ expenses incurred by the Service Provider that was not agreed upon by the contracting parties.



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- Not accept responsibility/liability of any damages suffered by the Service Provider or the personnel for the duration of the project.
- The DALRRD will enter into a Service Level Agreement upon appointment of the suitable Service Provider. These terms and Conditions will also form part of the service level agreement.

**10. REQUEST FOR FURTHER INFORMATION**

All enquiries regarding the requisition may be directed to the following:

**Technical Enquiries**

Ms. Tanya Vos / Ms. Constance Dlamini

[Tanya.vos@dalrrd.gov.za](mailto:Tanya.vos@dalrrd.gov.za) / [Constance.dlamini@dalrrd.gov.za](mailto:Constance.dlamini@dalrrd.gov.za)

Tel: 013 754 5400

**For supply chain management enquiries, please contact:**

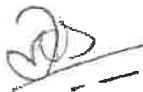
Mr. Damian Rudolph

[DRudolph@dalrrd.gov.za](mailto:DRudolph@dalrrd.gov.za)

Tel: 013 754 8034

**11. COMPILING OF TERMS OF REFERENCE**

These Terms of Reference were compiled by:



**MS. T. VOS**

**PROVISIONING CLERK**

**DATE: 19/07/2022**



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