COMPANY NAME: _____

DESCRIPTION: CSOS004-2026: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS.

PUBLICATION DATE	20 AUGUST 2026
NON-COMPULSORY BRIEFING SESSION	28 AUGUST 2026 @10:30AM
CLOSING DATE	16 SEPTEMBER 2026 @12:00 PM

BIDDERS MUST SUBMIT PROPOSALS AT THE CSOS OFFICE:
COMMUNITY SCHEMES OMBUD SERVICE
GROUND FLOOR
DIE ANKER BUILDING,
1279 MIKE CRAWFORD ROAD,
CENTURION
0157

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE COMMUNITY SCHEMES OMBUD SERVICE					
BID NUMBER:	**CSOS004-2026**	CLOSING DATE:	**16 SEPTEMBER 2026**	CLOSING TIME:	**12:00 PM**
DESCRIPTION	**THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS.**				
NON-COMPULSORY BRIEFING SESSION: 28 AUGUST 2026@ 10:30 AM: MEETING LINK **https://teams.microsoft.com/meet/34501281841229?p=Cgu7H4HK0joFRVY3pL**					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	**Ntokozo Hlangwane**	CONTACT PERSON	**Mawande Jadezweni**
TELEPHONE NUMBER	**(010) 593 0533**	TELEPHONE NUMBER	**(010) 593 0533**
FACSIMILE NUMBER		FACSIMILE NUMBER	
E-MAIL ADDRESS	tenders@csos.org.za	E-MAIL ADDRESS	Mawande.Jadezweni@csos.org.za

SUPPLIER INFORMATION						
NAME OF BIDDER						
POSTAL ADDRESS						
STREET ADDRESS						
TELEPHONE NUMBER	CODE		NUMBER			
CELLPHONE NUMBER						
FACSIMILE NUMBER	CODE		NUMBER			
E-MAIL ADDRESS						
VAT REGISTRATION NUMBER						
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		**OR**	CENTRAL SUPPLIER DATABASE No:	MAAA	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No	
[A DETIALED CSD REPORT REFLECTING EME OR QSE 51% OR MORE BLACK OWNERSHIP FOR AT LEAST ONE OF THE DESIGNATED GROUPS MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR SPECIFIC GOALS]						

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES, ANSWER PART B:3]

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 2.3 BELOW.

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022 THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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: ……...

Community Schemes Ombud Service

Affordable Reliable Justice

REQUEST FOR PROPOSAL (RFP)

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS.

AUGUST 2026

Table 1

ACRONYM	DESCRIPTION/DEFINITION
SD-WAN	Software-Defined Wide Area Network
RFP	Request for Proposal
AD	Microsoft Active Directory
Azure AD	Microsoft Entra ID
MPLS	Multiprotocol Label Switching
SOC	Security Operations Center
PABX	Private Automatic Branch Exchange
IP	Internet Protocol
TMS	Telephone Management System
IVR	Interactive Voice Response
WAN	Wide Area Network
VOIP	Voice over Internet Protocol
QOS	Quality of Service
POE	Power over Ethernet

1. TERMS AND CONDITIONS

THIS REQUEST FOR PROPOSAL (RFP) HAS BEEN COMPILED BY THE CSOS AND IS MADE AVAILABLE TO BIDDERS SUBJECT TO THE FOLLOWING TERMS AND CONDITIONS, WHICH BIDDERS ARE DEEMED TO ACKNOWLEDGE AND ACCEPT:

1.1. A Bid submitted in response to this RFP will constitute a binding offer that will remain binding and irrevocable for a period of one hundred and twenty (120) days from the date of submission to the CSOS.

1.2. Unless or until a binding contract is concluded between the CSOS and the successful Bidder, the offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder.

1.3. The CSOS reserves the right to amend, modify, withdraw or terminate this RFP or any of the requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any Bidder or person.

1.4. Should this RFP be amended, the CSOS undertakes to publicize or send each Bidder in writing the amended RFP. No oral amendments by the Bidder or the CSOS shall be considered.

1.5. It is compulsory for a Bidder submitting a bid to be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that it remains registered for the duration of the services and/or contract, if successful.

1.6. The Bidder needs to ensure that it is tax compliant at the time of submitting its Bid and remains tax compliant for the duration of the contract and/or services, if successful, and undertakes to provide supporting documentation issued by the South African Revenue Services ("SARS") confirming it is tax compliant upon request by the CSOS.

1.7. The CSOS reserves the right to conduct site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its response to this Bid.

1.8. This RFP is not intended to form the basis of a decision to enter into any transaction with the CSOS and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.

1.9. Neither the CSOS nor any of its respective directors, officers, employees, agents, representatives, or advisors will assume any responsibility for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to this RFP.

1.10. No entity or associated entities may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the CSOS, result in disqualification of both entities.

1.11. Any material changes in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid must be brought to the attention of the CSOS Supply Chain Management ("SCM") Section in writing. The CSOS shall be the sole arbiter as to what constitutes a material change in the control and/or composition of any Bidder and may in its sole discretion disqualify the Bidder from any further participation in the bid process.

1.12. Any requirement set out in this RFP which stipulates the form and/or content of any aspect of a Bid is stipulated for the sole benefit of the CSOS, and unless the contrary is expressed, may be waived by the CSOS in its sole discretion at any stage in the bid process.

1.13. The CSOS and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.

1.14. All Bids submitted to CSOS shall become the property of the CSOS and will not be returned to the Bidders. The CSOS will make all reasonable efforts to maintain the information contained in proposals confidentially.

1.15. A Bid submitted by the Bidder shall be considered non-responsive if it shows any omissions or irregularities of any kind. However, the CSOS reserves the right to waive any aspect of non-responsiveness and to make an award in the best interest of the organization, provided that any such waiver shall be applied consistently across all Bidders.

1.16. The CSOS reserves the right to accept or reject, in whole or in part, any submitted Bid.

1.17. The CSOS reserves the right to require a Bidder to provide a formal presentation of its RFP at a date and time to be determined by the CSOS. The CSOS shall provide adequate instructions and clarification regarding the purpose and scope of the presentation. All expenses shall be borne by the Bidder.

1.18. In this RFP, the words "service provider", "supplier" will be used interchangeably to refer to the Bidder.

1.19. All costs associated with the preparation and submission of the Bid remain the responsibility of the Bidder. The costs shall not be chargeable to the CSOS by the successful or unsuccessful Bidder.

1.20. All Bids must be formulated and submitted in accordance with the requirements of this RFP.

1.21. Bids received after the closing date and time as specified in this RFP shall be rejected.

1.22. The CSOS is not obliged to appoint a bidder with the lowest price, if, based on its sole discretion and assessment, the said bidder does not exhibit or demonstrate adequate capacity or full comprehension of the scope of work to be undertaken.

1.23. In this regard, CSOS may appoint the second-ranked bidder provided that the reasons for such deviation are properly justified and accurately recorded.

2. INTRODUCTION

2.1. The Community Schemes Ombud Service (CSOS) is established in terms of the Community Schemes Ombud Service Act, 2011 (Act No. 9 of 2011), to regulate the conduct of parties within community schemes and to ensure good governance within community schemes. To deliver on its mandate, key priorities of the organisation include:

2.1.1. Regulation of all community schemes.

2.1.2. Provision of Dispute Resolution Services.

2.1.3. Quality assurance and safekeeping of scheme governance documentation.

2.1.4. Providing members with access to scheme governance documentation; and

2.1.5. Ensuring good governance within community schemes.

3. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP).

3.1. The purpose of this Request for Proposal (RFP) is to appoint a suitably qualified service provider for:

3.1.1. The provision of a managed SD-WAN solution, which includes connectivity for the CSOS Head Office, Regional Offices, and Satellite Offices, including all hardware required for an end-to-end managed solution;

3.1.2. The supply, implementation, and hosting of a Hosted VOIP PABX (Telephony) service, including a contact centre; and

3.1.3. The implementation and support of both solutions for a three-year period (36 months).

4. CSOS OVERVIEW.

4.1. CSOS OFFICES

4.1.1. **Head Office and Gauteng (GP) regional Office** located at Die Anker Building, 1279 Crawford Street, Centurion Central, 0169

4.1.2. **Western Cape (WC) regional Office** located at 8th Floor Constitution House, 124 Adderley Street, Cape Town.

4.1.3. **KwaZulu- Natal (KZN) regional office** located at 7th Floor Aquasky Towers, 275 Anton Lembede Street, Durban,

4.1.4. **Ballito satellite office,** located at Second floor, Suite 6, Regency House, 3 Douglas Crowe Dr, Ballito, Durban.

4.1.5. **Gqeberha satellite office** located on the 3rd Floor, Fairview Office Park, Regus Building, 66 Ring Road, Greenacres, Gqeberha.

4.1.6. **Polokwane satellite office** located on the Office C6, Standard Bank Square Building, 49 Hans Van Rensburg Street, Polokwane.

4.1.7. **George satellite office** located on the 14 CJ Langenhoven RD, Smoking Mountains Building, George.

4.1.8. **Mbombela satellite office** located on Block 1 Riverside Office Park, 1 Aqua Street, Riverside Park Extension 24, Mbombela.

4.1.9. **Bloemfontein satellite office** located on Suite 11,Hydro Park 2,135 – 141 President Reitz Avenue, West Dene, Bloemfontein.

4.1.10. **Rustenburg satellite office** located at New Heights,67 Brink Street , Rustenburg.

4.2. OTHER ACCESS LOCATIONS

4.2.1. All employees are given operational tools of the trade to enable remote working while still being able to access any internal hosted applications.

4.2.2. CSOS employees working from home, connecting via LTE or using any other connectivity outside the SD-WAN must be able to securely access authorised CSOS internal applications and resources. The bidder must provide secure remote access controls, including authentication, encryption, access control and activity logging.

4.3. INFRASTRUCTURE (CURRENT ICT LANDSCAPE)

4.3.1. The current implemented solution is also an SD-WAN solution utilising Fortinet infrastructure with a central hub and DR site. The architecture is illustrated in **Figure 1**.

4.3.2. There are three CSOS regional offices, each with an internal server room (data centre).

4.3.3. These data centres will house all equipment proposed for the SD-WAN solution.

4.3.4. Each satellite office has a cabinet that will house any equipment that may be required for those offices.

4.3.5. Remote access to internal applications and resources is via VPN connection through the FortiGate firewall within the SD-WAN solution.

4.3.6. There are internal VLANs for voice and guest Wi-Fi networks that will have to be configured for breakout. There may be future requirements for additional VLANs, so the solution must cater for expansion in this respect.

4.3.7. Additional VLANs may be required within the tenure of the contract and the solution must accommodate that growth.

4.3.8. All CSOS offices are cabled using CAT6 Ethernet cabling.

4.3.9. The switches in all offices are HP/Aruba.

4.3.10. All switches are running with PoE, currently used to power the handsets that are in use and managed by CSOS internally, with VLAN configuration to segregate the VoIP and data networks.

4.4. CURRENT USER COMPLEMENT

4.4.1. The current staff complement is 243 users, and the bidder must provide a solution that supports a minimum of 250 users.

4.5. CURRENT HANDSET MODELS

Table 2

MAKE AND MODEL	COMMENTS	QTY
Yealink T23G	Standard Phones	40
Yealink T42G/S	Reception Phones	3
Phone currently in use		
Snom D712	Call Center	10
Yealink T48U	Executive Phones	22
Yealink T46U	Standard Phones	124
Yealink CP960	Boardroom Conference Phones	4
Yealink W52P mobile handsets	3	3

4.5.1. Table 2 lists the phones that would need to be set up by model and quantity. These are the handsets currently in operation.

The current solution is illustrated below in Figure 1.

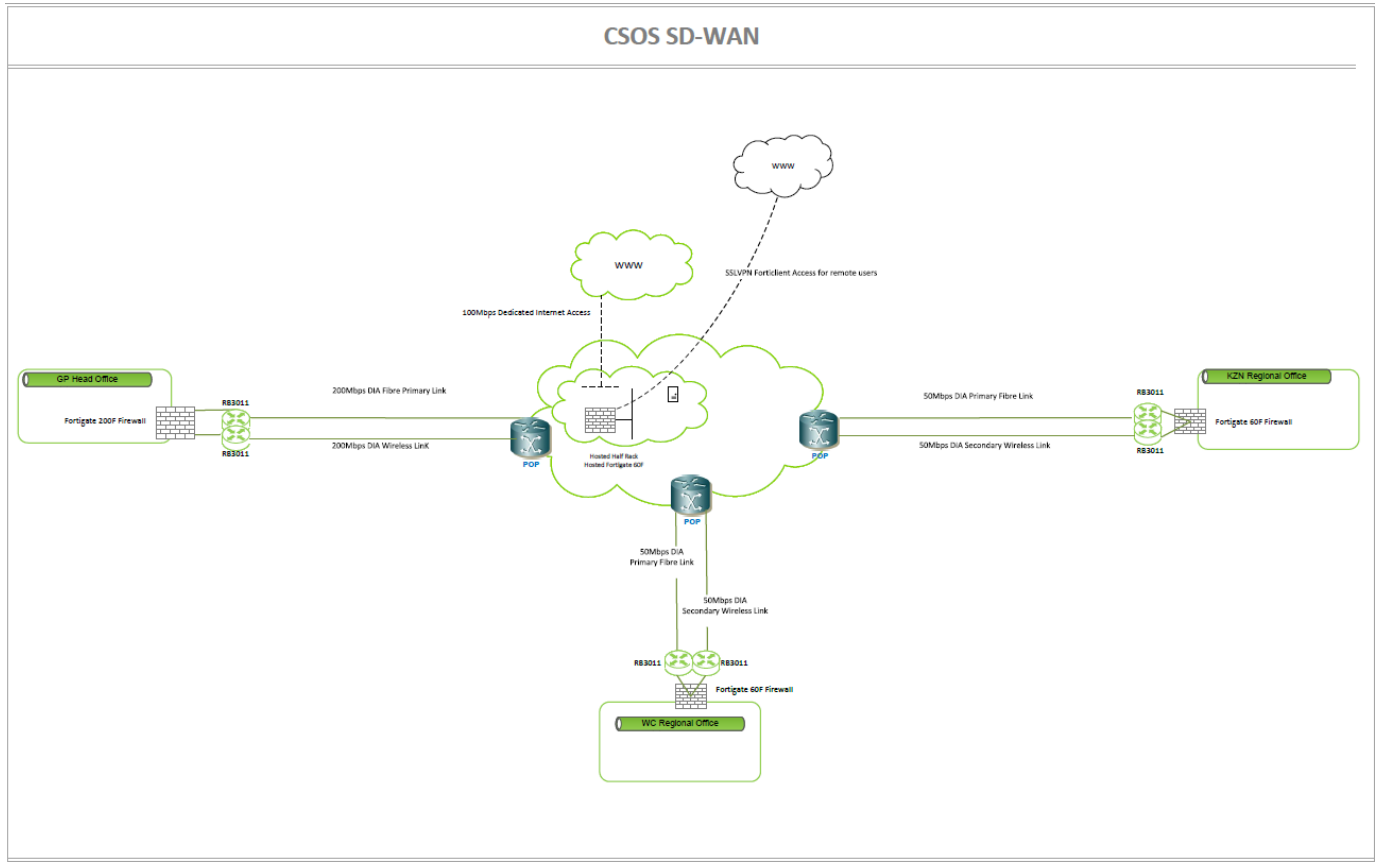

Figure 1

5. SCOPE OF WORK

SD-WAN WITH CONNECTIVITY

5.1. The successful bidder would be required to provide an SD-WAN solution with all its equipment, management software, and licensing.

5.2. The solution must include connectivity for all CSOS offices, provision for access to CSOS internal resources as well as employees working remotely.

5.3. The bidder must propose a systematic approach in addressing the required improvements as listed in the objectives below. The proposed solution in response to CSOS' requirements should be guided by best practices, industry trends, and key architectural principles.

5.4. **KEY IMPLEMENTATION OUTCOMES**:

5.4.1. Reliable connectivity and guaranteed bandwidth allocation for all locations.

5.4.2. Ethernet link connectivity for ease of manageability and scalability.

5.4.3. Easily scalable, flexible and cost-effective upgrade of bandwidth.

5.4.4. Improved security that ensures the confidentiality, integrity and availability of the CSOS information and systems.

5.4.5. Guaranteed SLA for uptime, reliability and performance.

5.4.6. Connectivity redundancy for all regional offices.

5.4.7. Identify opportunities for increased network performance and availability, which includes a technology refresh over the contract period.

5.4.8. Class of Service implementation for its applications.

5.4.9. Provisioning Customer Premises Equipment (CPE), including network equipment like routers and other necessary hardware and services for the solution.

5.4.10. Help desk services for reporting network-related issues and performance reports.

5.4.11. Gain an enhanced view on management and visibility of the CSOS network.

5.4.12. Single point of contact (service delivery manager) for escalation and resolution of incidents and reporting on the contract.

5.5. FUNCTIONAL REQUIREMENTS

5.5.1. SD-WAN which connects the CSOS sites and the hub

5.5.2. Provision of the Disaster Recovery Site within Gauteng. Preferably, the SD-WAN hub location should be the same as the DR site location and at least 30 km from the primary site (Head Office).

5.5.3. On-premises Customer Edge Device (CoE)
5.5.4. Application visibility and analytics
5.5.5. High Availability configurations at the head office and regional offices
5.5.6. Centralized Orchestration & Policy Management
5.5.7. Transport Independent Overlay Solution
5.5.8. Application Aware Routing
5.5.9. Performance based App Aware Routing & Load Sharing
5.5.10. Segmentation & Dynamic Topologies
5.5.11. Application Based QoS (Quality of Service)
5.5.12. Local Internet breakout for each region
5.5.13. Path Brownout
5.5.14. Security & Encryption
5.5.15. Managed service offering
5.5.16. Capable of managing voice, video, and data requirements

5.6. INTERNET SERVICES REQUIREMENTS

5.6.1. The bidder must supply and support internet connectivity for the CSOS offices as per **Table 3** below.
5.6.2. The redundant/secondary lines specified in Table 3 for regional offices must allow for high availability with load balancing and automated failover should a line fail, and QoS in the routing of data over the lines.
5.6.3. Failover must be automatic and support session persistence.
5.6.4. For offices where users do not have fixed connectivity and connect via LTE or other connectivity, as well as users working from home, users must be provided with secure access to authorised resources at the Head Office and DR site through VPN or equivalent secure access controls into the SD-WAN. The solution must include user authentication, encryption, access logging, and appropriate access restrictions.
5.6.5. All lines must be symmetrical data line (a connection with equal download and upload speeds).
5.6.6. Provide a minimum of 8 usable Public IP addresses.

5.7. CLOUD APPLICATION OPTIMISATION

5.7.1. SD-WAN must provide direct cloud on-ramp optimization for Microsoft Teams, Microsoft 365, and Azure.
5.7.2. Local peering or Azure Virtual WAN integration is preferred to ensure low-latency access

5.8. QUALITY OF SERVICE

5.8.1. The solution must enable traffic prioritization and shaping for voice, video, and data.

5.8.2. Policies must be configured to prioritize other business-critical applications as well

5.9. AUTHENTICATION AND ACCESS CONTROL

5.9.1. The solution must support a proxy-based architecture, where devices/users must authenticate before accessing CSOS systems.

5.10. INTEGRATION

5.10.1. Integration with CSOS's Active Directory/LDAP/Azure AD (or equivalent) is required for centralized identity and access management (Where necessary).

Table 3

#	Site	Data Line	Location (GPS)	Data required bandwidth	Connectivity Medium	Uptime
1.	Centurion Office	Primary	-25.859639356736185, 28.186586062411212	500 Mbps	Optic Fibre	99%
		Secondary	-25.859639356736185, 28.186586062411212	500 Mbps	Optic Fibre (Different provider to the primary link)	
2.	KZN Office	Primary	-29.859932230809022, 31.025208877025385	200 Mbps	Optic Fibre	99%
		Secondary	-29.859932230809022, 31.025208877025385	200 Mbps	Optic Fibre (Different provider to the primary link)	
3.	WC Office[1]	Primary	-33.92417655182286, 18.420581490803187	200 Mbps	Optic Fibre	99%
		Secondary	-33.92417655182286, 18.420581490803187	200 Mbps	Optic Fibre (Different provider to the primary link)	
4.	Disaster Recovery Site / Hub	N/A	-26.02499775874847, 28.269118223256104	1 Gbps	N/A	99%
5.	Polokwane	Primary	-23.9105361573099, 29.454418874770152	25 Mbps	Optical Fiber or LTE	99%
6.	Rustenburg	Primary	-25.681594166114504, 27.235071898824593	25 Mbps	Optical Fiber or LTE	99%
7.	Mbombela	Primary	-25.4397898216044,	25 Mbps	Optical Fiber or LTE	99%

[1] The Western Cape Regional office (Cape town) and George satellite office may relocate within the tenure of the agreement, but the current location has been shared.

#	Site	Data Line	Location (GPS)	Data required bandwidth	Connectivity Medium	Uptime
			30.962656061793624			
8.	George	Primary	-33.95729665342365, 22.4547541630094	25 Mbps	Optical Fiber or LTE	99%
9.	Bloemfontein	Primary	-29.10798691426189, 26.206876473621094	25 Mbps	Optical Fiber or LTE	99%
10.	Ballito	Primary	-29.529223369681876, 31.199456940046737	25 Mbps	Optical Fiber or LTE	99%
11.	Gqeberha	Primary	-33.95118430826314, 25.576063433971033	25 Mbps	Optical Fiber or LTE	99%

5.10.2. The solution proposed must be scalable to accommodate additional points for presence that the CSOS may expand to in the tenure of the contract.

5.11. SECURITY

5.11.1. All routers, including the Internet breakout router, should have the ability to be remotely managed and also export data to the CSOS management tools like the CSOS Managed SOC.

5.11.2. Connectivity devices' operating systems must be patched regularly to the latest versions as per software releases and managed in conjunction with the CSOS ICT team via the CSOS Change Control Process.

5.11.3. Router information and configurations must be made available for audit purposes and CSOS or any third party appointed to audit CSOS' network security.

5.11.4. CSOS will supply the successful bidder a set of rules for the initial configuration of the firewall and further change requests will be logged via the successful bidder's Service Desk.

5.11.5. Read-only access to the firewall must be supplied to designated CSOS technical contacts for the purposes of troubleshooting and auditing.

5.11.6. CSOS internal technical engineers must also be granted full reporting access to the SD-WAN solution to extract their own reports and have visibility of traffic and data lines, for example full access to Forti Analyzer should the bidder utilise a Fortinet solution.

5.11.7. A DMZ (demilitarised zone) must be available to host services on request in this segment.

5.11.8. Bidders must also maintain a sufficient number of technically certified personnel to supply the necessary managed network services.

5.11.9. Bidders must adhere to the highest integrity standards in the industry.

5.11.10. The solution must support multi-factor authentication for administrative access, privileged access controls, secure encryption of management and user traffic, vulnerability and patch management, centralised logging, log retention, and integration or forwarding of logs to the CSOS managed SOC/SIEM environment.

5.11.11. The Bidder must demonstrate alignment with recognised information security good practice, including ISO/IEC 27001 or equivalent controls, where applicable to the proposed managed service.

5.12. ICASA CERTIFICATION AND ISPA MEMBERSHIP

5.12.1. In the case of the successful bidder being a telecommunications company, they must provide proof of valid certification with the Independent Communications Authority of South Africa (ICASA).

5.12.2. In the case where the successful bidder is not a telecommunications company, they must provide proof of valid membership of the Internet Service Provider Association of South Africa (ISPA), which must be in good standing. It is further required for such a bidder that if any of their infrastructure at any point connects to a telecommunications company's infrastructure, the dependent telecommunications company's valid ICASA license be produced.

5.12.3. All networking devices used in the provision of the envisaged services must be duly certified by ICASA for use in the Republic of South Africa.

5.13. SOLUTION IMPLEMENTATION

The scope of activities and services to be provided by the bidder as part of the SD-WAN Implementation are expected to be the following:

5.13.1. Solution architecture and design.

5.13.2. Solution configuration.

5.13.3. Security and data line testing.

5.13.4. Service migration and transitioning (Conducted over the weekend and after hours to minimise business impact)

5.13.5. Provision of Project Management services.

5.13.6. Implementation and change management conforming to CSOS Change management policies and procedures.

5.13.7. Training and knowledge transfer; and

5.13.8. Post Implementation support

5.13.9. Acceptance and handover must include successful site readiness confirmation, link commissioning, failover testing, VPN testing, reporting dashboard access, as-built documentation, configuration documentation, knowledge transfer, and formal sign-off by CSOS.

5.14. LICENSE MANAGEMENT

5.14.1. The bidder must accommodate and maintain all licensing fees relating to the operations and management of the solutions.

5.14.2. This licensing will include any licensing costs for routers, reporting software, and all security hardware and services.

5.15. INFRASTRUCTURE MANAGEMENT

5.15.1. Bidder must provide all required hardware (on-premises and hosted) to ensure that the solution is fully operational.

5.16. DISASTER RECOVERY SITE

5.16.1. The Bidder must provide a secure DR site with at least a half rack within the SD-WAN solution where CSOS DR servers and related services will be housed.

5.16.2. The CSOS hosts its primary servers at the Head Office in Centurion and replicates to the DR site via the SD-WAN. This solution must cater for replication of 20 virtual servers. This replication is controlled by the HPE SimpliVity solution already in place.

5.16.3. The DR site must be at least 30 km from the primary site.

5.16.4. The Bidder's DR site responsibilities must include, at a minimum, secure hosting of CSOS equipment and services, controlled facility access, half-rack hosting, resilient power, cooling, physical security, environmental monitoring, network connectivity, availability monitoring, incident support, change support, access logging, and participation in scheduled DR testing and restoration exercises.

HOSTED VOIP PABX (TELEPHONY) AND OMNICHANNEL CONTACT CENTRE

5.17. The solution will be deployed to accommodate all CSOS users in all offices and cater for the growing needs of the organisation over time.

5.18. The implementation of this solution will include:

5.18.1. Implementation and Project Management services.

5.18.2. Execution of technical services (e.g., configuration and customisation)

5.18.3. Provision of licenses and subscription services for the full contract duration

5.18.4. Facilitation of end-user and administrator training (Skills transfer)

5.18.5. Provision of all ICT cloud hosting services through the solution OEM (SaaS-Software as a Service) or through a reputable commercial cloud hosting provider with data centres located in South Africa

5.18.6. The Hosted VOIP PABX (Telephony) and omnichannel contact centre solution must be hosted in a secure, resilient and highly available environment with appropriate backup, disaster recovery, monitoring, reporting and support capabilities for the full contract duration.

5.18.7. All CSOS data, configurations, call records, call recordings, reports and related metadata generated or processed through the Hosted VOIP PABX (Telephony) and contact centre

solution must remain the property of CSOS and must be made available to CSOS on request and at contract exit.

5.18.8. The Bidder must ensure appropriate data protection, access control, encryption, audit logging, retention management and secure administration controls for the solution, aligned to CSOS security policies and applicable South African data protection requirements.

5.18.9. The hosted solution must include an exit management capability that supports orderly transition at the end of the contract, including export of configurations, user data, call records, reports, recordings where applicable, documentation, knowledge transfer and reasonable assistance to CSOS or an incoming service provider.

5.19. The functional requirement of the solution and its implementation are contained in Annexure B.

5.20. The form in Annexure B must be completed in full by the bidders and submitted with the proposal.

5.21. CONTACT CENTRE REQUIREMENTS

5.21.1. A single interface or integrated system must be provided for the contact centre solution and call recording.

5.21.2. Omnichannel contact centre that supports:

- 5.21.2.1. Calls
- 5.21.2.2. Emails
- 5.21.2.3. Live chat
- 5.21.2.4. Chatbot
- 5.21.2.5. WhatsApp (the bidder must create a WhatsApp business number for the CSOS for support)
- 5.21.2.6. Social Media (Facebook, Twitter, Instagram), incorporating CSOS Social media.

5.21.3. Supply and installation and configuration of a Wallboard that will be installed in the contact centre office to monitor the support requests.

5.21.4. Ticketing for incoming support requests

5.21.5. Qualifying of calls as the agents close them for reporting purposes.

5.21.6. Ability to integrate with CRM's. The CSOS runs Freshservice for other services.

5.21.7. IVR / Auto-Attendant with up to 15 recordings that the bidder must record for the CSOS (professional recordings).

5.21.8. The detailed Hosted VOIP PABX (Telephony) functionality is on Annexure B.

5.22. LICENSE MANAGEMENT

5.22.1. The successful bidder will be required to provide all licenses and subscriptions required for the implementation and full functioning of the telephony solution.

5.22.2. The bidder must provide costing for all licenses, licenses assurance, hosting infrastructure and subscriptions required for the full duration of the contract.

5.22.3. All licenses and subscriptions must be procured in the name of the CSOS.

5.22.4. During the maintenance and support phase, the CSOS may procure any additional licenses to scale the solution should the need arise.

5.23. ICT INFRASTRUCTURE

5.23.1. The successful bidder will be required to provide and manage all ICT infrastructure requirements required for the optimal functioning of the solution.

5.23.2. CSOS data must reside within the borders of South Africa or in a country with adequate data privacy and data protection laws (e.g., POPI, GDPR, etc.) for the cloud platform.

5.23.3. The ICT infrastructure managed service must also cater for disaster recovery capabilities of the system, and this must be demonstrated in the solution architecture.

5.23.4. All cloud subscriptions and Tenants must be registered in the CSOS name.

NON-FUNCTIONAL REQUIREMENTS

In order to ensure efficiency, the system should provide the following:

5.23.5. Accessibility – The solution must allow for maximum accessibility of resources internal and external that allow for organizational efficiency.

5.23.6. Availability – The system must be designed in a way that gives maximum availability (uptime and network health).

5.23.7. Security - Prevent unauthorized access and ensure full application security.

5.23.8. Efficiency - The solution must be sufficiently resourced.

5.23.9. Performance: The response time must be tolerable. The solution (data lines and remote access) must be quick and responsive.

5.23.10. Reliability - The solution has to be highly reliable.

5.23.11. Resilience - The solution must include redundancy in terms of data lines and access to resources

5.23.12. The system configuration should be backed up on a daily, weekly and monthly basis.

5.23.13. Audit logs and activity logs – the solution must allow for logs to be forwarded to the CSOS managed SOC solution.

5.24. PROJECT MANAGEMENT SERVICES

5.24.1. Detailed Project Plan including milestones and project phases

5.24.2. Risk Management Plan that will address risks associated with scope, quality, schedule and cost.

5.24.3. Clear and proven Project Management methodology (e.g. Agile, PRINCE 2).

5.24.4. Project Execution Plans detailing the execution and monitoring of the project

5.24.5. Project Acquisition Plan describing the acquisition of materials, goods and enabling system services supplied

5.24.6. Project Quality Plan that describes the quality criteria of the project deliverables

5.24.7. Project Requirements and Change Control Plan

5.24.8. Project Resource Plan that describes the key resources who will be assigned to the project including the Project manager and Project manager's certification.

5.24.9. A Service Transition Plan to ensure that there are no disruptions during the changeover phase between service providers, if applicable, covering a maximum period of eight (8) weeks.

5.24.10. Preliminary information gathering such as site visits and site surveys and infrastructure assessments.

5.24.11. Service continuity obligation to provide support for the smooth transition to new network.

5.25. MAINTENANCE AND SUPPORT

5.25.1. Services to be delivered as per timelines mutually defined and agreed by CSOS and the preferred bidder. This will include the management of 3rd party vendors.

5.25.2. The successful bidder will ensure support (24 hours every day x 365 days in each year) for any issue related to availability and accessibility.

5.25.3. The successful bidder would be solely responsible for any defect in the solution(s).

5.25.4. Service Uptimes per location - The successful bidder will be required to adhere to the service levels outlined in the table 1 below, which contains the classification of Service Levels by priority and location type.

5.25.5. **Disaster Recovery, Back-Up & Restoration Services** - The Service Provider must support the availability, monitoring, testing and restoration of the SD-WAN solution and related connectivity. CSOS will retain responsibility for HPE SimpliVity server replication unless expressly agreed otherwise in the final SLA.

5.25.6. **Security** - The Service Provider must ensure that the security of the solution complies with the CSOS's security policies, procedures, and processes.

5.25.7. **Contract Transitioning-Out services**, which will be implemented for a period of one (1) month before the end of the contract termination date, and include, amongst others, the following:

5.25.7.1. Providing transitioning-out services at the end of the contract period (i.e., handover to a new service provider).

5.25.7.2. Providing a detailed plan (including roles and responsibilities of the bidder, the CSOS, and the new service provider) with timeframes on how transitioning-out services will be provided.

5.25.7.3. Ensuring that during the transitioning-out period all tasks are implemented in line with the agreed plan between the CSOS and the bidder.

5.25.7.4. Ensuring that no services are disrupted during the transitioning-out period.

5.25.7.5. Working alongside the CSOS and the incoming Service Provider during this period to ensure a smooth transition of services and business continuity.

5.25.8. The **Solution Maintenance & Support Services** portion of the contract will be managed using the following minimum service standards, which will be translated into a Service Level Agreement (SLA) during the contracting phase of this procurement.

The final SLA must include the method for calculating uptime, exclusions, planned maintenance rules, incident severity definitions, escalation matrix, service credits or penalty mechanisms for repeated SLA breaches, root cause analysis timelines, and monthly service review requirements.VMonthly service reports must include uptime, incidents, SLA breaches, root-cause analysis, utilisation and capacity trends, security events, change requests, patching and firmware status, licence status, risks, and service improvement recommendations.

6. OUT OF SCOPE

6.1. PoE switches and configuration thereof.

6.2. Internal network cabling and network points.

6.3. Handsets are excluded from the scope. CSOS will procure handsets compatible with the solution as and when required.

7. SUPPLY CHAIN MANAGEMENT COMPLIANCE REQUIREMENTS

7.1. Bidders must comply with the following compliance requirements prior to evaluation in mandatory requirements.

Documents required	Submitted Y/N
Valid B-BBEE certificate issued by an accredited SANAS verification agency /Sworn Affidavit signed by the EME representative and attested by a Commissioner of Oath/B-BBEE certificate issued by the Companies and Intellectual Property Commission (CIPC)	
Proof of registration on the National Treasury Central Supplier Database (provide CSD summary report or CSD number)	
Valid tax pin number/letter	
Fully completed SBD Documents (1, 3.3 , 4 and 6.1)	

8. MANDATORY REQUIREMENT

8.1. Bidders must attach the following to be further evaluated. Failure to comply with mandatory requirements will result into disqualification and not further evaluated on functionality, price and preference points.

Table 4

NO	MANDATORY REQUIREMENT	COMPLY / NOT COMPLY (Y/N)
	SD-WAN AND CONNECTIVITY	
1.	**PRIME BIDDER OR SUBCONTRACTOR ICASA CERTIFICATION OR INTERNET SERVICE PROVIDER ASSOCIATION OF SOUTH AFRICA (ISPA) ACCREDITATION / MEMBERSHIP.** Attach a ICASA Certification **OR** proof of ~~valid~~ membership (at the time of closing of this bid) of the Internet Service Provider Association of South Africa (ISPA). **This will be verified by the CSOS**.	
2.	**PRIME BIDDER OR SUBCONTRACTOR CERTIFICATION / AFFILIATION REQUIREMENTS IN RELATION TO THE SOLUTION TO BE IMPLEMENTED (SD-WAN SOLUTION)** The bidder must attach the OEM/OSM or registered as an OEM/OSM partner to implement, maintain and support the proposed solution. **NB**: Should there be a subcontracting arrangement, bidders must submit the subcontracting agreement. **This will be verified by the CSOS**. **NB:** The Bidders' certification/partnership must be valid at the time of Bid Closing.	

NO	MANDATORY REQUIREMENT	COMPLY / NOT COMPLY (Y/N)
3.	**Network Operations Center (NOC)** The Bidder must have their own Network Operation Center (NOC) in existence in South Africa for at least three years from the date of bid closing date, with a centralized call logging facility to provide 24X7X365 customer support. A letter on the company's letterhead confirming the existence and location of the NOC, including the period of operation, from the bidder, must be attached, duly signed and dated. ***The CSOS reserves the right to assess the NOC.***	
4.	**Support points of presence** Bidder must have Service support centers with a presence that will be able to service all the locations of CSOS where on-site support is required in South Africa. The bidder's support centers, including Office Address, Telephone numbers, and contacts, are to be submitted. Undertaking on the company's letterhead from the bidder that is duly signed. ***The CSOS reserves the right to assess the points of presence.***	
5.	**DECLARATION OF CRITICAL FUNCTIONALITY (SD-WAN)** The bidder must fully complete, sign, and attach Annexure A (Functionality Declaration Form) to their bid submission, declaring that their solution meets all critical functionality detailed therein.	

NO	MANDATORY REQUIREMENT	COMPLY / NOT COMPLY (Y/N)
	HOSTED TELEPHONY AND CONTACT CENTRE	
6.	**PRIME BIDDER OR SUBCONTRACTOR CERTIFICATION / AFFILIATION REQUIREMENTS IN RELATION TO THE SOLUTION TO BE IMPLEMENTED** The bidder must be the OEM/OSM or registered as an OEM/OSM partner to implement, maintain and support the proposed solution. Attach an OEM/OSM verification by means of a letter or certificate from the OEM/OSM. **This will be verified by the CSOS**. **NB:** The Bidders certification/ partnership must be valid at the time of closing of the bid.	
7.	**DECLARATION OF CRITICAL FUNCTIONALITY (TELEPHONY)** The bidder must fully complete, sign, and attach Annexure B (Functionality Declaration Form) to their bid submission, declaring that their solution meets all critical functionality detailed therein.	

MANDATORY 1: REQUIREMENT ATTACHMENT.

PRIME BIDDER OR SUBCONTRACTOR ICASA CERTIFICATION OR INTERNET SERVICE PROVIDER ASSOCIATION OF SOUTH AFRICA (ISPA) ACCREDITATION / MEMBERSHIP.

Attach a ICASA Certification **OR** proof of ~~valid~~ membership (at the time of closing of this bid) of the Internet Service Provider Association of South Africa (ISPA).

MANDATORY 2: REQUIREMENT ATTACHMENT.

PRIME BIDDER OR SUBCONTRACTOR CERTIFICATION / AFFILIATION REQUIREMENTS IN RELATION TO THE SOLUTION TO BE IMPLEMENTED (SD-WAN SOLUTION)

The bidder must attach the OEM/OSM or registered as an OEM/OSM partner to implement, maintain and support the proposed solution.

NB: Should there be a subcontracting arrangement, bidders must submit the subcontracting agreement.

This will be verified by the CSOS.

NB: The Bidders' certification/partnership must be valid at the time of Bid Closing.

MANDATORY 3: REQUIREMENT ATTACHMENT.

Network Operations Center (NOC)

The Bidder must have their own Network Operation Center (NOC) in existence in South Africa for at least three years from the date of bid closing date, with a centralized call logging facility to provide 24X7X365 customer support.

A letter on the company's letterhead confirming the existence and location of the NOC, including the period of operation, from the bidder, must be attached, duly signed and dated.

The CSOS reserves the right to assess the NOC.

MANDATORY 4: REQUIREMENT ATTACHMENT.

Support points of presence

Bidder must have Service support centers with a presence that will be able to service all the locations of CSOS where on-site support is required in South Africa.

The bidder's support centers, including Office Address, Telephone numbers, and contacts, are to be submitted.

Undertaking on the company's letterhead from the bidder that is duly signed.

The CSOS reserves the right to assess the points of presence.

MANDATORY 5: REQUIREMENT ATTACHMENT.

DECLARATION OF CRITICAL FUNCTIONALITY (SD-WAN)

The bidder must fully complete, sign, and attach Annexure A (Functionality Declaration Form) to their bid submission, declaring that their solution meets all critical functionality detailed therein.

MANDATORY 6: REQUIREMENT ATTACHMENT.

PRIME BIDDER OR SUBCONTRACTOR CERTIFICATION / AFFILIATION REQUIREMENTS IN RELATION TO THE SOLUTION TO BE IMPLEMENTED

The bidder must be the OEM/OSM or registered as an OEM/OSM partner to implement, maintain and support the proposed solution.

Attach an OEM/OSM verification by means of a letter or certificate from the OEM/OSM.

This will be verified by the CSOS.

NB: The Bidders certification/ partnership must be valid at the time of closing of the bid.

MANDATORY 7: REQUIREMENT ATTACHMENT.

DECLARATION OF CRITICAL FUNCTIONALITY (TELEPHONY)

The bidder must fully complete, sign, and attach Annexure B (Functionality Declaration Form) to their bid submission, declaring that their solution meets all critical functionality detailed therein.

9. EVALUATION

9.1. Evaluation Committee

9.1.1. Proposals will be reviewed and evaluated using the 80/20 preference method by the CSOS Bid Evaluation Committee. Bidders may be invited to give written or oral presentations and/or to participate in interviews with the committee.

9.1.2. Bidders may be requested to submit any additional information required by CSOS.

9.2. Evaluation Criteria

Proposals will be evaluated based upon, but not limited to, in no particular order:

9.2.1. Compliance with the RFP document, including provision of all information requested in this RFP.

9.2.2. Demonstrated ability to provide services and expertise as listed in this RFP.

9.2.3. Qualifications, experience, and in particular those staff proposed to be generally handling the contract.

9.2.4. Reference checks.

9.3. Evaluation Process of Bids Received

9.3.1. Stage 1.

Proposals with obvious deviations from the pre-qualification and mandatory requirements will be disqualified from the functionality evaluation process.

Only Bidders that achieve a minimum qualifying score of **70%** in functionality will be evaluated further on the 80/20 preference point system.

10. FUNCTIONALITY

Table 5

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	**Weighting points (out of 100)**	**Score**
Solution (SD-WAN) Methodology Provide a detailed proposal of your proposed solution, its functionality, and how it will meet the requirements of the scope of work of the SD-WAN and connectivity.	A proposal must be submitted and must cover all **key areas** stipulated below: **Key Areas:** 1) Solution Functionality as covered in the scope of work (Implementation outcomes (**Section 5.4**) and functional requirements (**Section 5.5**)) 2) The provision of connectivity (**Section 5.6**) 3) Implementation of security protocols (**Section 5.11**) 4) Solution configuration (QoS and integration management) (**Section 5.7 – 5.10**) 5) Maintenance and Support model (**Section 5.25**) 6) Disaster Recovery Site and its infrastructure (**Section 5.16**) 7) Management and Reporting	State page (s) number…….. or State section/ tab……. on your proposal.	15	

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
	Criteria: 1) Not all key areas are addressed in the methodology, and thus the bid is non-responsive = (**0 points**) 2) The proposal addresses all key areas listed above (**5 points**)			
Hosted VOIP PABX (Telephony) solution methodology Provide a detailed proposal of your solution, its functionality, and how it will meet the requirements of the scope of work for the hosted telephone and contact centre.	A proposal must be submitted and must cover all **key areas** stipulated below: **Key Areas:** 1) Hosted VOIP PABX (Telephony) main functionality (**Section 5.17 and Annexure B Table 11**) 2) Hosting Infrastructure (**Section 5.23**) 3) Hosted omnichannel contact centre functionality (**Section 5.21**) 4) Telephone Management Solution (Full Reporting) (**Annexure B - REPORTING (TMS) & SUPPORT)**	State page (s) number…….. ..or State section/ tab…..... on your proposal.	15	

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
	5) Training and Support (**Annexure B - TRAINING AND SKILLS TRANSFER)** **Criteria:** 1) Not all key areas are addressed in the methodology, and thus the bid is non-responsive = (**0 points**) 2) The proposal addresses all key areas listed above (**5 points)**			
Technical Architecture (SD-WAN) Illustration of technical architecture with regard to the solution, connectivity, connectivity mediums and services that will be implemented to address the	Detailed technical architecture design that illustrates the proposed solution. The **key areas** the technical architecture proposed must cover are listed below: **Key Areas:** 1) The proposed SD-WAN solution. 2) Connectivity with specified bandwidth requirements. 3) Hardware to be utilized for the solution.	State page (s) number…….. .. or State section/ tab…..... on your proposal.	10	

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
scope of work for the SD-WAN solution.	4) Business Continuity (data line redundancy and DR site) 5) Remote connectivity - Dial in / VPN or similar functionality for remote users. **Criteria:** 1) No technical architecture diagram submitted (**0 points**) 2) Technical Architecture diagram illustrating 1 key area (**1 point**) 3) Technical Architecture diagram illustrating 2 key areas (**2 points**) 4) Technical Architecture diagram illustrating 3 key areas (**3 points**) 5) Technical Architecture diagram illustrating 4 key areas (**4 points**) 6) Technical Architecture diagram illustrating 5 key areas (**5 points**)			

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
Implementation Methodology (SD-WAN and Hosted VOIP PABX (Telephony) solutions) Provide a detailed project plan (GANTT chart), including a method statement that responds to the proposed solution implementation.	Key areas of consideration on the project plan include: 1) Project Phases (based on delivery timelines) 2) Project activities illustrating SD-WAN infrastructure deployment, PABX solution deployment and commissioning of all solutions 3) Acquisition Plan 4) Service Transition Plan and timelines 5) Resource Allocations **Criteria:** 1) No project plan or project plan that addresses no key areas above (**0 points**) 2) Project plan with 1 key areas addressed and no project methodology (**1 point**) 3) Project plan with 2 key areas addressed with a project methodology (**2 points**)	State page (s) number…….. or State section/ tab……..... on your proposal.	10	

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
	4) Project plan with 3 key areas addressed with a project methodology (**3 points**) 5) Project plan with 4 key areas addressed (**4 points**) 6) Project plan with all 5 key areas addressed (**5 points)**			
Experience of the bidder (WAN) Bidders (or subcontractors) to demonstrate successfully completed projects WAN deployments. Bidders to provide reference letters on clients' letterheads of successful WAN or similar implementations.	Client reference letters must conform to the following criteria: 1) On the client's letterhead with a contactable reference. 2) Confirms work completed within the last five years. 3) Client must expressly confirm delivery by the bidder for WAN solution deployment: **Criteria:**	State page (s) number…….. or State section/ tab…..... on your proposal.	10	

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
	1) 0 reference letter detailing as per above criteria (**0 points**) 2) 1 reference letter detailing as per the above criteria (**1 point**) 3) 2 reference letters detailing as per the above criteria (**2 points**) 4) 3 reference letters detailing as per the above criteria (**3 points**) 5) 4 reference letters detailing as per the above criteria = (**4 points**) 6) 5 reference letters and above detailing as per above criteria (**5 points**)			
Experience of the bidder (Telephony) Bidders (or subcontractors) to	Client reference letters must conform to the following criteria: 1) On the client's letterhead with a contactable reference.	State page (s) number…….. .. or State section/ tab….....	10	

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
demonstrate successfully completed projects, Hosted PABX with Contact centre deployments. Bidders must provide reference letters on clients' letterheads for successful hosted PABX, VoIP and/or contact centre implementations.	2) Confirms work completed. 3) Client must expressly confirm delivery by the bidder for the PABX, VoIP, and/or contact centre deployment. **Criteria:** 0) 0 reference letter detailing as per above criteria (**0 points**) 1) 1 reference letter detailing as per the above criteria (**1 point**) 2) 2 reference letters detailing as per the above criteria (**2 points**) 3) 3 reference letters detailing as per the above criteria (**3 points**) 4) 4 reference letters detailing as per the above criteria = (**4 points**)	on your proposal.		

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
	5) 5 reference letters and above detailing as per the above criteria (**5 points**)			
The competence of key management, professional and technical personnel that the bidder proposes to employ on the implementation project needs to be assessed with particular emphasis on the skills and experience in technical areas similar to the project.	Provide a CV/Profile of the Project Manager who will be assigned to this project, highlighting the experience of the individual in managing similar WAN implementations. The CV must be accompanied by proof of certification (PMBOK or PRINCE2). **CV Criteria:** 0) Less than 1 year of experience or no proof of certification attached (0 points) 1) 1 - 2 years' experience (**1 point**) 2) 3 – 4 years' experience (**2 points**) 3) 5 – 6 years' experience (**3 points**) 4) 7 - 8 years' experience (**4 points**) 5) More than 9 years of experience (**5 points**)	State page (s) number…….. or State section/ tab……..... on your proposal.	5	

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
	N.B – • **Bidder to nominate and indicate the primary Project Manager and submit a CV for them. Only this CV will be evaluated.** • **If more than one CV is attached and no primary project manager is indicated, this will result in a score of 0 for this requirement.**			
Key Personnel (Service Delivery Manager / Accounts Manager) The competence of key account management and service delivery services .	Provide a CV/Profile for the Service Delivery Manager / Accounts Manager who will be assigned to this project to ensure the successful delivery of the service in line with the scope of work and SLA, highlighting the individual's experience in managing key accounts and similar projects. **CV Criteria:** 0) Less than 1 year experience (**0 points**) 1) 1 year of experience (**1 point**)	State page (s) number…….. or State section/ tab…..... on your proposal.	5	

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
	2) 2 – 3 years' experience (**2 points**) 3) 4 – 5 years' experience (**3 points**) 4) 6 - 7 years' experience (**4 points**) 5) More than 8 years' experience (**5 points**) **N.B (Bidder must indicate who the Service Delivery Manager is. Only one CV must be attached for the Service Delivery Manager / Accounts Manager** **If more than one CV is attached, this will result in a score of 0 for this requirement.**			
Key Personnel (Network or Security Engineer for the SD-WAN Solution) The competence of key management, professional, and technical personnel that the	Provide CV/Profile of the Network or Security Specialists who will be assigned to this project for deployment and configuration, highlighting each individual's experience deploying similar WAN implementations. CV to highlight WAN or SD-WAN implementations.	State page (s) number…….. or State section/ tab……..... on your proposal.	10	

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
bidder proposes to employ on the implementation project needs to be assessed with particular emphasis on the skills and experience in technical areas similar to the project.	**CV Criteria:** 0) Less than 1 year of experience and (**0 points**) 1) 1 – 2 years of experience (**1 point**) 2) 3 – 4 years' experience (**2 points**) 3) 5 – 6 years' experience (**3 points**) 4) 7 - 8 years' experience (**4 points**) 5) More than 9 years' experience (**5 points**) **N.B (Bidder must indicate who the WAN engineer is. Only one CV must be attached for the WAN engineer.** **If more than one CV is attached, this will result in a score of 0 for this requirement.**			
Technical lead to be used for this project. (Please provide CV's demonstrating the technical lead	Provide CV/Profile of the Telephony/VoIP engineers who will be assigned to this project for deployment and configuration, highlighting the experience of each individual in deploying similar Telephony	State page (s) number…….. .. or State section/	10	

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
experience)	implementations. CVs must highlight Telephony and/or contact centre implementations. **Criteria:** 0) Less than 1 year experience (**0 points**) 1) 1 – 2 years of experience (**1 point**) 2) 3 – 4 years' experience (**2 points**) 3) 5 – 6 years' experience (**3 points**) 4) 7 - 8 years' experience (**4 points**) 5) More than 9 years of experience (**5 points**) **N.B. Bidder must indicate who the PABX/VoIP engineers are.** **If more than one CV is attached, this will result in a score of 0 for this requirement.**	tab….. on your proposal.		

FUNCTIONALITY REQUIREMENT	SCORE QUALIFICATION	MEASUREMENT (what must be provided/ demonstrated as minimum)		
		Indicate what pages/section in proposal?	Weighting points (out of 100)	Score
TOTAL			100	
MINIMUM THRESHOLD			70%	

FUNCTIONALITY CRITERIA REQUIREMENTS.

FUNCTIONALITY NO:1 SOLUTION (SD-WAN) METHODOLOGY.

Provide a detailed proposal of your proposed solution, its functionality, and how it will meet the requirements of the scope of work of the SD-WAN and connectivity.

FUNCTIONALITY NO:2 HOSTED VOIP PABX (TELEPHONY) SOLUTION METHODOLOGY

Provide a detailed proposal of your solution, its functionality, and how it will meet the requirements of the scope of work for the hosted telephone and contact centre .

FUNCTIONALITY NO:3 TECHNICAL ARCHITECTURE (SD-WAN).

Illustration of technical architecture with regard to the solution, connectivity, connectivity mediums and services that will be implemented to address the scope of work for the SD-WAN solution.

FUNCTIONALITY NO:4

Implementation Methodology (SD-WAN and Hosted VOIP PABX (Telephony) solutions)

Provide a detailed project plan (GANTT chart), including a method statement that responds to the proposed solution implementation.

FUNCTIONALITY NO:5 EXPERIENCE OF THE BIDDER (WAN).

Bidders (or subcontractors) to demonstrate successfully completed projects WAN deployments.

Bidders to provide reference letters on clients' letterheads of successful WAN or similar implementations.

FUNCTIONALITY NO:6 EXPERIENCE OF THE BIDDER (TELEPHONY).

Bidders (or subcontractors) to demonstrate successfully completed projects, Hosted PABX with Contact centre deployments.

Bidders must provide reference letters on clients' letterheads for successful hosted PABX, VoIP and/or contact centre implementations.

FUNCTIONALITY NO:7

The competence of key management, professional and technical personnel that the bidder proposes to employ on the implementation project needs to be assessed with particular emphasis on the skills and experience in technical areas similar to the project.

Provide a CV/Profile of the Project Manager who will be assigned to this project, highlighting the experience of the individual in managing similar WAN implementations.

The CV must be accompanied by proof of certification (PMBOK or PRINCE2).

FUNCTIONALITY NO:8 KEY PERSONNEL.

(Service Delivery Manager / Accounts Manager)

The competence of key account management and service delivery services.

Provide a CV/Profile for the Service Delivery Manager / Accounts Manager who will be assigned to this project to ensure the successful delivery of the service in line with the scope of work and SLA, highlighting the individual's experience in managing key accounts and similar projects.

FUNCTIONALITY NO:9 KEY PERSONNEL (NETWORK OR SECURITY ENGINEER FOR THE SD-WAN SOLUTION)

The competence of key management, professional, and technical personnel that the bidder proposes to employ on the implementation project needs to be assessed with particular emphasis on the skills and experience in technical areas similar to the project.

FUNCTIONALITY NO:10 TECHNICAL LEAD TO BE USED FOR THIS PROJECT.

(Please provide CV's demonstrating the technical lead experience)

11. PRICING INSTRUCTIONS.

11.1. In order to facilitate a transparent selection process that allows equal opportunity to all bidders, proposals will be evaluated using the 80/20 preference point system for Price and Specific Goals in accordance with the applicable Preferential Procurement Regulations, 2022, the PPPFA, CSOS SCM prescripts, and any applicable National Treasury instruction notes or circulars.

11.2. All pricing must be quoted in South African Rand (ZAR), inclusive of all applicable taxes where relevant, and must clearly distinguish between once-off costs, recurring monthly costs, annual costs, variable costs, and total cost over the full contract period.

Table 6

6 THE SPECIFIC GOALS ALLOCATED POINTS IN TERMS OF THIS TENDER.	NUMBER OF POINTS ALLOCATED (80/20 SYSTEM) TO BE COMPLETED BY THE ORGAN OF STATE.	NUMBER OF POINTS ALLOCATED (80/20 SYSTEM) TO BE COMPLETED BY THE TENDERER.
1.EME or QSE owned by 51 % or more black person woman **and/or** ,EME or QSE owned by 51 % or more black person youth **and /or**, EME or QSE owned by 51 % or more black person living with disability **and/or**, EME or QSE owned by 51 % or more black person who is military veteran.	17	
2. EME or QSE owned by 51 % black people living in rural or underdeveloped areas or township.	1	
3. EME or QSE Cooperative owned by 51% or more black people.	1	
4. EME or QSE owned by 51% or more black people in general ,with focus in order of priority on africans, Indians and coloureds.	1	
Total Points for Price and Specific Goals		

11.3. Bidders must ensure that their price schedules cater for all requirements necessary to deliver a fully operational solution as specified in the minimum requirements, scope of work, annexures and pricing schedules. Any omissions, pricing errors or assumptions not expressly accepted by CSOS will be for the bidder's account and may not be charged to CSOS after award.

11.4. Bidders must clearly identify and price any variable costing components, optional items, usage-based charges, once-off costs, recurring costs, support costs, licensing, subscriptions, hosting, connectivity, infrastructure, implementation, transition and exit-related costs. No hidden or unpriced cost components will be accepted.

11.5. All recurring and once-off prices must remain firm for the full contract duration unless an escalation is expressly stated in the pricing schedule, justified by the bidder, and accepted by CSOS during contracting.

11.6. Where escalation is proposed, the bidder must disclose the affected cost items, escalation basis, calculation method, effective date, frequency and maximum percentage cap. Any escalation linked to CPI, CPIX, foreign exchange, OEM increases or third-party supplier increases must be supported by clear evidence and will be subject to CSOS review and approval. Escalation not disclosed in the bid response will not be accepted after award.

11.7. For evaluation purposes, CSOS will evaluate the total cost of ownership for the full three-year contract period, inclusive of all once-off, recurring, variable, implementation, support, licensing, hosting, infrastructure, transition, exit and escalation costs disclosed by the bidder.

11.8. Payment terms are 30 days from invoice and subject to an agreed payment plan based on deliverables and project milestones.

11.9. PRICING SCHEDULE 1: SOLUTION IMPLEMENTATION SERVICES

* Prices to include all implementation costs (i.e., Solution Design, Config and Customization, Quality assurance and deployment) to successfully implement the solutions

Table 7

SERVICE	UNIT OF MEASURE	QTY	UNIT COST	TOTAL COST
SD-WAN solution design, configuration and deployment	Once-off	1	R	R
Hosted VOIP PABX implementation and configuration	Once-off	1	R	R
Omnichannel contact centre implementation and configuration	Once-off	1	R	R
Migration, number porting, cutover and after-hours transition support	Once-off	1	R	R
Testing, commissioning and formal acceptance	Once-off	1	R	R
Project management	Once-off	1	R	R
Skills transfer, administrator training and end-user training	Once-off	1	R	R
As-built documentation, configuration documentation and handover pack	Once-off	1	R	R
Other implementation costs to be specified by bidder	Once-off	1	R	R
Subtotal: Solution Implementation Cost				R
VAT @ 15% if applicable				R
Total inclusive of VAT				R

11.10. PRICING SCHEDULE 2: LICENSES AND SUBSCRIPTIONS

* Full licensing costs for the entire solution.

Table 8

LICENCE / SUBSCRIPTION CATEGORY	UNIT OF MEASURE	QTY	MONTHLY UNIT COST	YEAR 1 COST	YEAR 2 COST	YEAR 3 COST	TOTAL 3-YEAR COST
SD-WAN controller, appliance and orchestration licences	Licence	1	R	R	R	R	R
Security, firewall, threat protection and reporting licences	Licence	1	R	R	R	R	R
Microsoft, Azure, Freshservice, CRM or third-party integration licences, if applicable	Licence/month	1	R	R	R	R	R
Other licences or subscriptions to be specified by bidder	Licence/month	1	R	R	R	R	R
Subtotal				R	R	R	R
VAT @ 15% if applicable				R	R	R	R
Total inclusive of VAT				R	R	R	R

11.11. PRICING SCHEDULE 3: INFRASTRUCTURE

* Disaster recovery site with secured and controlled access, with a half rack and a dedicated breakout.

Table 9

SERVICE / MODULE	QTY	YEAR 1 MONTHLY COST	YEAR 1 COST	YEAR 2 MONTHLY COST	YEAR 2 COST (with escalation)	YEAR 3 MONTHLY COST	YEAR 3 COST (with escalation)	TOTAL COST (3 YEARS)
Disaster Recovery Site / Hub (Within the SD Wan Solution)	1	R	R	R	R	R	R	R
Hosting services	1	R	R	R	R	R	R	R
Bidders to Specify	1	R	R	R	R	R	R	R
Variable Cost Provision (e.g., additional capacity)	1	R	R	R	R	R	R	R
Subtotal		R	R	R	R	R	R	R
VAT @15% if applicable		R	R	R	R	R	R	R
Total inclusive of VAT		R	R	R	R	R	R	R

11.12. PRICING SCHEDULE 4: CONNECTIVITY BY SITE

SITE	PRIMARY / SECONDARY LINK	BANDWIDTH	CONNECTIVITY MEDIUM	ONCE-OFF INSTALLATION COST	MONTHLY RECURRING COST	SLA / UPTIME	3-YEAR TOTAL COST
Centurion Office	Primary	500 Mbps	Optic Fibre	R	R	99%	R
Centurion Office	Secondary	500 Mbps	Optic Fibre, different provider	R	R	99%	R
KZN Office	Primary	200 Mbps	Optic Fibre	R	R	99%	R
KZN Office	Secondary	200 Mbps	Optic Fibre, different provider	R	R	99%	R
Western Cape Office	Primary	200 Mbps	Optic Fibre	R	R	99%	R
Western Cape Office	Secondary	200 Mbps	Optic Fibre, different provider	R	R	99%	R
Disaster Recovery Site / Hub	N/A	1 Gbps	As proposed	R	R	99%	R
Polokwane	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Rustenburg	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Mbombela	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
George	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Bloemfontein	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Ballito	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Gqeberha	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Subtotal							R
VAT @15% if applicable							R
Total inclusive of VAT							R

11.13. PRICING SCHEDULE 5: HOSTED VOIP PABX AND OMNICHANNEL CONTACT CENTRE SERVICES

SERVICE	UNIT OF MEASURE	QTY	MONTHLY UNIT COST	YEAR 1	YEAR 2	YEAR 3	3-YEAR TOTAL
Hosted VOIP PABX service / License	User/month	250	R	R	R	R	R
SIP trunks and channels (see the current numbers in Annexure B)	Channel/month	5	R	R	R	R	R
Contact Centre agents	Agent/month	10	R	R	R	R	R
IVR, auto-attendant and recording services	Once-off / monthly	15	R	R	R	R	R
Wallboard, dashboards and reporting	Monthly	1	R	R	R	R	R
Call recording storage and retrieval	Monthly	1	R	R	R	R	R
Omnichannel services, including email, live chat, chatbot, WhatsApp and social media	Channel/month	1	R	R	R	R	R
Other hosted telephony or contact centre services to be specified by bidder	As specified	1	R	R	R	R	R
Subtotal							R
VAT @15% if applicable							R
Total Hosted VOIP PABX and Contact Centre Cost Inclusive of VAT							R

11.14. PRICING SCHEDULE 6: SUPPORT AND MANAGED SERVICES

SERVICE	UNIT OF MEASURE	MONTHLY COST	YEAR 1	YEAR 2	YEAR 3	3-YEAR TOTAL
Network Operations Centre monitoring and support	Monthly	R	R	R	R	R
Service desk, incident management and escalation management	Monthly	R	R	R	R	R
Monthly reporting, service review meetings and SLA management	Monthly	R	R	R	R	R
Security monitoring, log forwarding and patch / firmware management support	Monthly	R	R	R	R	R
Other support and managed services to be specified by bidder	Monthly	R	R	R	R	R
Subtotal						R
VAT @15% if applicable						R
Total Support and Managed Services Cost Inclusive of VAT						R

11.15. PRICING SUMMARY: THREE-YEAR TOTAL COST OF OWNERSHIP (INCL VAT)

PRICING CATEGORY	ONCE-OFF COST	YEAR 1 RECURRING COST	YEAR 2 RECURRING COST	YEAR 3 RECURRING COST	VAT	TOTAL 3-YEAR COST
Solution implementation services	R	R	R	R	R	R
Licences and subscriptions	R	R	R	R	R	R
Infrastructure and hosting	R	R	R	R	R	R
Connectivity by site	R	R	R	R	R	R
Hosted VOIP PABX and contact centre services	R	R	R	R	R	R
Support and managed services	R	R	R	R	R	R
Total Evaluated Price Inclusive of VAT						R

***NB: The above summary cost schedule will be used for evaluation purposes; bidders are required to complete all the schedules in full and transfer the totals into the summary cost schedule. Failure to comply with this requirement will invalidate your bid.**

Signature (Bidder) **Date**

12. TIMELINE OF THE BID PROCESS

12.1. The validity period of tenders and the withdrawal of offers, after the closing date and time is 120 days.

13. DURATION OF THE CONTRACT

13.1. The contract period is thirty-six (36) months, comprising up to two (2) months for solution implementation and thirty-four (34) months for solution maintenance and support.

13.2. The bidder **MUST** ensure that they have the resources to complete the project in this timeframe.

13.3. Bidders must cater for after-hours work in order to minimise impact to business operations.

14. PROJECT MANAGEMENT RESPONSIBILITY

14.1. The CSOS Project Manager's responsibilities will include:

14.1.1. Providing the service provider with all appropriate advice and information pertinent to the success of this project as well as assisting in setting up meetings with key management staff.

14.2. The Service Delivery Manager Responsibilities will include:

14.2.1. conduct joint inspections with the CSOS on all Services rendered, upon request;

14.2.2. attend to any deficiencies within twenty-four (24) hours, or a lesser period, of written notification from the CSOS;

14.2.3. ensure that the solution and any other third-party relevant licences are licensed and up to date for the duration of the Agreement;

14.2.4. ensure that the Services does not disrupt the business or negatively affect the performance of the CSOS; and

14.2.5. Ensure that the service is always delivered in an effective and efficient manner in line with the SLA.

15. SUPPLIER DUE DILIGENCE

15.1. CSOS 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, confirmation of financial stability and requests for additional information.

16. RESPONSE FORMAT (SUBMISSION OF PROPOSAL)

16.1. The proposals must be submitted in the prescribed format. Standard bidding documents attached with Terms of Reference must be completed in full.

16.2. The bidder(s) are required to submit one (1) original copy of the bid document.

16.3. Bidders to accompany the proposal with an electronic copy in the format of USB.

16.4. The documents below must be completed and submitted with the bid (Failure to comply with the mandatory and functionality requirements will result in your bid being disqualified).

17. LATE BIDS

17.1. Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the bidder(s).

18. COUNTER CONDITIONS

18.1. Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

19. FRONTING

19.1. Government supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemns any form of fronting.

19.2. The Government, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies CSOS may have against the Bidder / contractor concerned**.**

20. CONTACT AND COMMUNICATION

20.1. A nominated official of the bidder(s) can make enquiries in writing, to the specified person, Mr Mawande Jadezweni via email: mawande.jadezweni@csos.org.za or Tel :010 593 0533. Further information regarding Supply Chain Management matters can be sent via email to : tenders@csos.org.za or at Tel: 010 593 0533.

20.2. The delegated office of CSOS may communicate with Bidder(s) where clarity is sought in the bid proposal.

20.3. Any communication to an official or a person acting in an advisory capacity for CSOS in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.

20.4. All communication between the Bidder(s) and CSOS must be done in writing.

20.5. Whilst all due care has been taken in connection with the preparation of this bid, CSOS makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. CSOS, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.

20.6. If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by CSOS (other than minor clerical matters), the Bidder(s) must promptly notify CSOS in writing of such discrepancy, ambiguity, error or inconsistency in order to give CSOS an opportunity to consider what corrective action is necessary (if any).

20.7. Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by CSOS will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.

20.8. All persons (including bidder(s) obtaining or receiving the bid and any other information in connection with the bid or the tendering process must keep the contents of the bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this bid.

21. PROPOSAL SUBMISSION REQUIREMENTS

21.1. The service provider must present CSOS management with a comprehensive proposal and model outlining how they intend to address our specific needs and a line-item budget thereof together with a detailed project plan. CSOS reserves the right to appoint a bidder that meets all the requirements.

22. SUBMISSION OF PROPOSALS

22.1. Bid documents should be placed in the tender box on or before the closing date and time.

22.2. Bid documents will only be considered if received by CSOS before the closing date and time at 12h00:

Community Schemes Ombud Service
Die Anker Building
1279 Mike Crawford Road
Centurion

23. ANNEXURE A – SD-WAN AND CONNECTIVITY

23.1. Declaration of solution functionality (SD-WAN and Connectivity)

The bidder is to establish and provide a WAN solution with the following minimum capabilities and/or features:

(This form **must** be completed and returned with the proposal document and will be used for evaluating mandatory requirements.)

The Bidder and the proposed solution must comply with all requirements in Table 10.

Table 10

#	Item Description	Specifications	Comply / Not Comply
1	Provision of WAN Links	Provision of ALL WAN links as per Table 1.	
2	WAN Firewall	Provision of WAN firewalls for all CSOS regional offices and DR site / Hub	
3	VPN Connectivity	Provision for a VPN service for remote connectivity: 150 users Remote access must support at least 150 named VPN users, with bidders required to specify the proposed concurrent-user capacity, MFA support, endpoint compliance assumptions, split-tunnelling approach, access logging, and reporting capabilities.	
4	Firewall Reporting	**Dashboard cybersecurity monitoring:** • Ability to draw reports for daily, weekly, monthly and custom date ranges. **Cybersecurity report: Detected high security events and threats:** • By application type	

		• By protocol type • By site visited • By Microsoft Active Directory/Azure AD login name • Firewall rule set configuration. **Extract uptime rate reports for pre-defined custom date ranges on:** • all links **Extract utilisation rate reports for the custom date range on:** • All links **Extract operational data reports for pre-defined and custom date ranges on: Per provincial link** • All links **Manual and scheduled (automated) generation of reports on the above categories:** • By email (pdf and csv versions) • Manual: by login to the dashboard/reporting platform	

COMMENTS:

Name of Person Completing this Form	
Representing Firm	
Telephone Number	
Email Address	
Date	

SIGNATURE OF THE OFFICIAL RESPONSIBLE FOR COMPLETING THE FORM.	

24. ANNEXURE B – HOSTED TELEPHONY AND CONTACT CENTRE

24.1. Declaration of solution functionality (Telephony and Contact centre)

(This form **must** be completed and returned with the proposal document and will be used for evaluating mandatory requirements.)

The Bidder and the proposed solution must comply with all requirements in Table 11 and the Main functionality on Table 12.

Name of Bidder	
CSOS Tender Number	
Date	

Table 11

Mandatory Requirement	Substantiation (If required)	Comply (Y/N)
Hosting	The bidder confirms that the solution is hosted in a secure environment within South Africa Boarders (IP Block IP's)	
Omnichannel Contact Cetner	The bidder confirms that the contact centre is omnichannel sporting calls, emails, WhatsApp and social media.	
Call Recording Services	The bidder confirms that the solution supports Safe and encrypted call recordings, with timestamps, backed up, with access logs and easily accessible.	
Management Portal	The bidder confirms that the solution has a management portal where the CSOS IT and Call Center supervisors can have a bird's-eye view of the Hosted VOIP PABX (Telephony) and Contact centre	
First Line Support	The bidder confirms that the CSOS ICT staff will be able to conduct first line support and administrative tasks including extracting reports.	
High Availability	The bidder confirms that the solution has open integration standards that will allow integration with CSOS internal	

	Service Desk (Fresh Service) and custom CRM on CSOS Connect.	
High Availability	The bidder confirms that the solution will be deployed with a high-availability and failover configuration.	
Solution Capacity	The bidder confirms that the solution meets the capabilities to meet the current and future demands in terms of call and quality based on the current and envisaged CSOS employee count.	

DETAILED HOSTED VOIP PABX (TELEPHONY) FUNCTIONALITY

Table 12

MAIN FUNCTIONALITY (PABX)

FEATURE	DETAIL
Caller ID / Call Waiting	ID the person calling in or waiting
Conferencing	Conference call hosting with conference phones in our boardrooms and meeting rooms
Voicemail & Voicemail to Email	The system must be able to cater for individual voicemails on handsets and also be able to mail that recording to the user
Call Forwarding	Capability to forward number to extensions, voicemail or when busy to another extension; Capability to forward to external numbers
Call History	Ability to maintain call history on handsets/extensions and soft clients
Ring groups and queues	Must be able to set up pick up groups and hunt groups; Must support ring groups with hunting and round robin and queue's as well.
Internal Directory	Must be able to maintain an internal directory of extensions as well as cellular numbers of internal employees. User directory must integrate with Office 365 (Azure AD)
Speed Dials	Create Speed dials
IVR and Music On Hold	The IVR functionality must be able to be fully customized with the option to play music on hold or a radio station. Estimated waiting time, number of queue, allowing for CSOS to call you back. Service provider must provision the actual recording of IVR's. A maximum of 10 ICT options may be used.
Geographical Numbers	Porting / transfer of existing geographical numbers is critical. Provision of geographical numbers as CSOS expands. CSOS must own the number – must be able to be moved away from the service provider at the end of the contract period**. CSOS has 1 X 0800 number and 3 X geographic numbers – 010, 021, 031)**

CSOS Main Number	Solution must be able to utilise the CSOS main call center number 0800-000-653 which must also be moved to the appointed service provider.
Pin Codes	PIN code to enable user access to VoIP system and make outgoing calls. ALL outgoing calls must require a pin before the call can be accepted. Only certain users allowed to dial international calls. Some users should only be able to dial internally.
Call Recording	All calls made must be recorded with the option of selecting which extensions must have calls recorded. All Contact centre calls must be recorded with an initial minimum **1Tb storage**. CSOS must be allowed to download the recordings.
HD Quality	System quality together with handsets must be HD quality devices. Solution must be compatible with existing handsets as stated in the organisation background.
Free/busy lamps on reception phone	Free / Busy lamps on extension on the reception phone to view the entire office extensions
Extension Dialling (between offices)	Offices must be able to extension dial each other and that call MUST be free.
Desktop Client	The system must have a desktop soft client that will enable the user to manage their extension, dial and receive calls from, view free/busy information
Hot Desking and Roaming	Users must be able to dial from any phone in the organization, from any office using their pin and that call must be cost against that specific person
SWITCHBOARD/RECEPTIONS	
FEATURE	**DETAIL**
Presence	Switchboard operators should be able to see when a line is engaged, not available, in a meeting etc
Switchboard Operators	There are currently five (5) switchboard operators (receptionists): 3 at Centurion Office, 1 in Durban Office, 1 in Cape Town Office
Call Transfers	Call transfer functionality
Receptionists functionality	Must be able to perform all standard switchboard operations
External Transfers	Calls must be transferable to alternative numbers (such as mobile numbers) for staff not at the office.
Recording Storage	Must be able to record and store for specified number of days in an encrypted format. This functionality must be available for all call centre agents and switchboard operator. This functionality must be scalable. Call recordings must be retrievable on demand.
SECURITY	
FEATURE	**DETAIL**
Security Measures	Security measures must be put in place to ensure that infrastructure intrusion avoided. The security solution must include monitoring and detection, which must be reported on a weekly basis or as agreed on.

IP Blocking	The system must be able to block suspicious IP address and provide alerts to potential security breaches.
SSL Certificate	All Web based interface protected by a security certificate issued by a trusted certificate authority
BILLING (Rate Sheets)	
FEATURE	**DETAIL**
Rate Sheet	Respondents must provide CSOS with a detailed call cost comparison (per second and per minute) schedule for all type of calls e.g. landline and mobile costs, national, local, etc.
INFRASTRUCTURE	
FEATURE	**DETAIL**
Hosted	The actual PABX must be hosted and not reside on CSOS premises
VOIP	CSOS has no Telkom lines and would like the system to utilize VOIP breakout (CSOS will provide the last mile internet breakout). Bidder must detail the minimum requirements for last mile breakout for the solution.
IP Based	The system must be IP based and not analogue
Management Portal / Interface	Provide a Centrally located managed interfaces for all sites
Reporting and Billing Interface (TMS)	Centrally located managed interface for reporting and billing (Telephone Management System)
Security	All Web based interface protected by a security certificate
System Monitoring	Management and monitoring of VoIP quality, with 24x7x365 support. PABX monitoring dashboard for: Infrastructure Health, Active extensions, licensing and system versions and status of VOIP lines.
Hosted Contact centre	Web based Hosted Contact centre solution integrated to the broader PABX
Redundancy	High availability redundancy and reliability
Mobility	Smartphone application and soft PBX integration (Desktop Clients)
Audit Logging	Full system and operational audit logging on the solution
Integration	Ability to integrate with Teams on the PABX. Ability to integrate with CRM's for the Contact centre using an API
CONTACT CENTRE	
FEATURE	**DETAIL**
Omnichannel Suite	Must have full Omnichannel Contact Centre suite - WhatsApp, Chatbot
Call Centre Management	Must include Call Centre management software
Auto-attendant	Must have an auto-attendant functionality (With IVR implemented)
CRM Integration	Must be able to integrate with Custom CSOS CRM and Service Desk (Fresh Service) (Open integration platform)

Reports	Must include reports e.g., call loss, abandoned call; Comprehensive Agent Report; Comprehensive Ageing report per agent; Period of the call reporting storage; Archiving of storage (reports and recordings)
Agent Capacity	Must cater for ten (10) Call center agents. CSOS must be able to scale call center agents should the need arise.
Supervisor	Must cater for one supervisor
Quality Assurance	Agent Scorecard Template
Silent Monitoring	Silent Monitoring – Call Barging
Mailbox Integration	Incorporation of mailbox into the call center (Up to five 5 mailboxes)
Call Flow	Call Flow design and scripting services
CALL ADMINISTRATION	
FEATURE	**DETAIL**
Call Routing	Must include the capability to reroute calls, set up hunting groups, pick up groups, IVR, caller line ID, etc. for both incoming and outgoing calls;
Extension Groups	Must be able to filter extensions into groups;
Auto-attendant Management	Must be able to manage the auto-attendant and voice messages;
Music/Announcements	Must be able to play both music and announcements while callers wait.
REPORTING (TMS) & SUPPORT	
FEATURE	**DETAIL**
Web Interface	The administration interface must be via a secure web enabled interface, running in a browser such as Chrome or Microsoft Edge, FireFox;
PBX Management	The web interface must allow for full management of the PBX;
Export Formats	Reports must be exported in a CSV- and/ or PDF file;
Report Types	Reports must include cost and usage reports per department and per pin code, billing, call type breakdown, call logs, real-time call costs, individual call history, etc
User Accounts	Must allow for an account set up per user, with credit restrictions, monitoring at a user level as well as organisational level;
IVR Upload	Capability to upload IVR messages (auto-attendant menus), music on hold, upload or terminate once-off messages, after hour greetings, etc. via the web interface;
Answering Rules	Must have the capability to apply answering rules to inbound calls;
Account Management	Ability to create, delete and update accounts;
Call Classification	Must be able to distinguish between business-, private-, national-, local- and international calls;
Dial Restrictions	Dial out restrictions per user;

User Settings	Browser based functionality to enable users to change their availability status, number preferences, etc.
Required Reports	Extension report (Stats); Users Report (Pin Specific); Dropped Calls; Received Calls (and by extension); Abandoned Calls (Total and Percentage); Waiting time on calls; Call cost (By User and Extension); Ring Groups (Stats)
TRAINING AND SKILLS TRANSFER	
FEATURE	**DETAIL**
User Training	All users must be comprehensively trained in the use of the handsets and how the PABX works (DID numbers, DND, How to make calls, how to listen to voicemail etc)
Admin Training	Certified training for administrators on the solution to advanced level.
IT Team Training	Extensive training to the internal IT Team on configuration and basic support.
First Line Support	Eight (8) users to be trained to provide first line support and general administration of the system: Setting up new extensions; Configuration of new phones/handsets; Changes in configuration of handsets and extensions; Configure and Pull reports

COMMENTS:

Name of Person Completing this Form	
Representing Firm	
Telephone Number	
Email Address	
Date	

SIGNATURE OF THE OFFICIAL RESPONSIBLE FOR COMPLETING THE FORM.	

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER: …… **BID NO: CSOS004-2026: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS.**

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF VALUE ADDED TAX

1. Services must be quoted in accordance with the attached terms of reference.

   Total cost of the assignment (R inclusive VAT)

   R……

PRICING SCHEDULE:

PRICING SCHEDULE 1: SOLUTION IMPLEMENTATION SERVICES

* Prices to include all implementation costs (i.e., Solution Design, Config and Customization, Quality assurance and deployment) to successfully implement the solutions

SERVICE	UNIT OF MEASURE	QTY	UNIT COST	TOTAL COST
SD-WAN solution design, configuration and deployment	Once-off	1	R	R
Hosted VOIP PABX implementation and configuration	Once-off	1	R	R
Omnichannel contact centre implementation and configuration	Once-off	1	R	R
Migration, number porting, cutover and after-hours transition support	Once-off	1	R	R
Testing, commissioning and formal acceptance	Once-off	1	R	R
Project management	Once-off	1	R	R
Skills transfer, administrator training and end-user training	Once-off	1	R	R
As-built documentation, configuration documentation and handover pack	Once-off	1	R	R
Other implementation costs to be specified by bidder	Once-off	1	R	R
Subtotal: Solution Implementation Cost				R
VAT @ 15% if applicable				R
Total inclusive of VAT				R

CSOS004-2026: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS

PRICING SCHEDULE 2: LICENSES AND SUBSCRIPTIONS

* Full licensing costs for the entire solution.

LICENCE / SUBSCRIPTION CATEGORY	UNIT OF MEASURE	QTY	MONTHLY UNIT COST	YEAR 1 COST	YEAR 2 COST	YEAR 3 COST	TOTAL 3-YEAR COST
SD-WAN controller, appliance and orchestration licences	Licence	1	R	R	R	R	R
Security, firewall, threat protection and reporting licences	Licence	1	R	R	R	R	R
Microsoft, Azure, Freshservice, CRM or third-party integration licences, if applicable	Licence/month	1	R	R	R	R	R
Other licences or subscriptions to be specified by bidder	Licence/month	1	R	R	R	R	R
Subtotal				R	R	R	R
VAT @ 15% if applicable				R	R	R	R
Total inclusive of VAT				R	R	R	R

CSOS004-2026: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS

PRICING SCHEDULE 3: INFRASTRUCTURE

* Disaster recovery site with secured and controlled access, with a half rack and a dedicated breakout.

SERVICE / MODULE	QTY	YEAR 1 MONTHLY COST	YEAR 1 COST	YEAR 2 MONTHLY COST	YEAR 2 COST (with escalation)	YEAR 3 MONTHLY COST	YEAR 3 COST (with escalation)	TOTAL COST (3 YEARS)
Disaster Recovery Site / Hub (Within the SD Wan Solution)	1	R	R	R	R	R	R	R
Hosting services	1	R	R	R	R	R	R	R
Bidders to Specify	1	R	R	R	R	R	R	R
Variable Cost Provision (e.g., additional capacity)	1	R	R	R	R	R	R	R
Subtotal		R	R	R	R	R	R	R
VAT @15% if applicable		R	R	R	R	R	R	R
Total inclusive of VAT		R	R	R	R	R	R	R

CSOS004-2026: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS

PRICING SCHEDULE 4: CONNECTIVITY BY SITE

SITE	PRIMARY / SECONDARY LINK	BANDWIDTH	CONNECTIVITY MEDIUM	ONCE-OFF INSTALLATION COST	MONTHLY RECURRING COST	SLA / UPTIME	3-YEAR TOTAL COST
Centurion Office	Primary	500 Mbps	Optic Fibre	R	R	99%	R
Centurion Office	Secondary	500 Mbps	Optic Fibre, different provider	R	R	99%	R
KZN Office	Primary	200 Mbps	Optic Fibre	R	R	99%	R
KZN Office	Secondary	200 Mbps	Optic Fibre, different provider	R	R	99%	R
Western Cape Office	Primary	200 Mbps	Optic Fibre	R	R	99%	R
Western Cape Office	Secondary	200 Mbps	Optic Fibre, different provider	R	R	99%	R
Disaster Recovery Site / Hub	N/A	1 Gbps	As proposed	R	R	99%	R
Polokwane	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Rustenburg	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Mbombela	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
George	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Bloemfontein	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Ballito	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Gqeberha	Primary	25 Mbps	Optic Fibre or LTE	R	R	99%	R
Subtotal							R
VAT @15% if applicable							R
Total inclusive of VAT							R

CSOS004-2026: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS

PRICING SCHEDULE 5: HOSTED VOIP PABX AND OMNICHANNEL CONTACT CENTRE SERVICES

SERVICE	UNIT OF MEASURE	QTY	MONTHLY UNIT COST	YEAR 1	YEAR 2	YEAR 3	3-YEAR TOTAL
Hosted VOIP PABX service / License	User/month	250	R	R	R	R	R
SIP trunks and channels (see the current numbers in Annexure B)	Channel/month	5	R	R	R	R	R
Contact Centre agents	Agent/month	10	R	R	R	R	R
IVR, auto-attendant and recording services	Once-off / monthly	15	R	R	R	R	R
Wallboard, dashboards and reporting	Monthly	1	R	R	R	R	R
Call recording storage and retrieval	Monthly	1	R	R	R	R	R
Omnichannel services, including email, live chat, chatbot, WhatsApp and social media	Channel/month	1	R	R	R	R	R
Other hosted telephony or contact centre services to be specified by bidder	As specified	1	R	R	R	R	R
Subtotal							R
VAT @15% if applicable							R
Total Hosted VOIP PABX and Contact Centre Cost Inclusive of VAT							R

CSOS004-2026: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS

PRICING SCHEDULE 6: SUPPORT AND MANAGED SERVICES

SERVICE	UNIT OF MEASURE	MONTHLY COST	YEAR 1	YEAR 2	YEAR 3	3-YEAR TOTAL
Network Operations Centre monitoring and support	Monthly	R	R	R	R	R
Service desk, incident management and escalation management	Monthly	R	R	R	R	R
Monthly reporting, service review meetings and SLA management	Monthly	R	R	R	R	R
Security monitoring, log forwarding and patch / firmware management support	Monthly	R	R	R	R	R
Other support and managed services to be specified by bidder	Monthly	R	R	R	R	R
Subtotal						R
VAT @15% if applicable						R
Total Support and Managed Services Cost Inclusive of VAT						R

-

CSOS004-2026: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS

PRICING SUMMARY: THREE-YEAR TOTAL COST OF OWNERSHIP (INCL VAT)

PRICING CATEGORY	ONCE-OFF COST	YEAR 1 RECURRING COST	YEAR 2 RECURRING COST	YEAR 3 RECURRING COST	VAT	TOTAL 3-YEAR COST
Solution implementation services	R	R	R	R	R	R
Licences and subscriptions	R	R	R	R	R	R
Infrastructure and hosting	R	R	R	R	R	R
Connectivity by site	R	R	R	R	R	R
Hosted VOIP PABX and contact centre services	R	R	R	R	R	R
Support and managed services	R	R	R	R	R	R
Total Evaluated Price Inclusive of VAT						R

_____ _____

SIGNATURE **DATE**

1. The financial proposal for this assignment should cover for all assignment activities as per terms of reference.
2. Period required for commencement with project after acceptance of bid_____
3. Are the rates quoted firm for the full period? Yes/No
4. If not firm for the full period, provide details of the basis on which Adjustments will be applied for, for example consumer price index.

Technical enquiries regarding bidding procedures may be directed to:
Mawande Jadezweni
Tel: (010) 593 0533
E-mail address:**mawande.jadezweni@csos.org.za**

_1
Supply Chain queries may be directed to:
Ntokozo Hlangwane
Tell: (010) 593 0533
Email: tenders@csos.org.za
PLEASE REFER TO THE ATTACHED TERMS OF REFERENCE FOR MORE INFORMATION.

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

1.1 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, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

1.2 If a person is 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. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**

2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	**Identity Number**	**Name of organ of state**

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.

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

2.3.1 If so, furnish particulars:

……
……
……

2.4 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**

2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	**Status (active/inactive/deleted)**

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification**.**

3 GENERAL DECLARATION

I, ……....., the undersigned, 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 to be false.

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.

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.

3.5 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.

3.6 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.

3.7 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, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

……	……
Signature	Date
……	……...
Designation	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) The 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	80
SPECIFIC GOALS	20
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:

80/20 **or** **90/10**

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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

3.2.1. **POINTS AWARDED FOR PRICE**

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

80/20 **or** **90/10**

$$Ps = 80\left(1 + \frac{Pt - P\,max}{P\,max}\right) \text{ or } \quad Ps = 90\left(1 + \frac{Pt - P\,max}{Pmax}\right)$$

Where

Ps	=	Points scored for price of tender under consideration
Pt	=	Price of tender under consideration
Pmax	=	Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in 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.*)**

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
1. EME or QSE owned by 51 % or more black person woman **and/or** ,EME or QSE owned by 51 % or more black person youth **and /or**, EME or QSE owned by 51 % or more black person living with disability **and/or**, EME or QSE owned by 51 % or more black person who is military veteran.	17	
2. EME or QSE owned by 51 % black people living in rural or underdeveloped areas or township.	1	
3. EME or QSE Cooperative owned by 51% or more black people.	1	
4. EME or QSE owned by 51% or more black people in general ,with focus in order of priority on africans, Indians and coloureds.	1	

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: .....

.....

.....

.....

SPECIAL REQUIREMENTS AND CONDITIONS OF THE CONTRACT.

CSOS004-2025: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS.

VALIDITY PERIOD: 120 DAYS

S U P P L Y C H A I N M A N A G E M E N T

1. SPECIAL CONDITIONS OF CONTRACT.

1.1 This bid and all contracts emanating there from will be subject to the General Condition of Contract issued in accordance with of the Treasury Regulations 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999). The Special Conditions of Contract are supplementary to that of the General Conditions ofContract. Where, however, the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of Contract prevail.

2. EVALUATION

2.1 Bids will be evaluated strictly according to the bid evaluation criteria stipulated in the Terms of Reference.

3. CLIENT BASE

3.1 Bidders must have specific experience and submit references (in a form of written proof (s) on their company's letterhead).

3.2 The CSOS reserves the right to contact references during the evaluation and adjudication process to obtain information.

4. SHAREHOLDERS/DIRECTORS PORTFOLIO

4.1 The bidder shall submit copies of the company's shareholding portfolio with the bid documents at the closing date and time of the bid.

5. COMMUNICATION

5.1 Supply Chain Management will communicate with bidders for, among others, where bid clarity is sought, to obtain information or to extend the validity period. Any communication either by letter or electronic mail or any other form of correspondence to any government official, department or representative of a testinginstitution or a person acting in an advisory capacity for the CSOS in respect of this bid between the closing date and the award of the bid by the bidder is prohibited.

6. COUNTER CONDITIONS

6.1 Bidders' attention is drawn to the fact that amendments to any of the SpecialConditions by bidders will result in the invalidation of such bids

7. PROHIBITION OF RESTRICTIVE PRACTICES

7.1 In terms of section 4(1) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is/ are or contractor(s) was/were involved in:

7.2 Directly or indirectly fixing a purchase or selling price or any other trading condition.

7.3 Dividing markets by allocating customers, suppliers, territories or specific types ofgoods or services; or collusive bidding

7.4 If a bidder(s) or contractor(s), in the judgment of the purchaser, has/have engaged in any of the restrictive practices referred to above, the purchaser may, without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered or terminate the contract in whole or in part and refer the matter to the Competition Commission for investigation and possible imposition of administrativepenalties as contemplated in the Competition Act No. 89 of 1998.

8. FRONTING

8.1 The Community Schemes Ombud Service supports the spirit of broad-based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent, and legally compliant manner. Against this background, the CSOS condemns any form of fronting.

8.2 The CSOS, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct, or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Tradeand Industry, be established during such enquiry/investigation, the onus will be on the bidder/contractor to prove that fronting does not exist. Failure to do so within a periodof 14 days from the date of the notification may invalidate the bid/contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector fora period not exceeding ten years, in addition to any other remedies the CSOS may haveagainst the bidder/contractor concerned.

9. TIMEFRAMES AND FORMAL CONTRACT

9.1 Successful bidder(s) will be required to enter into a formal contract with the CSOS

10. PACKAGING OF BID

10.1 ***The bidder shall place the sealed bid proposal into a sealed envelope or package, and must be clearly marked with a description of the bid as follows:***

Bid No: CSOS004-2026: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTED TELEPHONY (WITH CONTACT CENTRE) AND WAN SOLUTION FOR A PERIOD OF THREE YEARS.

Name and address of the bidder:

11. CONTACT DETAILS

11.1 Supply Chain Management Office: **Physical address:** Die Anker Office Park, 1279 Crawford Road, Centurion.

11.2 For General SCM enquiries: Ms. Ntokozo Hlangwane. Contact: 010 593 0533 or email: tenders@csos.org.za

11.3 For Technical enquiries: Mr Mawande Jadezweni. Contact:010 593 0533 or email: Mawande.jadezweni@csos.org.za

Supplier Maintenance: Bank Details

Supplier name_____

I/We hereby request and authorize you to pay any amounts which accrue to me/us to the credit of my/our account with the mentioned bank.

I/We understand that the credit transfers hereby authorized will be processed by computer through a system known as the "ACB ELECTRONIC FUND TRANSFER SERVICE", and I/we also understand that no additional advice of payment will be provided by my/our bank, but details of each payment will be on my/our bank statement or any accompanying voucher. (This does not apply where it is not customary for banks to furnish bank statements).

I/We understand that a payment advice will be supplied by the organization in the normal way, and that it will indicate the date on which funds will be available in my/our account. This authority may be cancelled by me/us by giving thirty days' notice by prepaid registered post.

Initial and Surname	**Authorized Signature**	**Date dd/mm/yyyy**

NB. Only original signed forms will be accepted.

Registered name: _____

Co. Registration No: _____

Account Holder: _____

Name of Bank: _____

Name of Branch: _____

Branch Code: _____

Account Number: _____

Type of Account: _____

It is hereby confirmed that these details have been verified against the following screens:
ABSA-
FNB-
STD Bank-
Nedbank-
Other Banks-

Bank Stamp Here

Bank Official Name: _____

Contact Detail: _____

NB: IT IS THE RESPONSIBILITY OF THE SUPPLIER TO ENSURE THAT DETAILS PROVIDED ARE CORRECT.

A LETTER FROM THE BANK CONFIRMING BANKING DETAILS WILL ALSO SUFFICE

Annexure A

GOVERNMENT PROCUREMENT

GENERAL CONDITIONS OF CONTRACT

NOTES

The purpose of this document is to:

(i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and

(ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.

- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if (applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Contract amendments
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:

1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.

1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.

1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7 "Day" means calendar day.

1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.

1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.

1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable.

Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14 "GCC" means the General Conditions of Contract.

1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.

1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.

1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.

1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.

1.20 "Project site," where applicable, means the place indicated in bidding documents.

1.21 "Purchaser" means the organization purchasing the goods.

1.22 "Republic" means the Republic of South Africa.

1.23 "SCC" means the Special Conditions of Contract.

1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

2. Application

2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.

5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
(b) a cashier's or certified cheque

7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

8.1 All pre-bidding testing will be for the account of the bidder.

8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.

8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with

supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

(a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
(b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
(c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
(d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

(e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

(a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
(b) in the event of termination of production of the spare parts:
(i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
(ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

(a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;

(b) if the Supplier fails to perform any other obligation(s) under the contract; or

(c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable

difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him

25. Force Majeure

25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.

25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5 Notwithstanding any reference to mediation and/or court proceedings herein,

(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
(b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;

(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss

or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable law

30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

31. Notices

31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice

31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and duties

32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.