TENDER DATA

Project title:	**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SENTECH WITH A ONE-STOP CALL CENTRE SOLUTION FOR A PERIOD OF TWENTY (20) MONTHS WITH AN OPTION OF EXTENDING FOR A FURTHER TWENTY-FOUR (24) MONTHS.**
Bid no:	**SENT/007/2026-27**

1 BACKGROUND

1.1 Sentech SOC Ltd ("Sentech") is a Schedule 3B State-Owned Company in terms of the Public Finance Management Act 1 of 1999 (PFMA) and is the largest broadcasting signal distributor in South Africa.

1.2 Sentech is a licensed Electronic Communications Network Service provider and operates satellite, television, radio, broadband and digital infrastructure networks.

1.3 Sentech currently operates various telecommunication networks for Satellite, Television, Radio, Internet and more. As such, Sentech is a global enabler of broadcasting and digital content IT delivery.

1.4 SENTECH requires the services of a suitably qualified Call Centre Service Provider to provide Call Centre support for a period of 20 months. The Service Provider is required to provide Call Centre Seats and 20x Call Centre Agents (10 Agents + 10 Learner Agents/ Interns) in a 16-hour day for an operation that operates from 07h00 to 23h00, 7-days-a-week, 365-days-a-year, with QContact Omnichannel Call Centre system and QContact user licences, compatible and integrated with Sentech In-House Call Centre, for the successful running of a seamless Call Centre service as an extension of the existing Sentech In-House Call Centre. The software system and other systems to be provided need to align and be compatible with the existing SENTECH QContact Omnichannel system.

2 LEGAL FRAMEWORK

This tender is issued in accordance with:

- Section 217 of the Constitution of the Republic of South Africa, 1996
- Public Finance Management Act, 1 of 1999
- Preferential Procurement Policy Framework Act, 5 of 2000
- Preferential Procurement Regulations, 2022
- Broad-Based Black Economic Empowerment Act, 53 of 2003
- National Treasury Regulations and SCM Instructions
- Promotion of Administrative Justice Act, 3 of 2000
- Protection of Personal Information Act, 4 of 2013

3 SUBMISSION OF BIDS AND CLOSING OF BIDS

3.1 This Bid closes on the date and time stipulated on the Notice and Invitation to Bid (SBD1). Bids can be submitted electronically via the eTender Portal and/or by hand to the tender box at Sentech Offices, Octave Road, Radiokop Ext 3, Honeydew, Johannesburg.

3.2 Bidders that opt to deposit their bid documents in the tender box must do so on or before the closing date and time, during working hours only (08:30-15:30). No late submissions will be accepted.

3.3 Bidders Bidders who opt to submit via the Sentech eTender Portal ("the eTender Portal") are advised that the eTender Portal has a files size limit of 30MB. Bidders must upload their tender documents timeously. The eTender Portal is available 24hrs a day. No late submissions will be accepted.3

3.4 It is incumbent on the bidder to ensure that their bids are submitted timeously via the selected method before the closing date and time. Sentech will not take any responsibility of any incomplete submissions or late tenders, for any reason whatsoever.

3.5 Telegraphic, telephonic, telex, facsimile, e-mail and late Bids will not be accepted.

3.6 This is a two-envelope system for Bid Evaluation. Bidders must submit their proposal and all supporting documentation in a sealed envelope, clearly marked as follows:

a) For manual submissions, Envelope One must consist of "Original Technical Proposal together with a soft copy in PDF format of an electronic medium e.g. USB etc. The soft copy will consist of a single PDF document containing the complete response. The envelope must contain all information and documents relating to the Bid. (Refer to list of returnable documents).

b) No Financial Information must be included in Envelope One.

c) Envelope Two "Original Financial Proposal" (Contract Date and Pricing schedule/schedule of rates as applicable) together with 1 copy of "Financial Proposal" together with a soft copy in PDF format of an electronic medium e.g. Compact Disk (CD), USB etc. The soft copy will consist of a single PDF document containing the complete Financial Proposal.

d) Bidders are required to place the sealed Envelope One together with the sealed Envelope Two into one sealed envelope or container. The sealed envelope or container must be marked with the following information:

For Attention:

- **HEAD OF SUPPLY CHAIN MANAGEMENT**
- **BID REFERENCE NO: ##**
- **TECHNICAL AND FINANCIAL PROPOSALS**
- **INSERT CLOSING DATE AND TIME**
- **BIDDER'S NAME AND ADDRESS**

e) Bidders that combine their Technical Proposal with the Financial Proposal (or any financial information) will be automatically disqualified and not be evaluated further.

f) The financial proposal will only be opened and evaluated should the technical proposal be found to be responsive, being that the technical proposal has met the minimum technical evaluation criteria that are set out in the Bid Documents.

g) The Bidders shall insert a table of contents and bind (ring bind or similar method) the proposal documents and verify the page numbers, as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

h) Bidders are required to complete and sign all the returnable documentation (refer to list of returnable documents) and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

i) Late submissions will not be considered.

j) For online submissions via the e-Tender portal, submission requirements are directed by the system. Bidders must follow instructions in the Bidder's manual.

4. SIGN AND INITIAL

Bidders are required to complete and sign the Bid Forms where required and initial the bottom of all pages, drawings and brochures which are included in the submission as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.

Both original signatures and electronic signatures will be accepted.

5. COMPLETION OF BID DOCUMENTS

Bidders must ensure that they complete all sections of the Bid Documents as per the requirements in the Bid.

Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.

6. BID VALIDITY

This Bid shall remain valid for a period of 90 days only. An extension of the Bid validity, if justified in exceptional circumstances, shall be requested in writing from all Bidders before the expiration of the 90-day period.

7. COSTS OF PREPARING THE BID SUBMISSION

Bidders shall bear all costs associated with the preparation and submission of the proposals. Sentech shall under no circumstances be held responsible or liable for any costs incurred during the bidding process.

8. ADMINISTRATIVE RESPONSIVENESS CRITERIA

Bidders are required to ensure that they meet all the Administrative Responsiveness Criteria.

9. BBBEE CODES AT SENTECH

Sentech complies with the codes of good practice as prescribed by the DTI, to advance Broad Based Black Economic Empowerment.

10. SUBCONTRACTING AS A CONDITION OF BID

The successful Bidder must subcontract a minimum of ____N/A_____% of the value of the contract to _____ (specify the designated group targeted).

11. TRANSFORMATION PLAN

A transformation plan is a record of activities an entity intends to undertake to improve its BBBEE Level through Ownership, Management and Control; Skills Development; Enterprise and Supplier Development and Socio-Economic Development.

Sentech reserves the right to request a BBBEE transformation plan with clearly defined timelines and milestones if the recommended Bidder does not meet Sentech's transformation goals. These milestones must be achieved over the term of the contract. This transformation plan must be submitted within 10 working days from the written request, failing which Sentech reserves the right to withdraw its appointment of the preferred recommended Bidder.

12. LOCAL PRODUCTION AND CONTENT

In the case of designated sectors, where in the award of Bids, local production and content is of critical importance, such Bids will contain a specific bidding condition that only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.

Does this requirement fall under any designated sector as prescribed by the DTI?	~~Yes~~	No
If yes, specify the sector		
Specify minimum threshold applicable		

***Bidders must fill in the SBD6.2 for Local Content and Production**

13. EVALUATION CRITERIA

The evaluation criteria are stipulated in 19 below. It is the Bidder's responsibility to ensure that it has responded to the evaluation criteria. Failure to meet the evaluation criteria will result in the Bidder not being evaluated further. Bidders must ensure that they have included all supporting documentation required to support their response to the Bid.

14. OBJECTIVE CRITERIA

14.1 Sentech reserves the right not to award this tender to any Bidder or any of its directors or subcontractors who during the preceding five (5) years –

14.1.1 failed to perform satisfactorily on a previous project with Sentech or any other organ of state; or

14.1.2 wilfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract.

14.2. Sentech further reserves the right not to award this Tender to any Bidder or any of its directors or subcontractors who have been blacklisted by any organ of state or committed and/or charged in any court of law or similar tribunal or forum with any act of tax non-compliance, fraud, corruption and/or dishonesty of whatsoever nature.

15. AWARD OF BID/S

Sentech may appoint one or more suppliers, in whole or in part, or not appoint any supplier/s at all, and/or cancel the Bid in its entirety, at Sentech's sole and exclusive discretion, in order to satisfy various needs which may be identified, and to manage certain risks associated with the supply of goods or services specified in respect of the Bid.

16. ALTERNATIVE/SUBSTITUTE PRODUCTS

In the case of contracts and/or panels, Sentech shall be entitled to consider and accommodate product upgrades during the tenure of the contract and/or panel. Bidders are required to bring all such developments to the attention of Sentech for approval.

17. BRIEFING SESSION

Should there be a compulsory briefing session for this Bid, Bidders must ensure that they attend the briefing session and sign the attendance register, as non-attendance or failure to sign the attendance register will automatically disqualify a Bidder from submitting a proposal for this Bid.

All questions raised by Bidders post the briefing session will be consolidated and shared with all Bidders at least seven (7) calendar days prior to closing.

18. CLARIFICATION

Enquiries related to Bid documents may be addressed to the Bid Administrator and Supply Chain Official as stated in SBD 1 Notice and Invitation to Bid.

19. BID EVALUATION METHOD

This Bid will be evaluated as described in the table below.

#80/20 system will be followed for Technical and Price offer	**1. Stage 1 – Administrative Responsiveness Evaluation** All the Technical Proposals will be evaluated against the **Administrative responsiveness requirements** as set out in the list of returnable documents. **2. Stage 2 –Technical Evaluation** • **All Bidders that qualify based on the administrative responsiveness requirements will be evaluated against the Mandatory. Only bidders that complied in full to ALL the Mandatory Criteria will be evaluated further.** • **Functional Evaluation Criteria: Proposals that are responsive and comply with the mandatory evaluation criteria will be evaluated against the Functional Evaluation Criteria set out in Section 23.2. Bidders must score 35 points (or more) out of a total 50 points available in the Functional evaluation criteria to qualify for further evaluation** **3. Stage 3 – Price and Preference** Financial Proposals for Qualifying Bidders will be opened and evaluated. Bidder's financial offers and BEE certificates will be ranked according to price and preference points from the highest number of points to the lowest.

20. ADMINISTRATIVE RESPONSIVENESS REQUIREMENTS

To be administratively responsive, Bidders must ensure that they meet all the below mentioned criteria. Bidders that do not meet all the below mentioned criteria may not qualify to be awarded the Bid. Sentech reserves its rights in respect of the below criteria.

- Complete and return all documentation stipulated in the LIST OF RETURNABLE DOCUMENTS.
- All correspondence must be in English.
- Bidders must fill in all sections of this document (where applicable).
- **BLACK INK** must be used when completing the Bid documents.
- Bidders must use only the Bid documents provided by Sentech. Photocopying of the Bid document is permitted however Bidders must not retype or redraft the Bid documents.
- All corrections must be initialled. The use of corrective fluid is strictly prohibited.
- Bidders are required to fill in and sign the Bid Forms and initial all pages, drawings and brochures which are included in the reply as Sentech will not accept any liability with regard to any disputes arising from pages that are missing or duplicated in the aforementioned documents.
- Bidders must complete an attendance register at each compulsory site meeting attended.
- Appointment of a Bidder will be subject to signing, declaration and submission of SBD 1, 3.1, 3.2, 3.3, 4, 5, 6,1, 6.2 8, and 9 depending on applicability.
- Complete and sign the Contract Data.

- Should this be a 2 envelope or 2 stage system, Bidders MUST separate the technical proposal from their financial proposal. The technical and financial proposals must be placed in two separate sealed envelopes.

21. AUTOMATIC DISQUALIFICATION

Sentech reserves the right to automatically disqualify Bidders from being awarded this Bid. The following will lead to automatic disqualification:

- Failure to submit a financial proposal, if required.
- The Bidder is or has been involved in any act of corruption or fraud or bribery or collusion or attempt to influence any employee of Sentech to award this Bid or any other Bid to it.

22. TECHNICAL RESPONSIVENESS COMPLIANCE

The Technical Evaluation will encompass evaluation of:

- Mandatory Criteria
- Functional / Technical Criteria

23. TECHNICAL EVALUATION CRITERIA

23.1 Mandatory Eligibility Criteria

The following criteria are mandatory to ALL BIDDERS:

Mandatory Eligibility Criteria	Attach evidence	Provide reference page number in your proposal
Provide proof of existing facilities with Call Centre **Seats**, **Staff** and **QContact Omnichannel System** that can be aligned and integrated to existing Sentech in-house Call Centre QContact Omnichannel system confirmed in a signed letter in the company letterhead.	**Signed Confirmation Letter on a company letterhead (with Company address)**	**YES**
Provide a QContact licenses partnership letter with QContact Distributor/ Reseller or OEM	**Official partnership letter with QContact Distributor/ Reseller or OEM**	**YES**

NOTE: Bidders that do not comply with all the above criteria will not be evaluated further.

23.2 Functional Criteria

Functionality criteria	Proof Required	Points
1. Previous Experience in providing a One-Stop Call Centre Solution with a QContact Omnichannel System: Four (4) & more Reference letters… ……..20 Points Three (3) Reference letters……..……15 Points Two (2) Reference letters……10 Points One (1) Reference letter……5 Points No Reference letter supplied ……..0 Points	**Signed reference letters from clients not older than 5 years (on the tender closing date).**	**20**
2. Provide a plan on how the bidder would implement such a Call Centre solution covering the stipulated scope of work. Implementation plan must contain stated System Capabilities including QContact Omnichannel (See Annexure A) and a Project Plan indicating go-live date within 3-weeks of appointment:	**Submission with specified capabilities under Scope of Work, and Implementation Plan with a Project Plan**	**30**
76% to 100% and beyond specified capabilities under Scope of Work and implementation Plan excellently designed with a detailed project plan	**Excellent = 30 Points**	
61% to 75% of specified capabilities under Scope of Work and implementation Plan is well designed with a project plan	**Good = 20 Points**	
41% to 60% of specified capabilities under Scope of Work and implementation Plan is averagely designed with a project plan	**Average = 10 Points**	
Less than 40% of specified Scope of Work, with implementation Plan and project plan that are poorly designed	**Poor = 0 Points**	
Total Points:		**50**

Table 1: Functional Criteria

Each bidder must score a positive score in each criterion to be evaluated further. Total minimum qualifying functional score is 35 points.

24. Risk assessment

All bids that pass the technical evaluation in 23.2 will undergo a risk assessment based on the following framework:

Criteria	Comments
Site visit will be conducted to verify existence of required facilities and resources	
e.g. Dishonesty in information presented	
Any additional information received from past references	

Background checks ie: (PEP and adverse media screenings)	
Restriction of suppliers or directors by National Treasury	

NB: Sentech may disqualify Bidders based on the outcome of the risk assessment.

25. Evaluation of Price and Preference

This Bid will be evaluated on a points system based on weighted average score for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000). Accordingly, either the 80/20 or 90/10 preference point system will apply and the highest acceptable Bid will be used to determine the applicable preference point system.

26. Preference Point allocation – 80/20 or 90/10

Price / Preference	**Weighting (80/20)**	**Weighting (90/10)**
Preference:	**20**	**10**
Price:	**80**	**90**
Total must equal:	**100**	**100**

Sentech will award preference points according to the following table:

Goal	**Points (80/20)**	**Points (90/10)**	**Evidence required**
Historically disadvantaged by unfair discrimination on the basis of Race	10	5	A valid BBBEE Certificate showing at least 51% black ownership
	5	3	A valid BBBEE Certificate showing at least 25.1 – 50% black ownership
	3	2	Black owned company showing at least 5 – 25% black ownership
	0	0	Below 5%
Historically disadvantaged by unfair discrimination on the basis of Gender (women)	8	4	A valid BBBEE Certificate showing at least 51% women ownership
	4	2	A valid BBBEE Certificate showing at least 25.1 – 50% women ownership
	2	1	A valid BBBEE Certificate showing at least 5-25% women ownership
	0	0	A valid BBBEE Certificate showing at less than 5% women ownership
Historically disadvantaged by unfair discrimination on the basis of disability	2	1	A doctor's note confirming disability or confirmation of disability from the Department of labour (EEA1 form) or equivalent
Total Points	**20**	**10**	

27. Price Calculation 80/20

The following formula will be used to calculate the points for price.

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

Where:

Ps	=	Points scored for price of bid under consideration
Pt	=	Rand value of bid under consideration
Pmin	=	Rand value of lowest acceptable bid

28. Price Calculation 90/10

The following formula will be used to calculate the points for price.

$$Ps = 90\left[1 - \frac{(Pt - Pmin)}{Pmin}\right]$$

Where:

Ps	=	Points scored for price of bid under consideration
Pt	=	Rand value of bid under consideration
Pmin	=	Rand value of lowest acceptable bid

29. Declaration of Authority

The undersigned, who warrants that he / she is duly authorised to do so on behalf of the enterprise, confirms that the contents of this Bid Data is understood and all requirements will be adhered to.

Name of Bidder	Signature	Date	Designation

TABLE 1: REFERENCES

Please complete the customer reference table and relevant Contact telephone number and attach reference letters.

Customer		Service Provided	Contact Person	Contact tel. no.	Contractual commencement date	Contractual completion date
1						
2						
3						
4						

5						

Name of Tenderer	**Signature**	**Date**

ANNEXURE A

1. SCOPE OF WORK

For the for the appointment of a service provider to provide SENTECH with a one-stop call centre solution for a period of twenty (20) months with an option of extending for a further twenty-four (24) months

PURPOSE

SENTECH SOC Ltd. is seeking services of an experienced and up and running Call Centre service provider to provide a One-Stop Call Centre solution as an overflow of the current SENTECH Call Centre for a period of 20 months. The successful bidder will be required to provide Call Centre Seats with Call Centre Agents and QContact Omnichannel Call Centre system (with licenses) that is aligned and compatible with SENTECH's existing QContact Omnichannel System at the service provider's own premises in Johannesburg.

SCOPE OF WORK

SENTECH requires the services of a suitably qualified Call Centre Service Provider to provide Call Centre support for a period of 20 months. The Service Provider is required to provide Call Centre Seats and 20x Call Centre Agents (e.g.10 Agents + 10 Learner Agents/ Interns) in a 16-hour day for an operation that operates from 07h00 to 23h00, 7-days-a-week, 365-days-a-year, with QContact Omnichannel Call Centre system and QContact user licences, compatible and integrated with Sentech In-House Call Centre, for the successful running of a seamless Call Centre service as an extension of the existing Sentech In-House Call Centre. The software system and other systems to be provided need to align and be compatible with the existing SENTECH QContact Omnichannel system.

The Call Centre solution must include the following capabilities:

- QContact User Licences
- Call Centre Agents capable of handling concurrent engagements from multiple channels
- Calls Logging
- Recording of calls
- Routing of calls to and from SENTECH In-House Call Centre
- Calls Monitoring

- Voicemail/ Voice Call Recording
- Storage of recordings
- Queue management
- Interactive Voice Response updates
- Ability to record calls/ contacts after hours to be attended to the following morning
- Report analytics/ Ticket trend reporting
- Unified Interface to address customers from integrated multiple channels (IP telephony; email; social media – Facebook, Twitter, Instagram; WhatsApp messaging; WebChat; Company App.; etc.)
- Automatic Ticketing
- Multichannel support
- Customer Satisfaction Measurement (post-contact)
- SLA Management
- Customised roles
- Portal rebranding to SENTECH
- Custom reports and dashboards
- Omnichannel customer timelines
- Roles & permissions
- Collaborative browsing
- Multilingual support
- Chat Bot capability
- Scalability (user licenses)

Deliverables:

- Implementation within three weeks of appointment date.
- The service provider will be required to provide the necessary QContact Omnichannel System licences for the Call Centre Staff and training of the Call Centre staff as and when required.
- In addition, system licenses and hosting will have to be provided for by the service provider as well as ensuring the security of the systems.
- Only bidders who have qualified to meet the minimum threshold for functionality will be invited for the presentation of the system if deemed necessary.
- SENTECH reserves the right not to appoint the bidder should the system not meet the required standard as indicated in the scope of work.