



Warning against tender scams: The WRC urges members of the public to report any suspicious Request for Quotation, Purchase Order or Letter of Award to its Fraud Hotline on 0800 214 777 or email: hotline@kpmg.co.za. If a request or procurement communication appears to be suspicious Suppliers are advised to contact the WRC Supply Chain Management office on 012 761 9300 to verify its authenticity

PART A INVITATION TO BID (SBD1)

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE WATER RESEARCH COMMISSION (WRC)					
RFQ/P NUMBER:	001/04/24-25	CLOSING DATE:	29 APRIL 2024	CLOSING TIME:	11h00
DESCRIPTION OF GOODS/SERVICES	RE-ISSUE: APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR THE OPERATOR CONNECT FOR MICROSOFT TEAMS CALLING FOR A PERIOD OF 36 MONTHS				
BID RESPONSE DOCUMENTS MAY BE EMAILED TO: quotations@wrc.org.za (No hand delivered quotation or sent to a different email than the one specified shall not be accepted)					
RFQ VALIDITY PERIOD: 90 DAYS					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Supply Chain Management		CONTACT PERSON	Supply Chain Management	
TELEPHONE NUMBER	012 761 9300		TELEPHONE NUMBER	012 761 9300	
E-MAIL ADDRESS	quotations@wrc.org.za		E-MAIL ADDRESS	quotations@wrc.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE 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] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE SPECIFIC GOALS POINTS]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER PART B:3]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					



PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:	
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:



PART C STANDARD BIDDING DOCUMENTS

(SBD FORMS - SBD4, SBD6.1 (where applicable), should be fully completed and signed by the supplier/service provider). WRC reserves the right not to accept/eliminate/disqualify a quotation not accompanied by the completed prescribed SBD forms.

SBD4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

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

2.2.1 If so, furnish particulars:

.....
.....

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

2.3.1 If so, furnish particulars:

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.



.....
.....

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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

.....
Signature

.....
Date

.....
Position

.....
Name of bi

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



SBD 6.1

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

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

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

1. GENERAL CONDITIONS

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

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

1.2 To be completed by the organ of state

(delete whichever is not applicable for this tender).

(a) The applicable preference point system for this tender is the **90/10** preference point system.

(b) The applicable preference point system for this tender is the **80/20** preference point system.

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

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

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

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	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:

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

Where

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- P_{min} = 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:

$$P_S = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \text{ or } P_S = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

$$P_{\max} = \text{Price of highest acceptable tender}$$

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 (90/10 system)	Number of points allocated (80/20 system)	Number of points claimed	Number of points claimed (80/20)
---	---	---	--------------------------	----------------------------------



B-BBEE Status Level of Contributor	(To be completed by the organ of state)	(To be completed by the organ of state)	(90/10 system) (To be completed by the tenderer)	system) (To be completed by the tenderer)
1		20		
2		18		
3		14		
4		12		
5		8		
6		6		
7		4		
8		2		
Non-compliant contributor		0		

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:

PART D

TERMS OF REFERENCE / SCOPE OF WORK/ SPECIFICATION

1. BACKGROUND AND INTRODUCTION

The WRC operates as legislated by the Water Research Act (Act 34 of 1971) and is an entity of national importance to ensure water security, support to the DWS and water sector stakeholders through funding of research entities (universities, consultants and SMMEs). The Primary Function of the WRC is to (1) Promote coordination, cooperation, and communication in water research; (2) Establish water research needs and priorities; (3) Stimulate and fund water research according to priority; (4) Promote the effective transfer of



information and technology; and (5) Enhance knowledge and capacity building within the water sector.

2. SPECIFICATION: REQUIREMENT

The objective of this request for quotations is to invite suitable service providers for consideration for the operator connect for Microsoft teams calling for a period of 36 months.

WRC requires the service of a local operator to connect this license too.

Microsoft refers to this as an Operator Connect partnership which they have with several suppliers in South Africa.

The solution must include the following

- 1) Setup of the complete end to end Microsoft Operator Connect solution.
- 2) Ability to make and receive calls via the Microsoft Teams application.
- 3) Must include attendant / reception console, e.g. Anywhere 365 Attendant console (or similar)
- 4) Complete setup of attendant / reception software and physical phone
- 5) Billing to be done per extension / user or branch.
- 6) Porting of existing numbers from current operator – 100 numbers in total
- 7) Addition of 20 new extensions to be provisioned.
- 8) Training of Admin staff to manage solution.
- 9) Training of 3 x Reception staff.
- 10) Training manuals to be provided for end users – Reception and End Users.
- 11) Assigning of numbers to users.
- 12) Configuration of dial plans.
- 13) Configure Holiday tables.
- 14) Configure IVR and call queues.
- 15) Call costs to be added to proposal (local, national, international, and mobile)
- 16) Basic support SLA for a 36-month period.
- 17) Complete end to setup of solution.
- 18) Solution must be fully redundant.
- 19) Physical Microsoft Teams Reception console – Yealink MP58 (or equivalent)
- 20) 2 X expansion modules including additional power supplies – Yealink EXP50 (or equivalent)
- 21) Sample reports must be included for usage – Users / department / extension
- 22) Diagram of overall architecture

- ✚ The appointed supplier will be responsible for the complete installation of the solution.
- ✚ Current Sip Trunk provider : Vox Telecom
- ✚ Current number range: 012 7619300 – 0127619399
- ✚ Microsoft Licenses: M365 E5 X 80
- ✚ M365 E3 X 40 including Teams calling License

Bidders can quote on equivalent equipment to the specification. The equivalent specification must meet or exceed the proposed specification.



Service delivery location:

- Address: 2nd Floor Bloukrans Building, Lynnwood Bridge, 4 Daventry Road, Lynnwood Manor, Pretoria.

3. EVALUATION PHASES

The received proposals will be evaluated in accordance with the PPPFA and evaluated in different phases in order to arrive to the final phase of bid award, and the phases will be as follows:

- 3.1. Phase One – Screening of the minimum requirements documents
- 3.2. Phase Two – Technical evaluation
- 3.3. Phase Three – Specification compliance
- 3.4. Phase Four - Price and Preference (Specific goals)

3.1 Phase One (1): Screening of the minimum requirements documents

In this phase All bids received will be verified for compliance and completeness of the submitted proposal per the below set of mandatory requirements. Bidders who fail to comply with the below requirements may be eliminated and bidders who comply with the below progresses to the next phase of technical evaluation.

- Bid forms must be properly received on the bid closing date and time specified on the invitation, fully completed, dated.
- Invitation to Bid (SBD 1) must be fully completed,
- Submission of a Valid SARS Tax Clearance Certificate together with Supplier SARS Tax Compliance Status Verification PIN to enable Water Research Commission to verify Tax Compliance status on SARS eFiling. NB: Bidders whom their Tax matters are not in order will not be considered for this bid.
- Submission of fully completed SBD 4 (Declaration of Interest),
- Submission of fully completed SBD 6.1 (Preference points Claim for Specific goals),
- Submission of the original or certified B-BBEE Status Level Verification Certificate or original B-BBEE Sworn Affidavit in case of EME and QSE)
- Submission of Central Supplier Database (CSD) Compliance History Report.

NB: Any bidders who did not sign and submit any of the requested documents may be disqualified.

3.2. Phase Two (2): Technical evaluation

Gatekeeping:

- ✚ Must be a Direct Microsoft Operator Connect Partner - Evidence of operator connect partner can be in the form of a partner certificate / letter or web link.

NB: Qualification Threshold – Bidders must achieve 75% per the criteria below to be considered for phase three (3) of the



evaluation. Bidders who fail to comply with the set minimum threshold of 75% per the below requirements WILL be eliminated and bidders who comply with the below will progress to the next phase of evaluation.

Evaluation Criteria

Functionality criteria	Documents to be submitted for evaluation purposes	Point Allocation	Weighting
Company profile indicating proven experience in work conducted on supporting the mentioned applications	The company profile must clearly state the experience and the years of experience relevant to the scope of work of this project (Telephony)	Total points allocated for experience 40% 5=Experience for more than 5 years 4=Experience for 4 years 3=Experience for 3 years 2=Experience for 2, years 1=Limited experience of less than 2 years 0=No experience	40%
Reference Letters: The service provider must supply at least five (5) different reference letters, indicating five organizations that have been assisted with telephony services.	Evidence Must be on letterheads from company for which work was performed and signed by a duly authorized representative for which work was performed.	Total points allocated for reference letters = 20% 5=5+ Reference letters attached 4=4 Reference letters attached 3=3 Reference letters attached 2=2 Reference letters attached 1=1 Reference letter attached.	20%
Does the solution meet the requirements as per the WRC specification.	Bidders to provide architecture diagram of solution	Total points allocated for architecture diagram = 20% 5=The solution meets the criteria 3= The solution meets the requirements moderately 1=The solution meets minimum requirements 0=No solution provided	20%
Project Plan:	Supplier to attach detailed project implementation plan, including all timeframes.	Total points allocated for Project plan 5=Comprehensive plan attached. 3=Plan attached but not detailed 0=No plan attached	10%
Sample reports:	Supplier to attach the below sample usage reports: • Per Extension report • Per user report • Departmental / Branch report	Total points allocated for Company Profile = 10% 5=All three report types attached 3=Two reports attached 1=One report attached 0=No reports attached	10%
Total Weighting			100%



NB: Service Providers are expected to meet a minimum threshold of 75% on above technical requirements. Failure to meet the set minimum threshold will lead to disqualification.

3.2. Phase Three (3): Specification compliance

Service providers submitting price quotations / proposals will be checked against the specification to ascertain compliance. Service providers who fail to fully comply with the specification requirements will be eliminated.

3.4. Phase Four (4): Price and Preference (Specific goals) Evaluation

Service providers eligible will be evaluated under Price and Preference (Specific goals) phase.

List the specific goals applicable to this RFQ:

Stated Specific Goal in the Invitation (RFQ/RFB/RFP)	Proof to be submitted for allocation of points	Points Allocation	
The specific goal to be applied for this RFQ/P/B to which points may be allocated is/are as follows: (e.g.): <ul style="list-style-type: none"> B-BBEE STATUS LEVEL CONTRIBUTOR 	BEE certificate or sworn affidavit or Companies and Intellectual Property Commission (CIPC) issued certificate confirming their annual total revenue and the level of Black Ownership.	In this category, points will be allocated as follows:	
		B-BBEE Level	20 Points
		1	20
		2	18
		3	14
		4	12
		5	8
		6	6
		7	4
		8	2
		Non-compliant	0

4. PRICING

The RFQ will be evaluated in terms of the Preferential Procurement Regulations (2022).

Note

- Fees must be quoted in South African Rand
- Price(s) must be firm and all-inclusive and VAT where applicable.
- The project should be charged at an all-inclusive hourly rate
- A cost estimate for the contract period must be quoted at an all-inclusive rate for the different levels of proposed resources (including resources requiring specialised expertise) to be utilised.

5. PERIOD / DURATION OF PROJECT / ASSIGNMENT

36 months contract.



6. PAYMENT:

The WRC will be invoiced according to the amount of services rendered payment will be affected 30 days from the date of the invoice.

The invoicing will be on a delivery-based costing model.

7. STANDARD CONDITIONS OF THE TENDER

- i. **Bidders must complete SBD 4, SBD 6.1,**
- ii. Bidders must also submit a **valid tax clearance certificate**; and a **valid B-BBEE certificate** (original or certified copy) to the WRC offices PRIOR or by the closing date, if the WRC is not already in possession of these certificates;
- iii. It is the responsibility of prospective bidders to ensure that all bid documents are submitted before the closing time and date of the tender;
- iv. The WRC reserves the right to award or not to award this contract;
- v. The WRC will enter into a formal contract with one successful bidder;
- vi. The WRC reserves the right to terminate the contract should the performance of the service provider be unsatisfactory;
- vii. Bids received after closing time and date will be classified as **LATE** and will **NOT** be considered;
- viii. Although adequate thought has been given in the drafting of this document, errors may occur which the WRC will not be responsible for;
- ix. Any change of information provided in the tender document that may affect delivery of the service should be brought to the WRC's attention as soon as possible. Failure to comply with this may result in the contract being terminated;
- x. Service providers presenting information intentionally incorrectly or fraudulently will be disqualified;
- xii. Service providers who have been declared insolvent and wish to do business with the WRC must have been rehabilitated and provide the necessary proof thereof;
- xiii. The WRC reserves the right to award, cancel or partially award this contract.
- xiv. The National Treasury General Conditions of Contract will be applicable to this tender (available on the National Treasury website);
- xv. Bidders must complete and attach all relevant standard bid document;
- xvi. All prices quoted must be VAT inclusive; where applicable
- xvii. Only those bidders, who have met the minimum functional criteria, as stipulated above, may be invited to present their proposal as required. Please note that bidders, who may be invited for presentations, may have their technical scores re-evaluated.
- xviii. For those bidders who have met the minimum functional criteria, as stipulated above, the WRC has the right to visit the business premises to verify the information provided in the tender documents; please note that bidders who may have their premises inspected, may have their technical scores re-evaluated.
- xix. Short-listed companies could be invited to present and discuss their proposals.
- xx. A service level agreement will be entered into between the WRC and the successful respondent.

8. CLOSING DATE AND TIME

- The closing date for the RFQ is the **29 April 2024 @ 11h00**.
- Quotations should be sent to quotations@wrc.org.za to reach the WRC before 11h00 on the closing date and time.



9. ENQUIRIES

- For any technical enquiries and commercial enquiries please contact: the WRC Supply Chain Unit at quotations@wrc.org.za