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 National Lotteries Commission (NLC)
 P.O. Box 1556
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**TERMS OF REFERENCE – FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE
 PROVISIONING OF AN INTEGRATED CLOUD BASED CONTACT CENTRE SOLUTION AND AN
 END-TO-END CLOUD TELEPHONY SOLUTION FOR THE NLC FOR A PERIOD OF FIVE YEARS**

BID PROCESS	BID REQUIREMENTS
Tender number	RFP/2024 – 009
Bid Advertisement Date	30 August 2024
Closing date and time	26 September 2024 at 11:00 (South African Standard Time)
Tender validity period	120 business working days <i>from the closing date</i>
Compulsory Briefing meeting	13 September 2024 @ 11:00 Venue; 333 Grosvenor Street, Block D, Hatfield Gardens Pretoria
Submission instruction:	Bidders must submit One hard copy and one electronic via USB. Documents be submitted in hand to below address: The Senior Manager: Supply Chain Management National Lotteries Commission 333 Grosvenor Street Block D, Hatfield Gardens Pretoria 0083 One hard copy and one electronic via USB

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

1. INTRODUCTION

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

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

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

2. BACKGROUND AND PURPOSE

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

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

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

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

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

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

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

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

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

3. OBJECTIVE

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

4. SCOPE OF WORK, SERVICES AND DELIVERABLES

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

4.1 Contact Centre Setup.

- a. The current Contact Centre and Telephony Solution is ZYCOO VoIP PBX.
- b. Establish an independent cloud-based contact centre to enable both on-prem and remote work for up to 50 Call Centre Agents.
- c. Inbound call handling includes porting the current numbers including the ShareCall number.
- d. Provide additional softphone licenses for 300 users.
- e. The current Telephone Number in use is a share call number: 08600 65383.
- f. No handsets will be required, softphone licences are required.

4.2 Automatic Call Distribution (ACD).

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

4.3 Interactive Voice Recording (IVR).

- a. Provide easy-to-manage IVR options, self-help for customers, and an emergency skill set feature.
- b. The Bidder must configure the Voice Announcements with implementation of the system.

4.4 Reporting.

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

4.5 Call Queue Management System.

- a. Manage users, queues, and skill sets with remote monitoring of calls and accessible from mobile devices.
- b. Wallboards with Dashboards to display real time reports according to requirements.
- c. Provision of an Email or SMS based OTP authentication mechanism.

4.6 Call Recordings

- a. Implement comprehensive call recording, retrieval based on search criteria, export and email options, and integration with NLC's Enterprise Solution data store and in compliance with NLC's Data Retention Policy.

4.7 Call Quality Management

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

4.8 Omnichannel Integration

- a. Integrate voice, Webchat, SMS, and social media for seamless routing, reporting, and recording.
- b. Integration with MS Outlook, MS-Teams WhatsApp for business.

4.9 Reliability and Security

- a. Utilise South African-based data centres, ensure cloud-based solution security.
- b. Robust User Authentication including Privileged User Access Management for administration functions.
- c. The system should support quick and easy backup and restore functionality e.g., immutable data snapshotting and audit logging.
- d. Ongoing practical compliance to applicable information security and technology standards and processes as per 4.24 Compliance to ISO, Industry Best Practice and Technology Standards: below.

4.10 Uptime Guarantee

- a. Provide a minimum 99% uptime guarantee.

4.11 User Licenses

- a. Issue 50 Contact Centre licenses and 300 licenses for other employees, scalable on a pay-per-usage basis.

4.12 Installation and Configuration

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

4.13 Support

- a. Provide unlimited optimal support and maintenance for a five-year period, including amendments, corrections, fixes, and addition of new functionality.
- b. Perform required firmware updates, software updates, security fixes as when so required.
- c. Provide monthly support hours as follows:
 - Working hours (8am to 5pm, Monday to Friday): 44.
 - After hours (Monday to Friday): 44.
 - After hours (any hours outside working hours on Saturday, Sunday and Public holiday): 30.
- d. Demonstrate the capability to handle both existing and anticipated potential volume growth of customers and users. Current volumes are approximately 20,000 Grant Applications and 3,500 Grant Awards per annum, resulting in about 20,000 customer profiles. NLC expects a threefold increase in the next 2 to 3 years.

4.14 Training

- a. Conduct technical and user training for NLC staff members, including contact centre management in line with the expected licensing requirements.
- b. The successful Bidder will be expected to provide face-to-face training on utilization of the

system for internal staff to a maximum of 300 staff members at the NLC offices or via MS Teams.

- c. Provide a training manuals and video material for internal users, explaining how to use the

solution and its various functions.

- d. It is expected that the training manuals and videos will be updated as and when requested by NLC during the contract period.
- e. The primary focus is for the appointed Bidder to transfer skills to NLC's Administrative/Managerial, technical resources and interns, ensuring proficiency in ongoing systems amendments, administration, and support.

4.15 Integration

- a. The system should provide API capability that allow it to connect to other systems already existing in the NLC environment.
- b. Ensure seamless integration and migration to and from the new NLC Core Business Solution and other enterprise solutions where required, including but not limited to Microsoft 365, Oracle Fusion Version 11.1.9 (9.2 On-Prem), Oracle 11g, Oracle SQL, and VMWare Ver. 6.7.0 for non-Oracle Stack. Other server environments include Windows 2016 Standard up to 2023, with legacy servers operating on Windows 2012, and Windows 2016, among others.

4.16 ICT Infrastructure

- a. Assess current and future bandwidth requirements for the proposed solution and integrate APIs.
- b. Provide detailed technical documentation and diagrams to facilitate and support NLC infrastructure requirements, including bandwidth considerations.
- c. Details of the target NLC Bandwidth infrastructure will be communicated at the Bidder Briefing.

4.17 Project Management

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

4.18 Documents and Handover

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

Phase 2: Post Implementation Value Added Services and Solution Integration

4.20 After Call Surveys

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

4.21 Speech Analytics (exclusive specialised Contact Centre requirements)

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

4.22 External CRM Integration (exclusive specialised Contact Centre requirements)

- a. Ensure future integration capability with external CRM systems.

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

The proposed solution should accommodate the following Legislative and Standards Requirements:

- a. **The Electronic Communications and Transaction (ECT) Act of 2002:** Provides for the facilitation and regulation of electronic communications and transactions; to provide

for the development of a national e-strategy for the Republic; to promote universal access to electronic communications and transactions and the use of electronic transactions by SMMEs; to provide for human resource development in electronic transactions; to prevent abuse of information systems; to encourage the use of e-government services; and to provide for matters connected therewith.

- b. **The Protection of Personal Information (POPI) Act of 2014:** The purpose of the POPI Act is to ensure that all South African institutions conduct themselves in a responsible manner when collecting, processing, storing, and sharing another entity's personal information by holding them accountable should they abuse or compromise personal information in any way.
- c. **COBIT (Control Objectives for Information and related Technology):** Is regarded as the world's leading ICT governance and control framework. COBIT provides a reference model of 34 possible IT processes typically found in an organization. Each process is defined together with process inputs and outputs, key process activities, process objectives, performance measures and an elementary maturity model. Originally created by ISACA, COBIT ® is now the responsibility of the ITGI (IT Governance Institute).
- d. **ITIL (IT Infrastructure Library):** is a high-level framework that provides information on how to achieve successful operational service management of ICT. ITIL was developed and is maintained by the United Kingdom's Office of Government Commerce in partnership with the IT Service Management Forum. While not specifically focused on ICT governance itself, the process-related information is an essential reference source for monitoring and the continuous improvement of the ICT service management function.
- e. **Certified** : **ISO 9001 - Standards for a Quality Management System.**
- f. Compliant to : ISO 22301 - Business Continuity Management.
- g. Compliant to : ISO 27001 - Certification and High-Quality Data Encryption.
- h. Recommended ISO 27032 - Guidelines for Cybersecurity.
- i. Compliant to : ISO 27701 - Privacy Information Management.
- j. Compliant to : ISO 31000 - Risk Management Standard.
- k. That the Bidder/OEM/Supplier is ISO 27001 compliant and accredited for both software development and operations related to the Services.
- l. That all repositories utilized are at least DoD 5015.2 compliant.
- m. All relevant legislation applicable to NLC such as the PFMA, Lotteries Act & Regulations Act 57 of 1997

5. KEY DELIVERABLES

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

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

Within Phase 1:

- NLC requires the successful bidder to deliver and deploy the Core Contact Centre and Telephony Solution, specified in section 4, within 3 months of signing the SLA.
- Integration with both existing and new NLC Enterprise Solutions should be completed within 8 weeks of SLA signing.
- The successful Bidder must initiate a practical skills transfer plan for NLC-identified target resources within the first 16 weeks.
- The system must support all 9 Provincial Offices and a hybrid working environment.

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

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

6. DURATION OF THE PROJECT

The duration of the Programme licensing and Support services is for a period of five (5) years from the date of signing of the Service Level Agreement (SLA).

SECTION 2: NOTICE TO BIDDERS

1. Terms and Conditions of Request for Proposal (RFP).

- 1.1 This document may contain confidential information that is the property of the NLC.
- 1.2 No part of the contents may be used, copied, disclosed, or conveyed in whole or in part to any party in any manner whatsoever other than for preparing a proposal in response to this RFP without prior written permission from the NLC.
- 1.3 All copyright and intellectual property herein vests with the NLC.
- 1.4 Late and incomplete submissions will not be accepted.
- 1.5 No services must be rendered, or goods delivered before an official NLC Purchase Order form has been received.
- 1.6 **This RFP will be evaluated in terms of the 80/20 preference point system.**
- 1.7 Suppliers are required to register on the Central Supplier Database at www.csd.gov.za.
- 1.8 Suppliers must provide their CSD registration number (and attach a current CSD Registration report) and ensure that their tax matters are compliant.
- 1.9 All questions regarding this RFP must be forwarded to bids@nlcsa.org.za.
- 1.10 Any supplier who has reasons to believe that the RFP specification is based on a specific brand must inform the NLC via the email addressed in 1.9.

2. General rules and instructions

2.1 News and press releases

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

2.2 Precedence of documents

- 2.2.1 This RFP consists of several sections. Where there is a contradiction in terms between the clauses, phrases, words, stipulations, or terms and herein referred to generally as stipulations in this RFP and the stipulations in any other document attached hereto, or the RFP submitted hereto, the relevant stipulations in this RFP shall take precedence.
- 2.2.2 Where this RFP is silent on any matter, the relevant stipulations addressing such a matter, and which appear in section 217 of the Constitution of the Republic shall take precedence. **Bidders shall refrain from incorporating any additional stipulations in its proposal submitted in terms hereof other than in the form of a clearly marked recommendation that the NLC may in its sole discretion elect to import or to ignore.** Any such inclusion shall not be used for any

purpose of interpretation unless it has been so imported or acknowledged by the NLC.

It remains the exclusive domain and election of the NLC as to which of these stipulations are applicable and to what extent. Bidders are hereby acknowledging that the decision of the

Commission in this regard is final and binding. The onus to enquire and obtain clarity in this regard rests with the Bidder(s). The Bidder(s) shall take care to restrict its enquiries in this regard to the most reasonable interpretations required to ensure the necessary consensus.

2.3 Preferential Procurement Reform

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

3. Language

- 3.1.1 Bids shall be submitted in English.

3.2 Gender

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

3.3 Headings

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

3.4 Occupational Injuries and Diseases Act 13 of 1993

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

3.5 Processing of the Bidder's Personal Information

- 3.5.1 All Personal Information of the Bidder, its employees, representatives, associates, and sub-contractors ("Bidder Personal Information") required under this RFP is collected and processed for the purpose of assessing the content of its tender proposal and awarding the bid. The Bidder is advised that Bidder Personal Information may be passed on to third parties to whom the Commission is compelled by law to provide such information. For example, where appropriate, the Commission is compelled to submit information to National Treasury's Database of Restricted Suppliers.
- 3.5.2 All Personal Information collected will be processed in accordance with POPIA and with the Commission's Data Privacy Policy.
- 3.5.3 The following persons will have access to the Personal Information collected:

3.5.3.1 The Commission personnel participating in procurement/award procedures; and

3.5.3.2 Members of the public: within seven working days from the time the bid is awarded, the following

information will have to be made available on National Treasury's e-Tender portal:

3.5.3.2.1 contract description and bid number.

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

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

3.5.3.2.4 contract period.

3.5.3.2.5 names of directors; and

3.5.3.2.6 date of completion/award.

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

3.5.5 In signing this document, the Bidder consents to the use of its Personal Information for the purposes as specified in section 2.8.1 to 2.8.4 above.

4. Formal Briefing Session

4.1 A formal compulsory briefing session will be held on 13 September 2024 @ 11:00

5. Validity Period

5.1 The Commission requires a validity period of 120 Business Days [from the closing date] against this RFP.

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

6. National Treasury's Central Supplier Database

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

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

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

6.4 The CSD can be accessed at <https://secure.csd.gov.za/>.

7. Confidentiality

7.1 Bids submitted for this Request for Proposal will not be revealed to any other Bidder(s) and will be treated as contractually binding.

7.2 The Commission reserves all the rights afforded to it by the POPIA in the processing of any of its

information as contained in Bid Proposals.

7.3 The Bidder acknowledges that it will obtain and have access to personal information of the NLC

and agrees that it shall only process the information disclosed by the NLC in terms of this bid award and only for the purposes as detailed in this RFP and in accordance with any applicable law.

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

8. Communication

- 8.1** Specific queries relating to this RFP should be submitted bids@nlcsa.org.za, before the closing date.
- 8.2** In the interest of fairness and transparency the NL C's response to such a query may be made available to other bidders.
- 8.3** It is prohibited for Bidders to attempt, either directly or indirectly, to canvass any officer or employee of the NLC in respect of this RFP between the closing date and the date of the award of the business.
- 8.4** Bidders found to be in collusion with one another will be automatically disqualified and restricted from doing business with organs of state for a specified period.

9. Pricing

9.1 Bid Price

- All services' pricing should be inclusive of all taxes etc. and payment shall be made in South African Rand;
- Bidders are required to provide total bid price according to the pricing directive attached as "Annexure A".

9.2 Prices Adjustments

Prices submitted for this bid will be regarded as non-firm subject to the following price adjustments:

- Annual price adjustment.
- Bidders are required to include all necessary price adjustments for the term period of the contract (5 years); and
- Application for price adjustments by the successful Bidder to be accompanied by documentary evidence in support of any adjustment on annual basis.

10. SUPPLIER PERFORMANCE

10.1. The National Lotteries Commission conducts regular performance reviews in

accordance with the requirements for the classification of the contract and or stakeholder by making use of supplier evaluation forms. The evaluation is conducted against the deliverables or scope of the contract with a minimum of an annual review. done for contracts longer than a year and a review at completion of contract for those contracts less than a year.

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

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

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

Section 3: EVALUATION CRITERIA

The six (6) phase/stage evaluation criteria will be considered in evaluating the proposals, these being as follows:

Stage 1: Tender Closing and Opening

1.1 Tender closing details

The deadline for Tender submission is **26 September 2024 at 11:00** Standard South African Time. Any late tenders will not be accepted. Tenders are to be submitted to the NLC's tender box at the following physical address:

National Lotteries Commission
333 Grosvenor Street
Block D, Hatfield Gardens
Hatfield,
Pretoria
0083

1.2 Bid Formats

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

Bidders must submit One hard copy document and one electronic submission via USB.

Bid submission guidelines:

Bidders are required to ensure that the bid submission is saved properly and accessible on the USB and ensure that USB is not as blank/empty.

The USB must be clearly marked with the name of the Bidder and arranged and properly as follows:

- Mandatory Bid Compliance Documents, Standard Bidding Documents (SBD) Forms, Technical and Financial Proposals must be submitted in one (1) electronic (USB) submission and One (1) Hard copy.
- Bidders are requested that folders in the electronic submission be separated, properly named, and indexed as follows:
- **Folder 1: Mandatory Bid Compliance Documents and SBD Forms.**
- **Folder 2: Technical Proposal; and**
- **Folder 3: Financial (Price) Proposal.**

NB! Financial/pricing information must be presented in a separate attachment from the Technical/Functional Response information. The onus is on the Bidder to ensure that all mandatory

and required documents are included in the electronic submission.

Submissions must be prominently marked with the full details of the tender namely Bidder's

Name, Tender No., and Tender Title.

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

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

- Traffic.
- Struggling to find parking.
- Courier arriving late.

Stage 2: Administrative Compliance

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

Evaluation Criteria	Supporting Document
Returnable Documents and/or schedules [where applicable] were completed and returned by the closing date and time.	Bid proposal and standard bidding documents.
Bid contains a priced offer.	Pricing schedule.
Bidder tax affairs in order.	Current & Valid Tax Compliance System Pin / Current Central Supplier Database (CSD) with tax compliant status.
Bidders' registration on the CSD. Only foreign suppliers with no local registered entity need not register on the CSD.	Proof of CSD registration reflecting Tax compliant status.
Returnable documents (Standard Bidding Documents) and/or schedules were completed, duly signed by the authorised person.	SBD Forms duly completed and signed and pricing schedules.

Stage 3: Mandatory Compliance

All bid respondents must submit mandatory documents that comply with all required mandatory requirements. Bids that do not fully comply with the mandatory requirements will be disqualified and will not be considered for further evaluation.

The Mandatory Compliance Evaluation will include the following:

Evaluation Criteria	Supporting Document
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1. In the event of the Bidder being in a joint venture (JV), a signed JV agreement must be submitted (where applicable).	JV Agreement.
2. Bidders must submit a fully complete declaration of interest form (failure to declare honestly will lead to a Bidder being disqualified).	SBD 4.
3. ISO 9001 Certification - Current	Certified ISO 9001.2015 - Current Certificate
4. Proof that the bidder attended the compulsory briefing session	Briefing session certificate

Failure to comply with the above mandatory requirements will render your submission non-responsive and unacceptable.

Note to Bidders:

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

Failure to submit the information within the requested period shall render the bidder non-responsive.

Stage 4: Technical evaluation

3.1 The following rating scale will be used to evaluate bid proposals:

Table 1: Rating Scale

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	5

Good	Satisfies the requirement with minor additional benefits. Above average demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services. Response identifies factors that will offer potential added value, with supporting evidence.	4
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Acceptable	Satisfies the requirement. Demonstration by the bidder of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.	3
Minor Reservations	Satisfies the requirement with minor reservations. Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with little or no supporting evidence.	2
Serious Reservations	Satisfies the requirement with major reservations. Considerable reservations of the Bidder's relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with little or no supporting evidence.	1
Unacceptable	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Bidder has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence.	0

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

Rating scale of 0 – 5 to be applied.

The following weighting system will apply and only bidders scoring a minimum of **75 points** or more will be eligible to migrate to the evaluation phase of this bid.

EVALUATION CRITERIA	Scoring Matrix	% Weight
1. Company Experience and Capability		
1.1. Written Reference Letters		10%

Bidders are required to submit <u>at least two (2) reference letters and up to a maximum of 5</u> as part of their proposal, demonstrating their relevant experience within the past 10 years. <u>The reference letters must specifically pertain to the Scope of Services outlined in the Terms of Reference.</u> Each reference letter should: 1. Be issued on official letterhead from clients for whom similar services were provided. 2. Include the company name, contact name, address, and phone number of the client. 3. Provide a brief description of the services rendered. 4. Clearly indicate how the previous experience relates to the current project. Please note: • The reference letters must not be older than 5 years from the closing date of this submission. • Multiple reference letters from the same client, even for different appointments of the same services, will be considered as one reference. Appointment letters will not be accepted.	• No reference letters = 0 Points. • One reference letter = 1 Point. • Two reference letters = 2 Points. • Three reference letters = 3 Points. • Four reference letters = 4 Points. • Five reference letters = 5 Points.	
1.2. Company Experience & Capability		10%

EVALUATION CRITERIA	Scoring Matrix	% Weight
Bidders are required to submit their company profile demonstrating that they have the capacity to render the required service. <u>The company profile should include the following key information points:</u> 1. Total years of experience of the entity. 2. Past achievements related to the delivery, deployment, implementation, and support of solutions specified in the ToR. 3. Specific details that highlight how these previous experiences are relevant to the services described in the ToR. By providing these details, Bidders can effectively showcase their qualifications and capabilities to meet the project's requirements.	• No of the three key information points provided = 0 points. • One of the three key information points provided = 1 point. • Two of the three key information points provided = 2 points. • Three of the three key information points provided = 5 point.	
2. Resource Capacity and Ability to Implement		
2.1. Experience and Qualifications of Project Lead / Manager		10%

An abridged CV (not longer than two pages) that clearly stipulates: • The name and surname of the lead project manager is. • Number of years in the position as a project manager with the relevant experience in the following domains: - Delivery - Deployment - support.	• No Experience indicated = 0 Points. • Experience less than 4 years in the delivery, deployment implementation and support of the solutions required as per the TOR = 1 Point. • Experience from 4 and more up to and including 8 years in the delivery, deployment implementation and support of the solutions required as per the TOR = 3 Points. • Experience from 8 and more years in the delivery, deployment	
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EVALUATION CRITERIA	Scoring Matrix	% Weight
	implementation and support of the solutions required as per the TOR = 5 Points.	
3. Project Management, Methodology and Functional Requirement Compliance.		
<u>This section evaluates the Bidder's proposal based on the following criteria:</u> - Project Plan approach - Service Level Agreement framework		
3.1. Project Plan Approach to the Scope		15%
The Bidder must demonstrate an understanding of the scope of services required by submitting a detailed project plan. This plan should include: timelines indicating dependencies and clearly show how the scope of work will be managed.	- No project plan framework provided = 0 points. - Project plan framework elements including all the elements below = 6 points: i. Project definition ii. Project planning iii. Project monitoring iv. Project risk overview v. Project sign-off and handover - vi Delivery, deployment, implementation and support plan	
3.2. Service Level Agreement Framework		10%

The bidder must outline the SLA management framework required to regulate the contractual outputs of the relationship pertaining to: 1. Define roles and responsibilities on the administration and management of LAN network components accessible equipment: 2. Procedures to follow for logging support requests. 3. Response times based on applicable ticket log request prioritisation guidelines. 4. Methodology for ad-hoc solution request for	• Definition of roles and responsibilities = 2 points. • Fault logging procedure = 1 point. • Response time schedule = 1 point. • Account management review process = 1 point.	
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EVALUATION CRITERIA	Scoring Matrix	% Weight
enhancements. 5. Procedures to follow for firmware or related patch updates. 6. Training methodology on dashboard/reporting platforms. Monthly or more frequent account management reviews with minutes of records.	No SLA management framework provided = 0 points	
3.3. Functional Requirement Compliance		45%
The Bidder must demonstrate an understanding of how the scope of services as specified in the Scope of Work and Deliverables in the ToR will be delivered. Bidders must indicate their compliance to the following requirements in tabular form: 1. The proposed solution(s) must include: - User customisation capability, integration to existing software/solution to the NLC environment and requirements. - User serviceable branding (White Labelling) of the software/solution. - Installation and commissioning. - Development support and skills transfer Plan to target resources; and 3rd level maintenance and support for a period of 60 months. <u>Bidders must indicate their compliance to the above.</u> 2. Provide a detailed, tabular compliance response checklist to the Requirements specified from 4.1 to 4.23 in Section 4 (Scope of Work) of this document:	Bidders will be scored according to their % Compliance to the listed Criteria. These will be split evenly across 5 percentiles as follows: 80 to 100% = 5 Points 60 to 79% = 4 Points 40 to 59% = 3 Points 20 to 39% = 2 Points 0 to 19% = 1 Points	

Total:		100%
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Points awarded will be allocated to the weighting. For example, if the weighting is 40, 5

points equates to 40. Only Bidders that scored the minimum technical qualifying score of 75 and above will be evaluated further on Pricing and Special Goal.

Stage 5: Pricing and Special Goals

The evaluation for Pricing and Special goal will include the following:

Table 5.1

Evaluation Criteria	Final Weighted Scores
Price The following formula will be used to calculate the points out of 80 for price in respect of a tender with a Rand value equal to or above R30 000 and up to a Rand value of R50 million, inclusive of all applicable taxes: $P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$ Where: P_s = Score for the Bid under consideration P_t = Price of Bid under consideration P_{min} = Price of lowest acceptable Bid	80
	80

Table 5.2

1. Procurement from entities who are Black Owned	Sub - points for specific goals	Maximum points for specific goals	Relevant Evidence
Tenderer who have 100% black Ownership	8	8	Copies of ID's/3 months CIPC Report from the closing date of the bid/ CSD Recent Report
Tenderer who have 51% to 99% black ownership	4		
Tenderer who have less than 51% black ownership	0		
2. Procurement from entities who are Black women Owned			B-BBEE Certificate / B-BBEE Sworn Affidavit
Tenderer who have 100% women Ownership	4		

Tenderer who have 30% to 99% women ownership	2	4	
Tenderer who have less than 30% women ownership	0		

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

Stage 6: Due Diligence

NLC reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits and requests for additional information.

Stage 7: Contract and Award

This stage is for negotiation after receipt of formal proposals and before the conclusion of contracts with suppliers/contractors submitting the lowest acceptable tender price with a view to obtaining an improvement in price, delivery, or content, in circumstances which do not put other tenderers at a disadvantage or affect their confidence or trust in the competitive system adversely.

Bidders may be requested to provide their Best and Final Offers based on contract negotiation.

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

Section 4: INVITATION TO BID (SBD 1)

YOU ARE HEREBY INVITED							
BID NUMBER:	NLC/2024-009	ISSUE DATE:	30/08/2024	CLOSING DATE:	26/09/2024	CLOSING TIME:	11:00
DESCRIPTION	INVITATION TO SERVICE PROVIDERS TO SUBMIT PROPOSALS FOR THE PROVISIONING OF AN INTEGRATED CLOUD BASED CONTACT CENTRE SOLUTION AND AN END-TO-END CLOUD TELEPHONY SOLUTION FOR THE NLC FOR A PERIOD OF FIVE YEARS						
BID RESPONSE DOCUMENTS							
BIDDING PROCEDURE ENQUIRIES MAY BEDIRECTED TO				TECHNICAL ENQUIRIES MAY BE DIRECTED TO:			
CONTACT PERSON	SCM			CONTACT PERSON	ICT		
TELEPHONE NUMBER	012 432 1309			TELEPHONE NUMBER	012 432 1300		
FACSIMILE NUMBER				FACSIMILE NUMBER			
E-MAIL ADDRESS				E-MAIL ADDRESS			
SUPPLIER INFORMATION							
NAME OF BIDDER							
POSTAL ADDRESS							

STREET ADDRE SS				
TELEPHO NE	CODE		NUMBER	

	NUMBER						
	CELLPHONE NUMBER						
	FACSIMILE NUMBER	CODE			NUMBER		
	E-MAIL ADDRESS VAT REGISTRATION NUMBER	☐ ☐ ☐ ☐					
	SUPPLIER COMPLIANCE STATUS ☐ ☐ ☐	TAX COMPLIANCE SYSTEM PIN:		O R	CENTRAL SUPPLIER DATABASE	UNIQUE REGISTRATION REFERENCE NUMBER: MAAA	☐ ☐
	B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] Yes No		B-BBEE STATUS LEVELSWORN AFFIDAVIT		[TICK APPLICABLE BOX] Yes No	

RFP2023-007 – WORK STUDY			
1 ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THEGOODS /SERVICES /WORKS OFFERED?	Yes No [IF YES ENCLOSE PROOF]	2 ARE YOU A FOREIGNBASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	Yes No [IF YES, ANSWER QUESTIONAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS			

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH
AFRICA (RSA)?YES NO

DOES THE ENTITY HAVE A BRANCH IN
THE RSA?YES NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?
YES NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?
YES NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF
TAXATION?YES NO

IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 1.3 BELOW.

**PART B
TERMS AND CONDITIONS FOR BIDDING**

1. TAX COMPLIANCE REQUIREMENTS

- 1.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 1.2 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.
- 1.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 1.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 1.5 IN BIDS WHERE UNINCORPORATED CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 1.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

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

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.

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

2.2.1 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.

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.

- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

.....

Signature

Date

.....

.....

...

Position

Name of bidder

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

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

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

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

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

1.2 To be completed by the organ of state

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) The applicable preference point system for this tender is the **80/20** preference point system.
- c) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	
SPECIFIC GOALS	
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

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

2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

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

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

80/20 or 90/10

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 or 90 points is allocated for price on the following basis:

$$Ps = 80 \left(1 + \frac{80/20 \cdot \frac{Pt - P_{max}}{P_{max}}}{1} \right) \text{ or } Ps = 90 \left(1 + \frac{90/10 \cdot \frac{Pt - P_{max}}{P_{max}}}{1} \right)$$

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 table 1 below 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.

Table 1: 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.)

1. Procurement from entities who are Black Owned	Sub - points for specific goals	Maximum points for specific goals	Relevant Evidence
Tenderer who have 100% black Ownership	8	8	Copies of ID's/3 months CIPC Report from the closing date of the bid/ CSD Recent Report
Tenderer who have 51% to 99% black ownership	4		
Tenderer who have less than 51% black ownership	0		
2. Procurement from entities who are Black women Owned		4	B-BBEE Certificate / B-BBEE Sworn Affidavit
Tenderer who have 100% women Ownership	4		
Tenderer who have 30% to 99% women ownership	2		
Tenderer who have less than 30% women ownership	0		
3. Black Youth Ownership		4	B-BBEE Certificate / B-BBEE Sworn Affidavit
Tenderer who have 100% black youth ownership	4		
Tenderer who have 30% to 99% black youth ownership	2		
Tenderer who have less than 30% black youth ownership	0		
4. Procurement from Disabilities		4	Letter from the Doctor confirming disability and CSD report
Tenderer who have 20% or more owners with disability	4		
Tenderer who have less than 20% but more than 10% owners with disability	2		
Tenderer who have less than 10% owners with disability	0		
Total points for specific goals		20	

DECLARATION WITH REGARD TO COMPANY/FIRM

- 4.3. Name of company/firm.....
- 4.4. Company registration number:
- 4.5. TYPE OF COMPANY/ FIRM

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

[TICK APPLICABLE BOX]

4.6. 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:

.....

SECTION 6: CONSENT REQUEST FORM

SCM:

CONSENT REQUEST FORM

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

TO: _____

FROM: _____

ADDRESS: _____

Contact number: _____

Email address: _____

PART A

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

number or e-mail address as stated above.

2. "Processing" means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including—
 - 2.1 the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
 - 2.2 dissemination by means of transmission, distribution or making available in any other form; or
 - 2.3 merging, linking, as well as restriction, degradation, erasure or destruction of information.
3. "Personal information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to—
 - 3.1 information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
 - 3.2 information relating to the education or the medical, financial, criminal or employment history of the person;
 - 3.3 any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
 - 3.4 the biometric information of the person;
 - 3.5 the personal opinions, views or preferences of the person;
 - 3.6 correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
 - 3.7 the views or opinions of another individual about the person; and
 - 3.8 the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

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

Signature of Designation person

NLC2024-009

PART B

I, _____ (full names), duly authorized, hereby: Consent to the processing of my/our personal information for the application of procurement of goods and services, in line with the NLC supply chain management policy, in terms of section 11(1)(a) of POPIA.

SPECIFY GOODS AND SERVICES (Edit/Click on services not required):

- ☐ Product Information
- ☐ Product Updates
- ☐ Industry Newsletters
- ☐ Price Changes

Method of Communication will be via: Email/Postal

- ☐ Give my consent.

By Ticking the next box, I am aware that I am Digitally Signing this Consent request Form:

☐

Full Name: Date:

WITHDRAWAL OF CONSENT ONCE GIVEN

You may withdraw your consent at any time.

Write or email us at the address above, advising us of your consent withdrawal

#	Service Component	Service Description	Service Type	Qty	Unit	Rate per unit	Annual Amount (Year 1)	Annual Amount (Year 2)	Annual Amount (Year 3)	Annual Amount (Year 4)	Annual Amount (Year 5)
1	Cloud Hosting	Hosting of core cloud platform	Annual Subscription	1	Each		-	-	-	-	-
2	Licences	Contact Centre user licence	Annual Subscription	50	Each		-	-	-	-	-
		Telephony user licences (Teams)	Annual Subscription	300	Each		-	-	-	-	-
4	Training	Staff end user introductory training (onsite or remote)	Once-Off	300	Each		-	-	-	-	-
5		Staff end user refresher training (onsite or remote)	Once-Off	10	Each		-	-	-	-	-
6		Contact Centre end user introductory training (onsite or remote)	Once-Off	7	Each		-	-	-	-	-
7		Contact Centre supervisory/manager introductory training (onsite or remote)	Once-Off	1	Each		-	-	-	-	-
8		1st level technical administrator (onsite)	Once-Off	2	Each		-	-	-	-	-
9	Implementation	Installation	Once-Off	1	Each		-	-	-	-	-
10		Core system configuration	Once-Off	1	Each		-	-	-	-	-
11	Integration Services	Integration into the Microsoft 365 (E5) Teams telephony platform	Once-Off	1	Each		-	-	-	-	-
12		Integration into the PSTN SIP SBC gateway	Once-Off	1	Each		-	-	-	-	-
13		Integration into the Enterprise Core Technology platforms	Variable	1	Per hour		-	-	-	-	-
14	Call Flow Configuration	Configuration of system call features/capabilities	Variable	1	Per hour		-	-	-	-	-
	Change Requests	New business requirements and configurations aligned to the core cloud telephony solution	Variable	1	Per hour						
15	Support and Maintenance	Annual maintenance and support	Fixed Annual	1	Each		-	-	-	-	-
16	Project Management	ICT governance and documentation services	Once-Off	1	Each		-	-	-	-	-
							-	-	-	-	-

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

Bidder Name

Bidder Signature

Date